



Optimising Prosthodontic Dental Officers Slots To Ensure Patients Receive Timely Access To Care



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Main Author Ms Dai Ruina, NDCS

Co-authors Ms Lorraine Johnson, NDCS
Ms Teo Shao Chu, NDCS

Introduction

In order for our patients to receive quality dental care, timely access is crucial. The aim of this project is to investigate ways to reduce appointment waiting time and ensure new patients are attended to within a reasonable time frame from their date of referral. Being the Dental Centre for the Nation, patient safety and patient outcome are our top priority, 'Patients at the Heart of All We Do'.

Objective

To optimize Prosthodontic Dental Officers' slots to greater than 85% in 3 months time.

Methodology

The team brainstormed from the problem statement and identified 2 possible root causes by employing the '5 WHYs technique' in Figure 1:

1. No reminder call/system
2. Nobody to filled up the un-utilised slots when patients don't turn up for their appointment

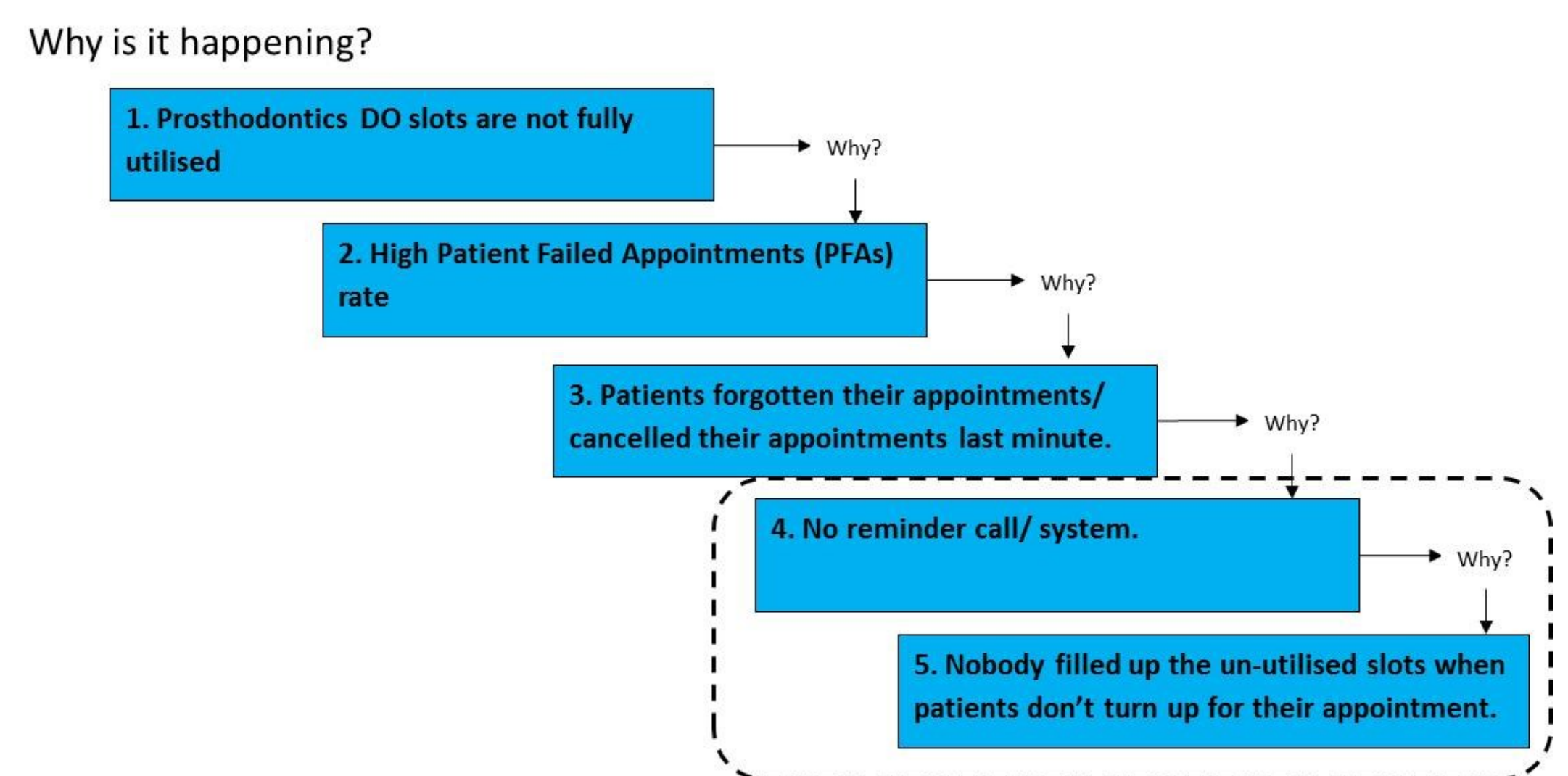


Figure 1

Interventions

The team analyzed the possible solutions and shortlisted the following considering the ease of implementation and effectiveness:

- a) DA/DSA to check the Doctor's calendar whenever possible and fill up the slots if there are cancellations.
- b) Call patient one day before the appointment to confirm attendance.

Data on the Prosthodontic DOs slot's utilisation and Patient Failed Appointment rate was collected as shown in Figure 2 and Figure 3.

Figure 2

Figure 3

Results

The Patient Failed Appointment(PFA) rate was reduced to 10.8% and Prosthodontic DO slot's utilization was increased to 89.0% after interventions, as shown in Figure 4 and 5 respectively. The results after interventions is summarised in Table 1.

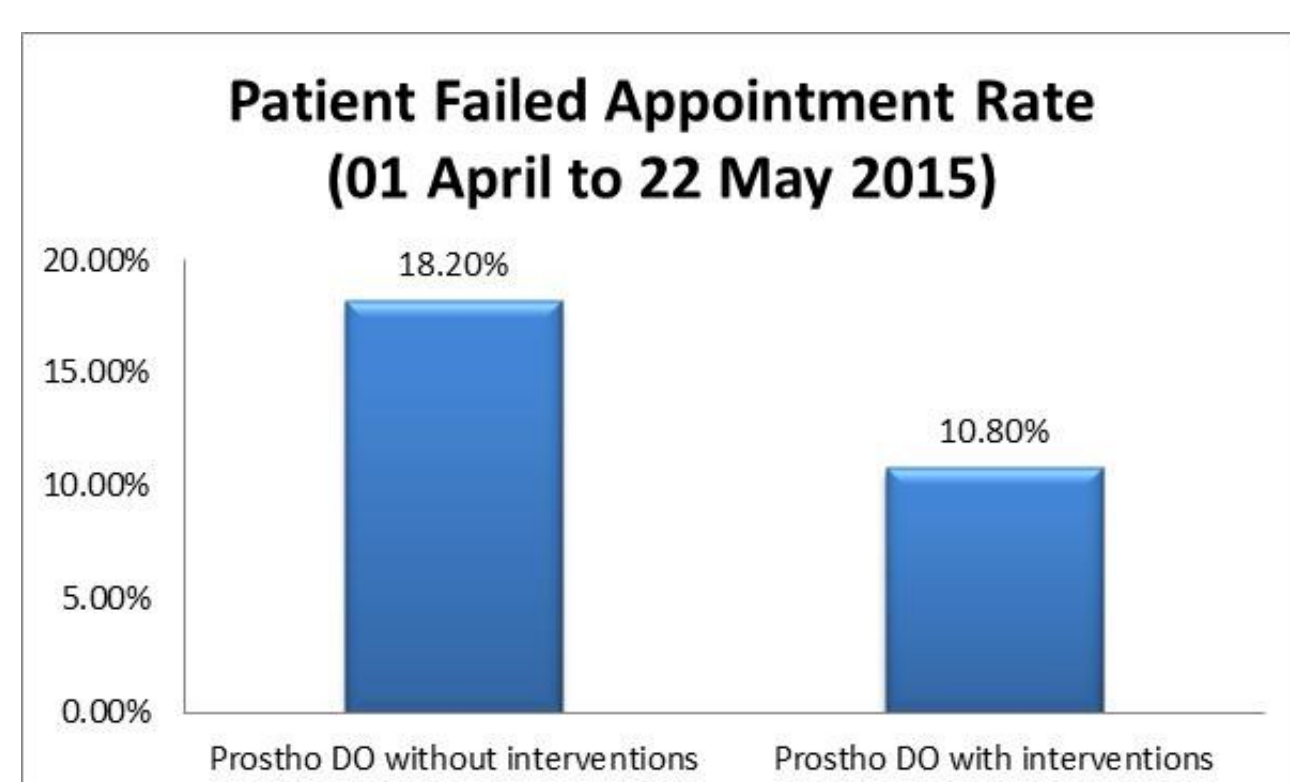


Figure 4

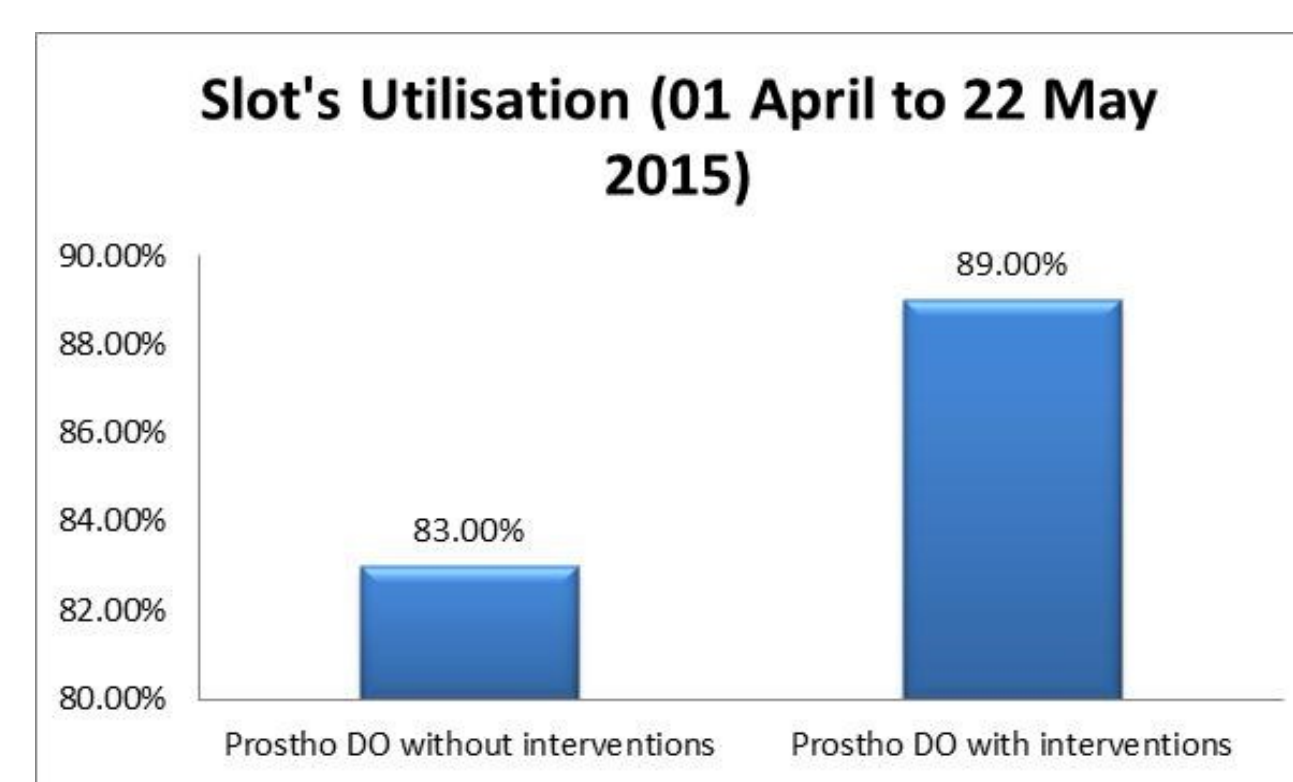


Figure 5

	Before Interventions	After Interventions
PFA rate	18.2%	10.8% ↓
Slot utilisation	83.0%	89.0% ↑

Table 1

Benefits

- Doctor's slots are not wasted and patients get timely access to care.
- Increase in utilisation of doctor's slots which potentially meant better revenue for the Centre.

Spread

As the team has benefited from the interventions, they are in the process of spreading it to other specialty.