



Reduced Frequency of Specialist Outpatient Clinic Visits During Patients' Admission in Sengkang Community Hospital

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Background

Patients admitted to Sengkang Community Hospital may require follow up with the Specialist doctors in acute hospital at the outpatient clinics.

Sending patients for appointment will require multiple party coordination (acute hospital, community hospital, patient and next of kin).

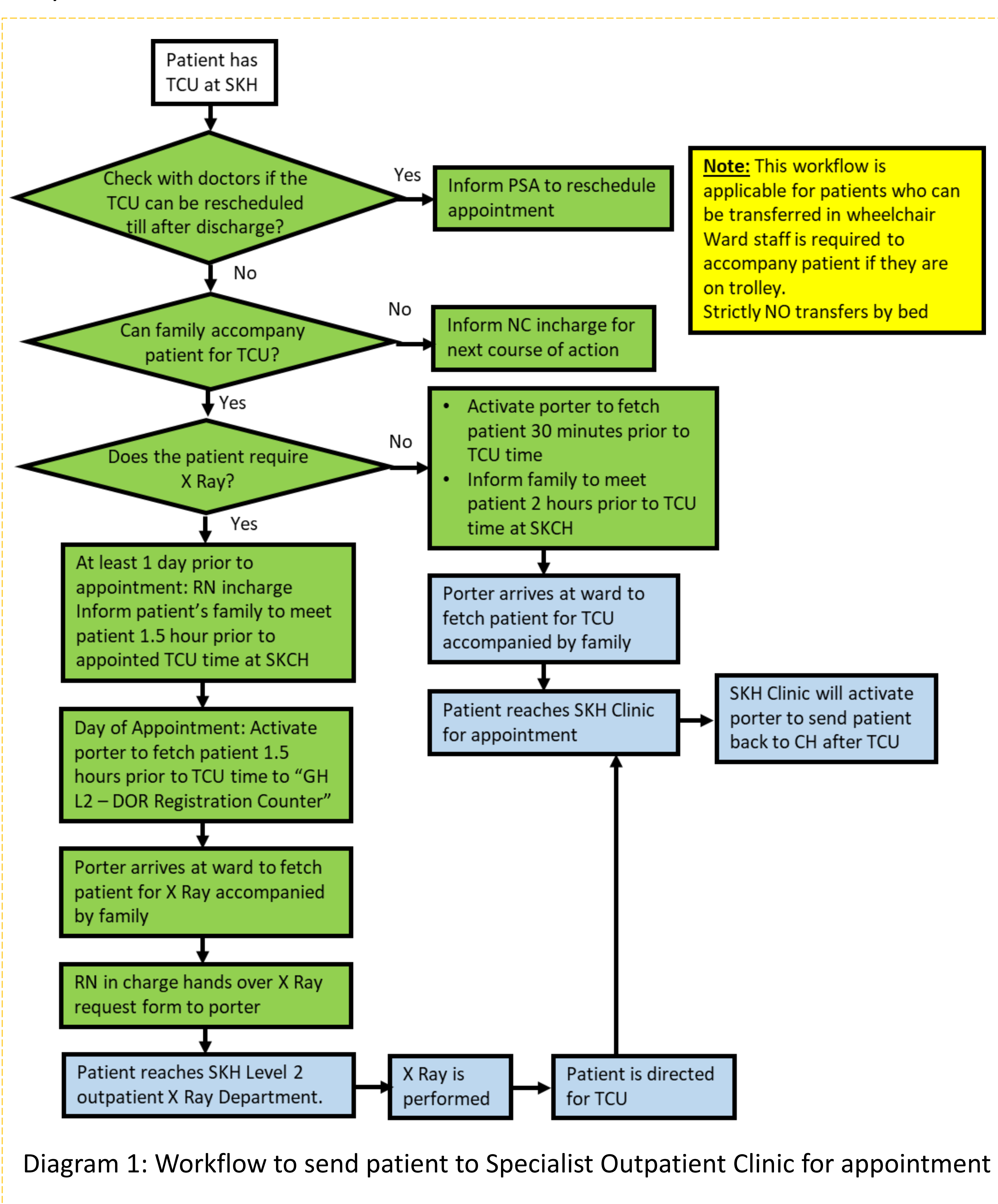


Diagram 1: Workflow to send patient to Specialist Outpatient Clinic for appointment

Challenges

- Unavailability of next of kin
- Patient skipping rehabilitation session
- Additional cost to activate transport / medical escort to accompany patient for appointment
- Using up slot at Specialist Outpatient Clinic resulting in longer wait time for other patients

Objectives

- The project aims to achieve the following within 3 months:
- Reduce number of orthopaedic outpatient visits while maintaining required specialist assessment and treatment for patients admitted to Sengkang Community Hospital
 - Reduce time required for next of kin to accompany patient for specialist outpatient appointments
 - Reduce clinical team's workload to arrange for patient's appointment and accompany patient for appointment at Specialist Outpatient Clinics.

Methodology

All patients who are admitted to Sengkang Community Hospital with Orthopaedic Specialist Appointment at SingHealth Institutions were identified and screened (Refer to Diagram 2)

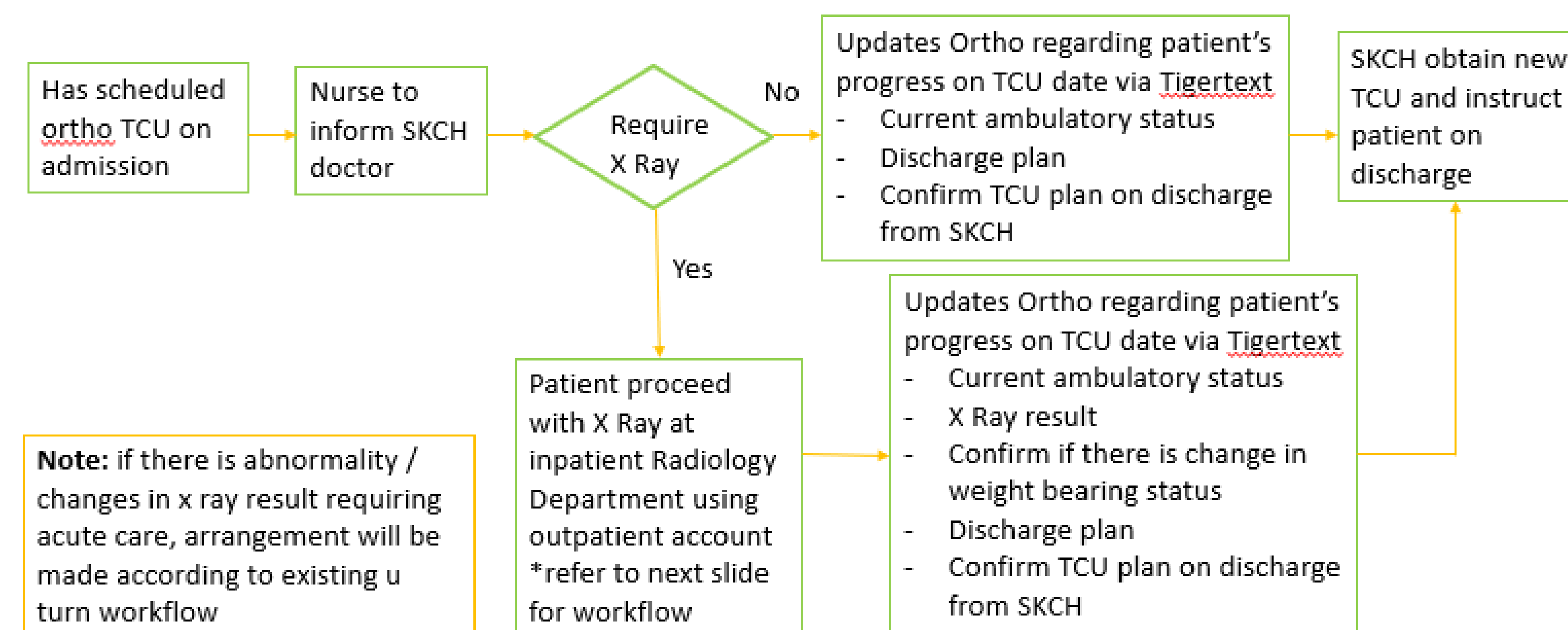
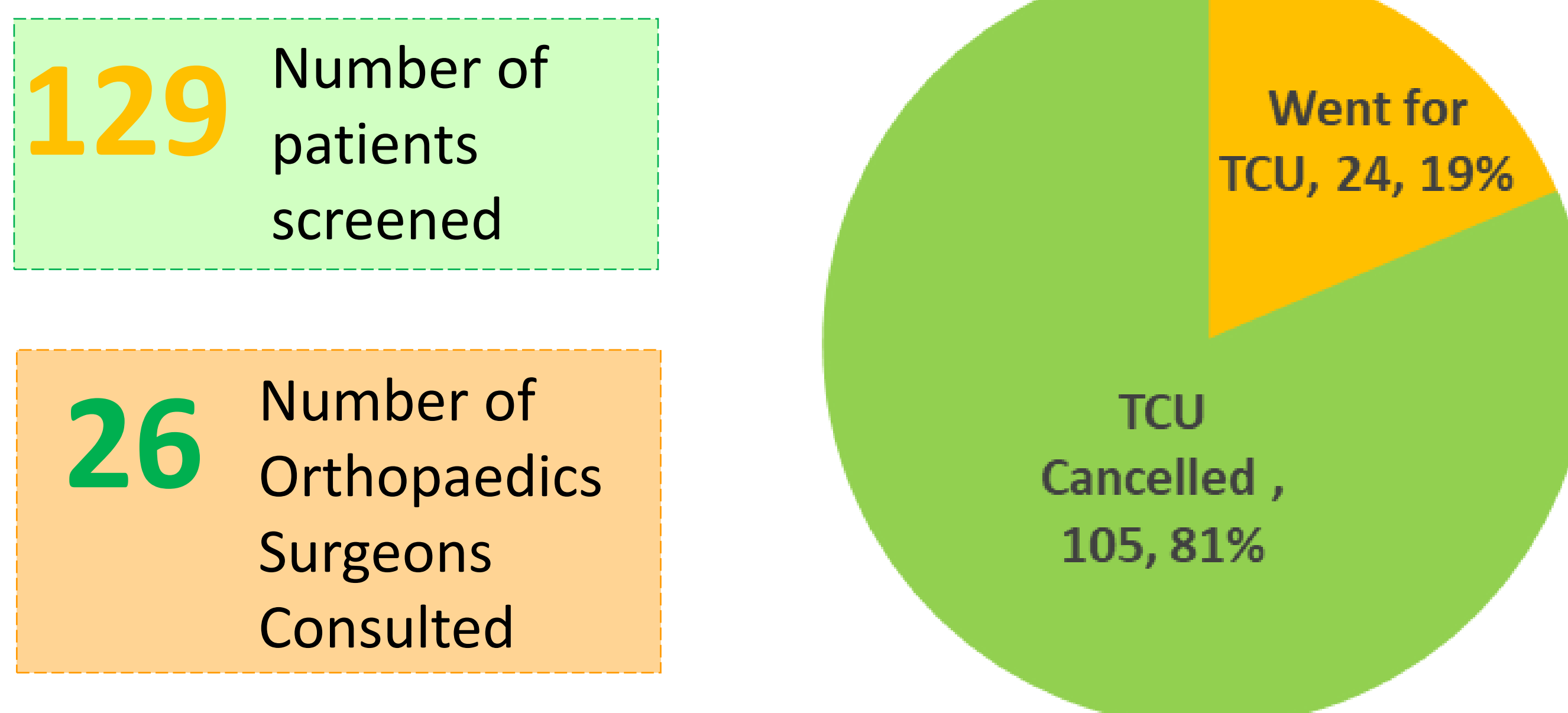


Diagram 2: Workflow for Patients with Orthopaedic Specialist Outpatient Appointment

Results

Patients admitted to Sengkang Community Hospital between December 2022 to March 2023 with Specialist Outpatient Appointment with Orthopaedic Surgeons in Singapore General Hospital and Sengkang General Hospital were screened.



Patient's NOK saved average of **3 hour** per patient as they need not accompany patient for the appointment



Clinical team saved total of **210 hours** within 3 months trial as they need not arrange and accompany patient for the Specialist Outpatient Appointments

Conclusion

The project had revealed the capability of collaboration between acute care hospitals and community hospitals to enhance patient care experience and ability to transit through different levels of care seamlessly. The positive results are converted to the possibility for this initiative to be expanded to include patients with Specialist Outpatient Appointments to other disciplines and may potentially benefit a wider population group beyond community hospitals.