Implementation of Video **Consultation services for Pre-operative Evaluation Clinic (PEC)** Singapore Healthcare Management 2022

Goh Xiao Qing, Kelvin Ho Chew How, Tan Yeong Horng (Outpatient Clinic Operations), A/Prof Sharon Ong Gek Lim, Dr Lim Wan Yen, Dr Chai Jia Xin, Dr Samantha Heng Sieh Yen, Dr Kevin Seah Kwee Hong, Dr Lathiga Nambiar D/O Reguvaran, Dr Malvine Phua Wei Ming, Dr Goh Siting, Dr Duran Rhommela Garis, Dr Ahmad Hamidi Bin Mohammad Ali (Department of Anaesthesiology)



Introduction

- Patients who are scheduled for surgery under General or Regional Anaesthesia are required to undergo a pre-operative anaesthesia assessment and a series of Pre-Admission Tests (PATs) prior to surgery.
- For Specialist Outpatient Clinic (SOC) patients, they are required to visit the SKH Pre-operative Evaluation Clinic (PEC) on a separate day to complete PATs (blood tests, ECG and chest X-ray) and anaesthesia assessment.
- In the COVID'19 pandemic, the need for safe-distancing measures highly encouraged healthcare providers to adopt telemedicine whenever

Aims



Improve Overall Patient's Experience

- Minimizes an additional trip back to the hospital for PEC consultation
- \checkmark Increases convenience for the patients as they are able to attend consultation from home
- ✓ All family members may participate in the consultation, with no limitations in numbers.



Reduce Risk of Coronavirus disease 2019 (COVID-19)

✓ Risk of COVID-19 virus transmission and exposure for patients, NOKs and staffs are reduced

Align with the Ministry of Heath, Singapore

- \checkmark To adopt telemedicine such that patient care is not compromised in times of COVID-19
- Ensures that safe management measures are in place number of patient's physical visits were reduced

Methodology

[1] Streamlined Patient's Journey (Patients complete all PATs on same day):

PEC Video Consultation (VC) eligibility criteria include low risk surgeries (duration < 4 hours with minimal expected blood loss), patient age 21-65 years, American Society of Anaesthesiologists (ASA) class 1 or 2, body mass index < 35 and ability of patient to use Zoom video conferencing.

Surgery Listing Day I PEC VC Day L3 Listing PEC SOC L3 Phlebotomy L2 Radiology L3 Treatment Counter

(Listing for Surgery)

(MO screening + Vital signs)

(Financial **Counselling**)

80

Counter (Blood tests)

Room (ECG)

(Chest X-ray)

(For pre-op anaesthesia assessment)

[2] Key Phases of Project:

Pilot with Orthopaedics Surgery (Phase 1: Dec-Apr'21)

- A pilot was first conducted with Orthopaedics Surgery to determine feasibility.
- Provided time for various stakeholders to familiarise with the new workflow and to iron out the issues faced.

Expansion to all **Surgical Specialties** (Phase 2: May-Oct'21)

- With the teething issues identified and ironed out, PEC VC was further expanded to all other surgical disciplines.
- Posters promoting PEC VC (Fig.1) were also prominently displayed across medical centre.

Engagement of SOC PSAs for screening eligibility (Phase 3: Nov-Mar'22)

- Engaged the help of SOC room assistants to help screen for patient's eligibility based on the Electronic Admission Form (EAF).
- Ground engagements were also conducted by Anaesthesia team with the surgeons.

Results

- In Phase 1, 7 patients were enrolled.
- In Phase 2, 23 patients were enrolled (2.3 fold increase).
- In Phase 3, 76 patients were enrolled (2.3 fold increase).

No. of PEC VC patients enrolled

76

Pre-Operative Anaesthesia Video Conferencing

and why you should consider it

Discuss your anaesthetic plan for



No visitor

limits

Your family can

join in, unaffected

by the hospital's

visitor policy.

- All enrolled PEC VC patients successfully completed surgeries with <u>0% surgical</u> cancellation rate.

Conclusion

- With the implementation of PEC VC, patients were able to reduce an additional trip back to the hospital for PEC consultation.
- This has greatly increased patient's convenience and also reduced the risk of COVID-19 virus transmission/exposure for both patients and staff.
- This has led to overall improved patients' satisfaction and experience in SKH.

