Care Coordination for Young Women with Breast Cancer:

Increasing Efficiency & Improving Patient Experience in Singapore General Hospital

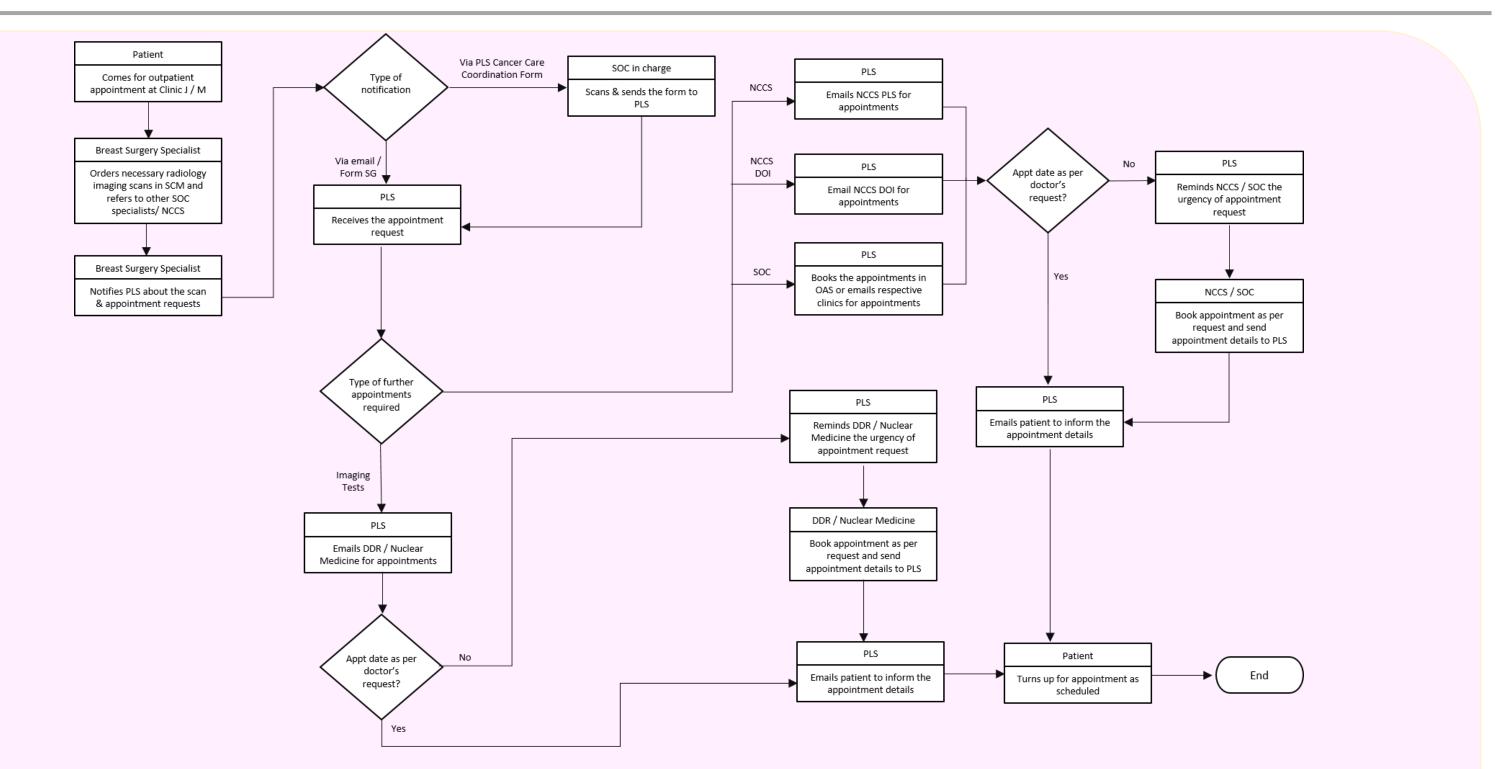
Singapore Healthcare Management 2022



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Young Women (<45years of age) diagnosed with breast cancer require a multidisciplinary approach to management. Multiple appointments for consultations and investigations need to be made and coordinated within a short period of time.



Appointments were arranged at different sites, resulting in multiple different contact points if any changes needed to be made. There was also overlap in appointments made, requiring amendments.

Clinicians spend an inordinate amount of time coordinating these appointments. This resulted in frustration both from the clinicians and patients.

We sought to improve this care coordination process, the patient's journey, and reduce clinicians' time spent on coordination, allowing them to concentrate on the clinical aspects of patient care.

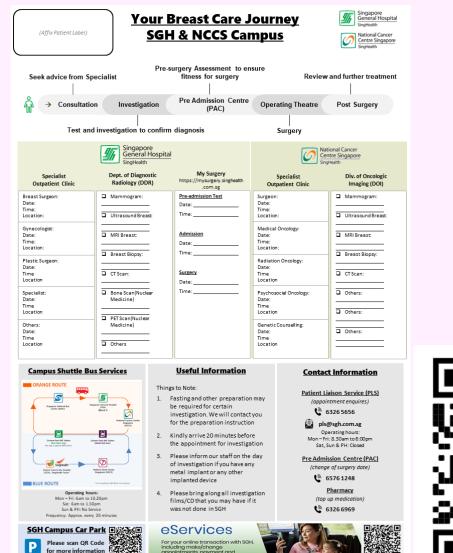


Patient Liaison Service (PLS) was identified to take the lead and be the main liaison point.

Figure 2: Improved workflow for Cancer Care Coordination

Appointments were coordinated and de-conflicted by the PLS team, with guidance and advice from the clinicians. provided Patients with were appointment confirmation which was communicated through a Patient's Journey leaflet and other modes of communication (emails and calls).

RESULTS





Patient's Journey Leaflet

From November 2021 – June 2022, 29 pilot cases were referred. Urgent

The team met with the various care teams and stakeholders (Department of Diagnostic Radiology, National Cancer Centre Singapore PLS, SGH Breast Care Nurse, clinicians and the clinic team) to map and review the processes. Clinician and clinic staff feedback was explored in depth to identify pain points.

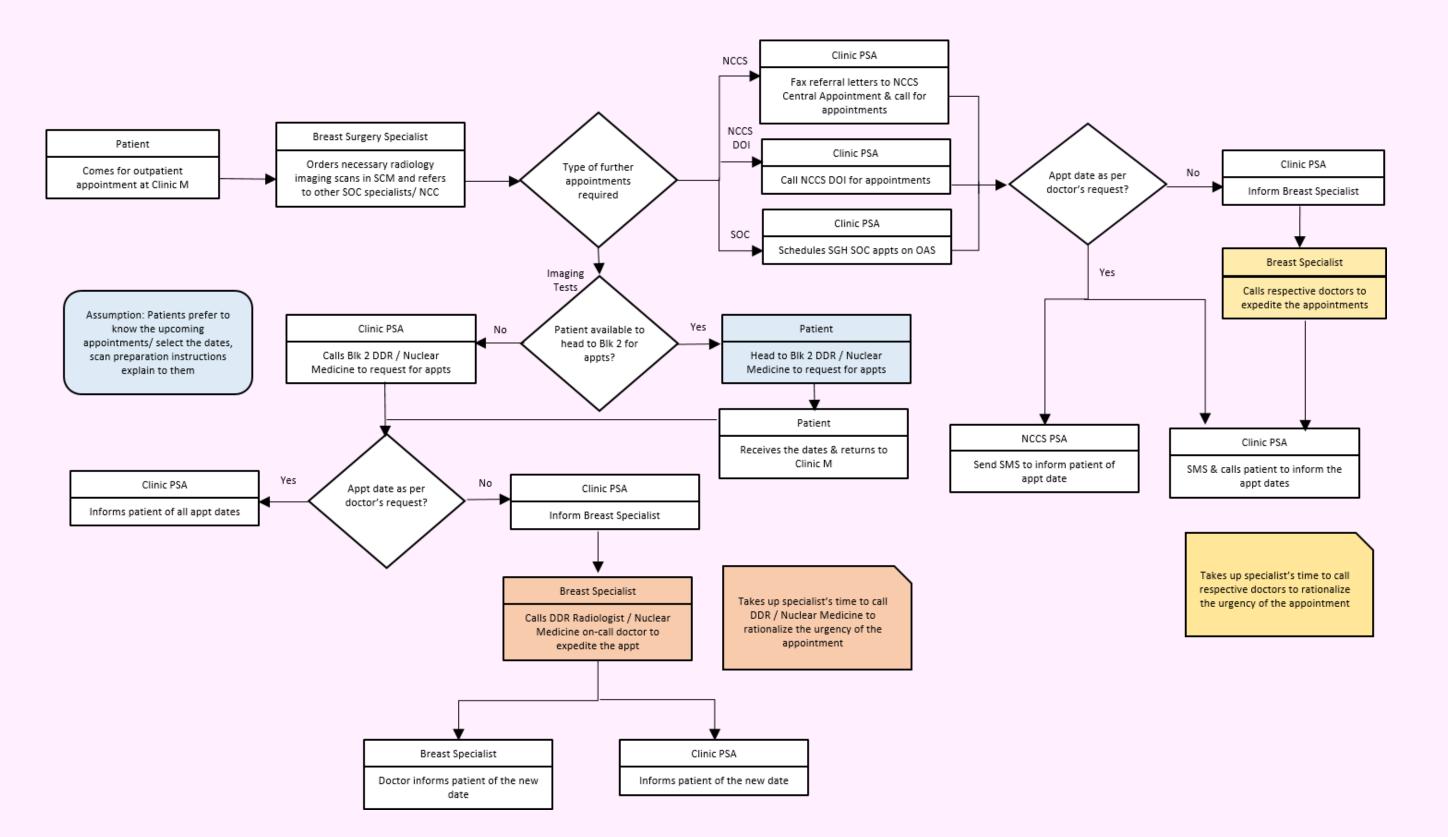
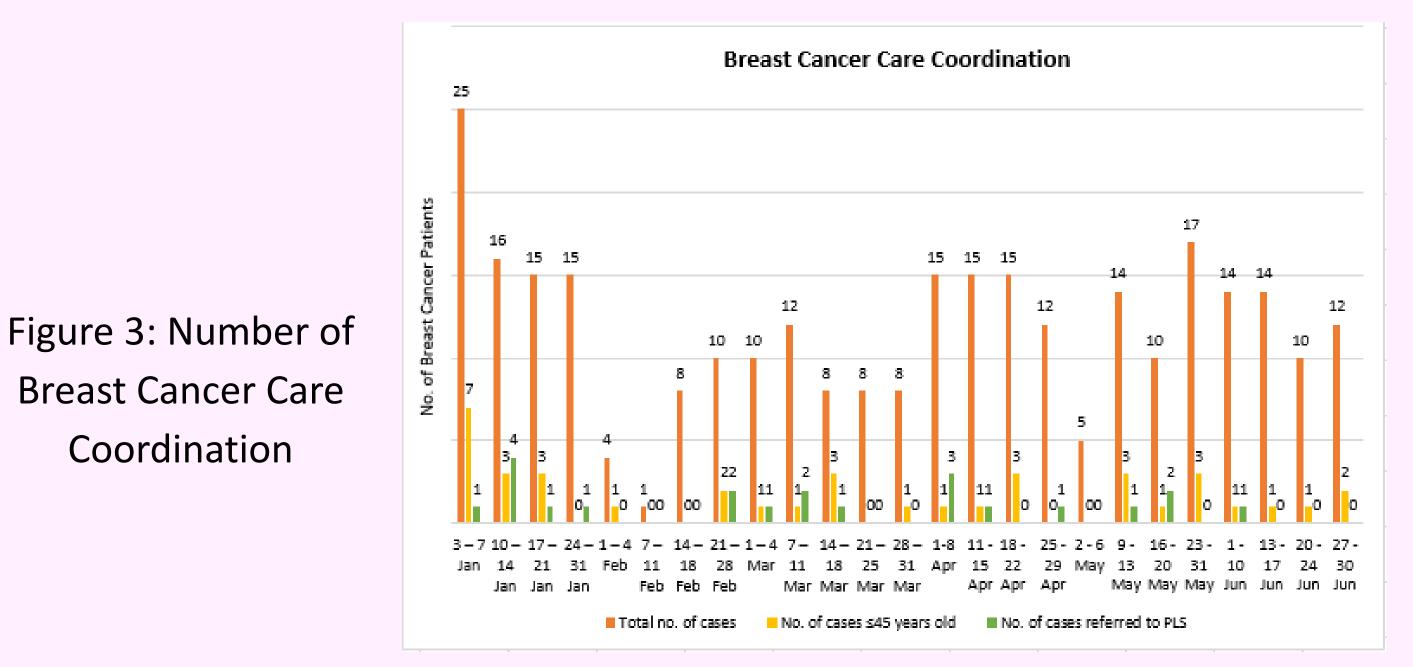


Figure 1: Existing workflow for Cancer Care Coordination

appointments were coordinated and expedited within 1-2 weeks from the doctors' referral to PLS.



The referring clinicians were updated on the appointment dates within 2 working days. There was significant amount of time saved. The average time saved per case is 1.5 man-hours. This enables the clinicians to spend time saved to focus on clinical work and patient care. With prompt coordination, there is no delay in patients' treatment plan.

With a single contact point, the coordination is more seamless. Instead of leaving the Breast clinics without any appointment information and point of contact for enquiries, patients now have a better understanding of what to expect in their care journey with the new workflow.

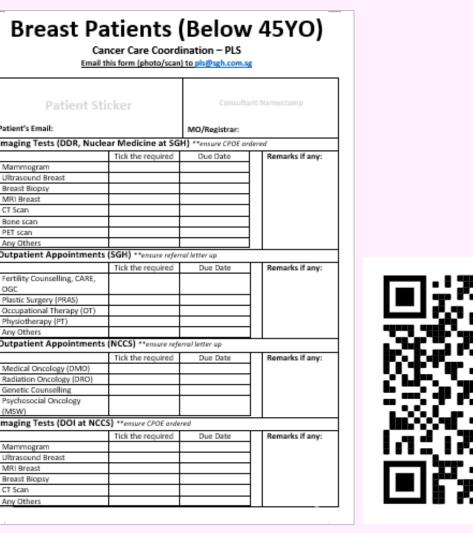
A few referring platforms were proposed

to activate the processes:

Physical Care Coordination Form 1) FormSG 2)







Breast Care Referral FormSG

Physical Care Coordination Form

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A detailed workflow was created and continuously refined with continuous feedback, and regular scheduled meetings.

CANCE COORDINATIO **CONCLUSION** well-coordinated patient's journey TYPES OF EXPEDITED APPOINTMEN contributes to achieving a positive patient This experience. in turn improves efficiency and reduces dwell time for all stakeholders.

A similar workflow has been initiated for the Breast Cancer patients in NCCS.





Information Sheet for Doctors