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Bridging the Gap in Care Transition from the Tertiary Hospital to General Practitioners

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Delivering on Target

Introduction

The SingHealth Delivering on Target (DOT) is a program by Clinical Networks, Regional Health System.

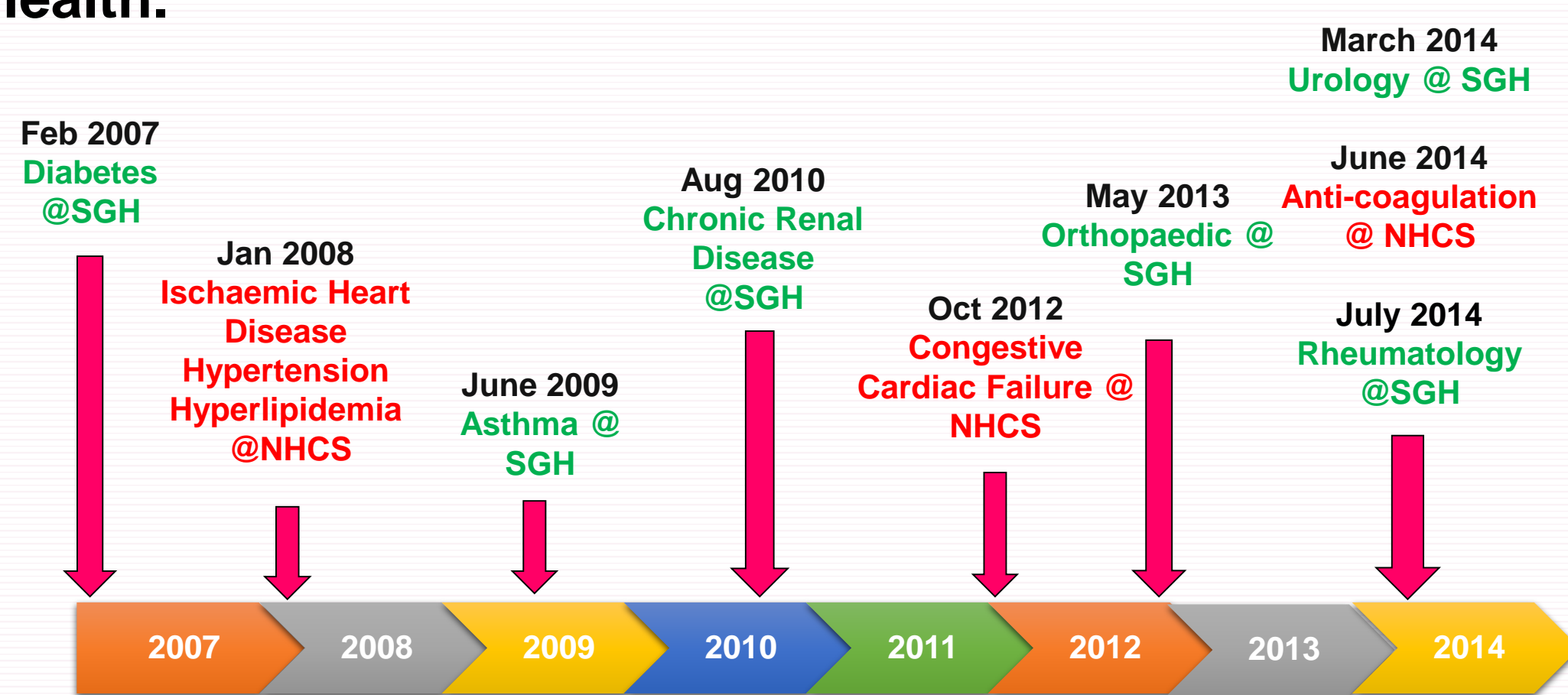
DOT aims to

- Forge partnerships with private general practitioners (DOT GPs) to provide structured quality chronic disease care for patients in the community
- Create a seamless transition process for stable patients transferred from specialist outpatient clinics (SOCs) to our partner GPs
- Promote the vision "One Singaporean, One Family Physician"¹

Stable patients within the institution specialist outpatient clinics are matched to DOT GPs in close proximity of their homes to be followed up for their medical conditions once they are stable.

DOT's Right-Siting Officers (RSOs) are the frontline staff in the SOC who facilitate this process of counselling, matching and clinical handover of care to the DOT GPs.

The DOT program is available for 9 disease specialties throughout SingHealth.



To date, RSOs have right-sited over 10,000 patients from the SOC to primary care, with over 4,000 of them continuing their care with the private GPs.

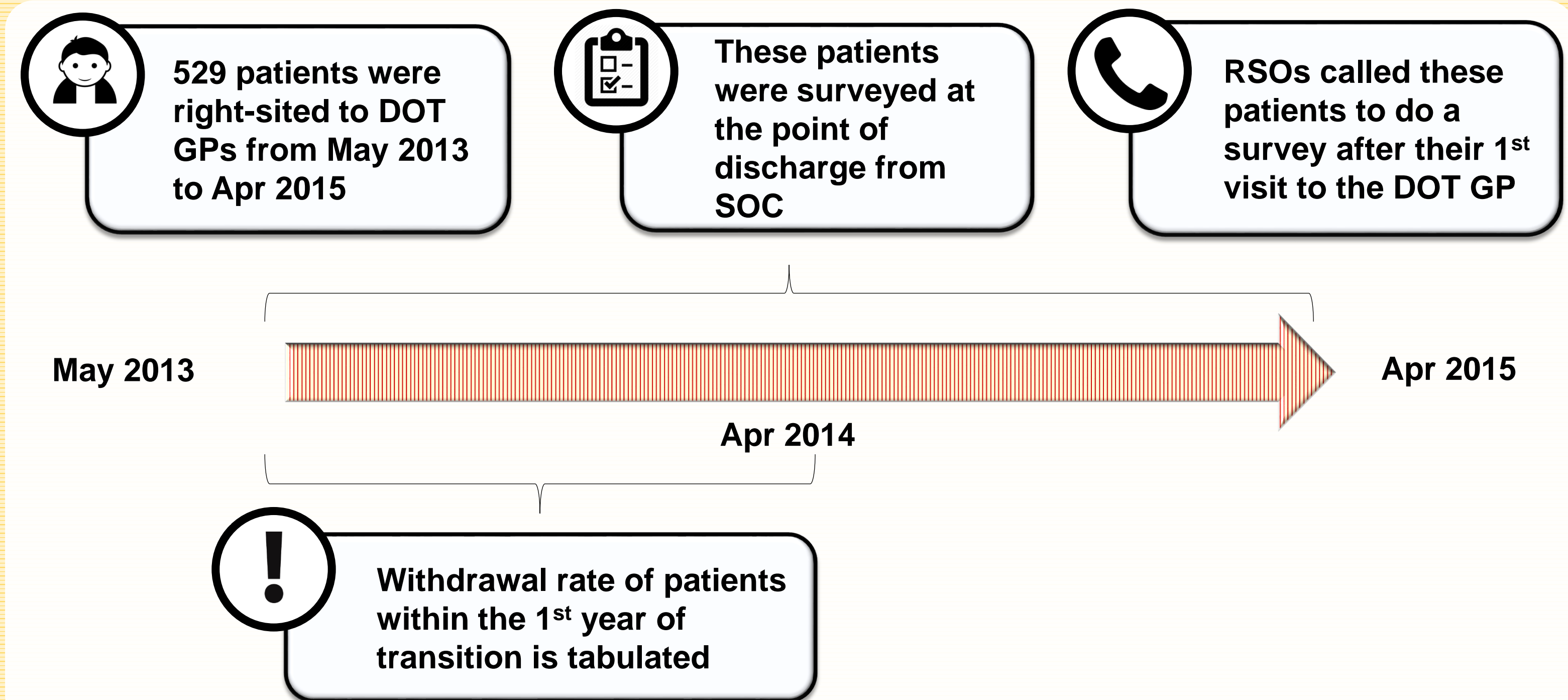


Figure 2: DOT GP clinics islandwide

Objectives

- Describe the role of Right Siting Officers (RSOs) in the DOT Program
- Showcase results from patients' satisfaction survey on the RSO services
- Evaluate patient adherence to the DOT program at the first year of transition

Methodology



Results

| 1 | 2 | 3 | 4 | 5 |
|-------------|--------------------|-----------|----------------|---------------------|
| Unsatisfied | Somewhat satisfied | Satisfied | Very satisfied | Extremely satisfied |

Table 1: Likert scale used in patient satisfaction survey

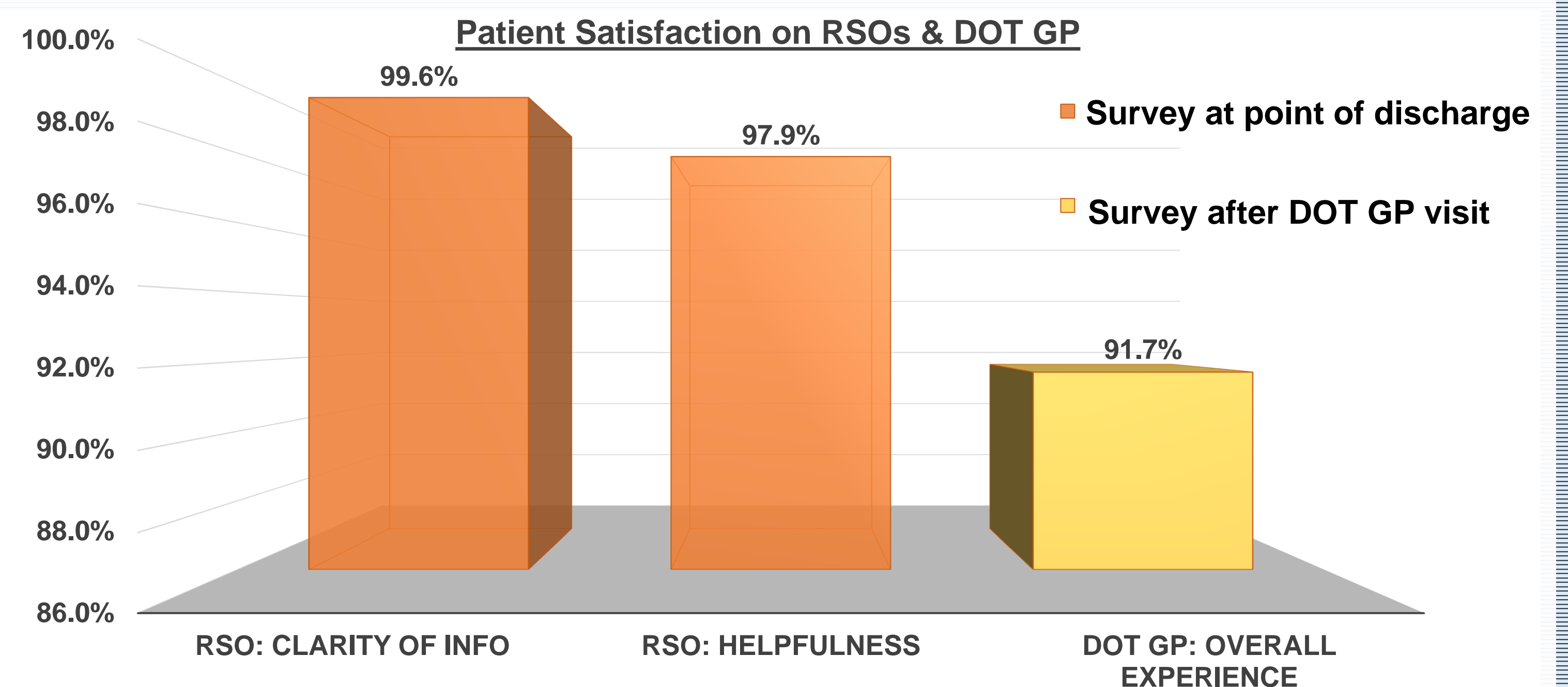


Chart 1: Percentage of patients who gave a rating of at least 3 (Satisfied) and above.

% of Patients Who Remained in DOT Program at 1 year

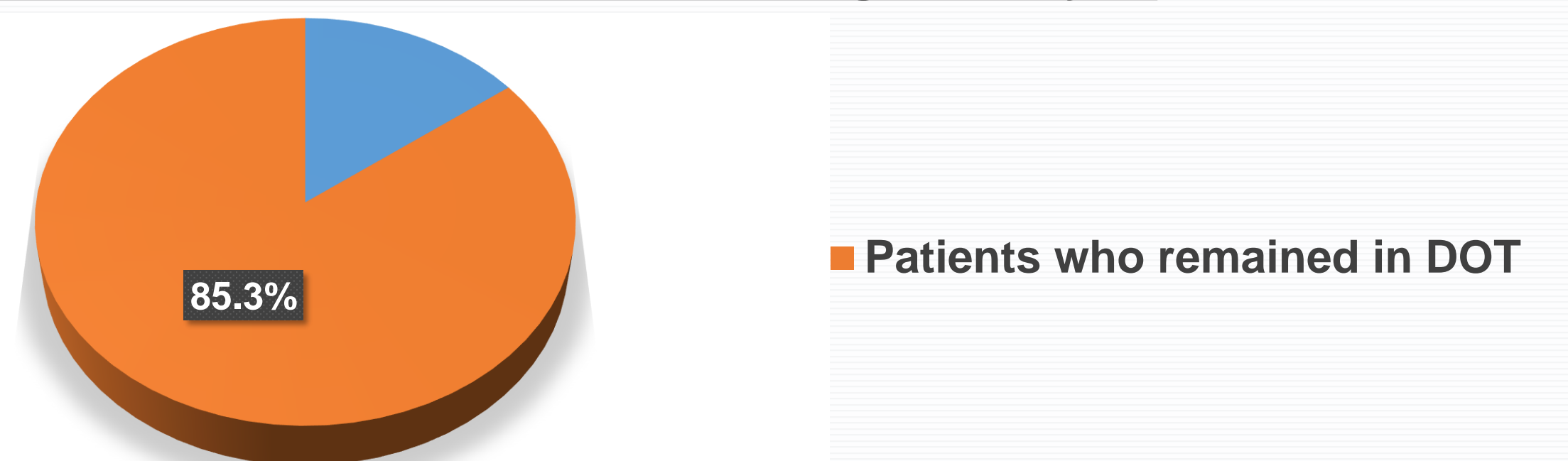
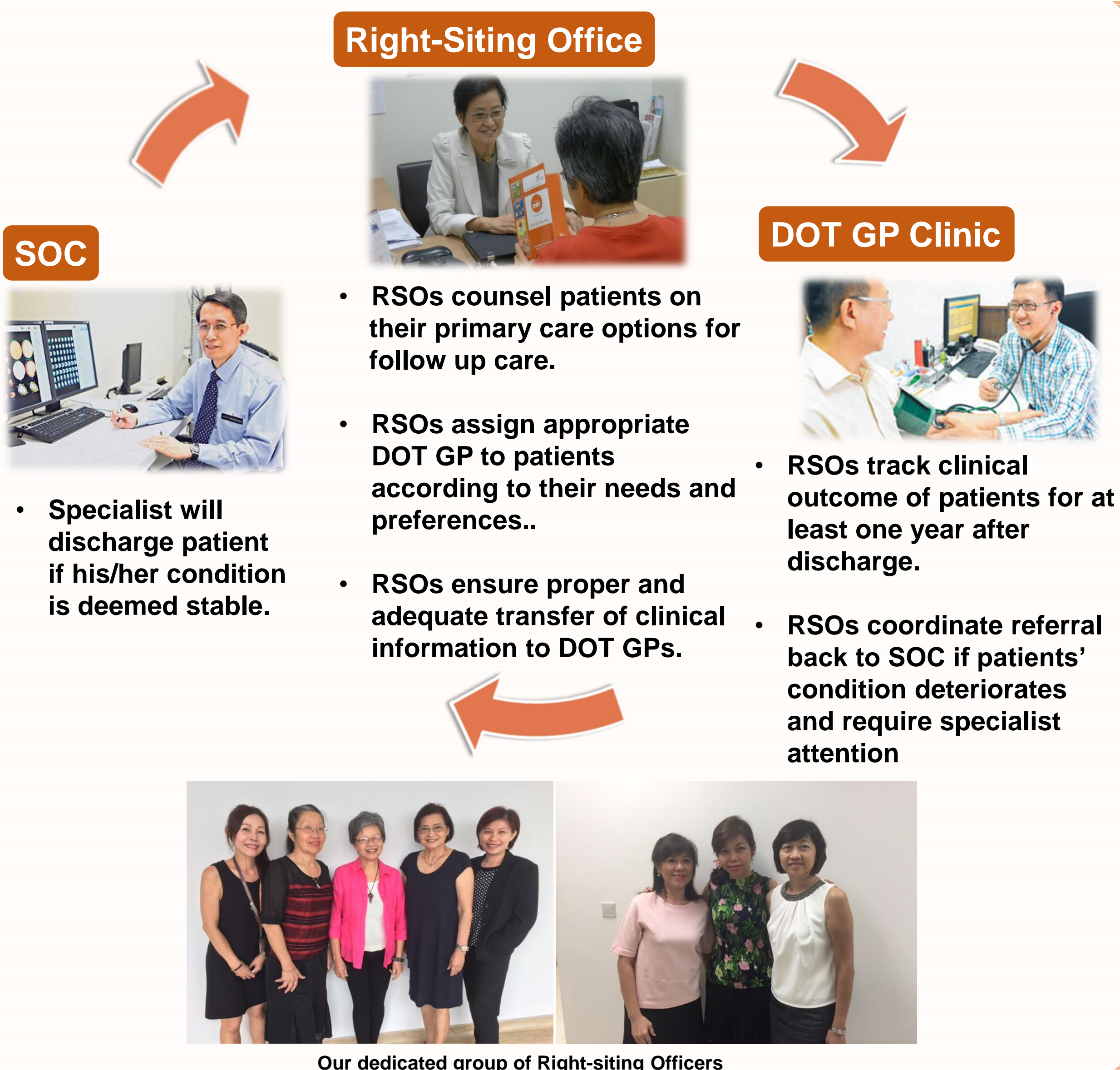


Chart 2: Percentage of patients who remained in DOT Program.

Role of Right-Siting Officers



Conclusion

RSOs play a critical role in the care transition of patients from the specialist outpatient clinics back to primary care. RSOs provide the personalized link that reassure patients of a smooth transition by matching patient's individual needs to the appropriate GP. They also serve as the point of contact between specialists, patients and GPs.

Patients are highly satisfied with services provided by the RSOs. Such care coordination in the outpatient setting is key to bridge gaps for SOC to primary care transition.

References

1. Ministry of Health, Singapore (2012, Mar 6). MOH 2012 Committee of Supply Speech Healthcare 2020: Improving Accessibility, Quality and Affordability for Tomorrow's Challenges (Part 1 of 2) . Retrieved from https://www.moh.gov.sg/content/moh_web/home/pressRoom/speeches_d/2012/moh_2012_committeeofsupplyspeechhealthcare2020improvingaccessibi.html