



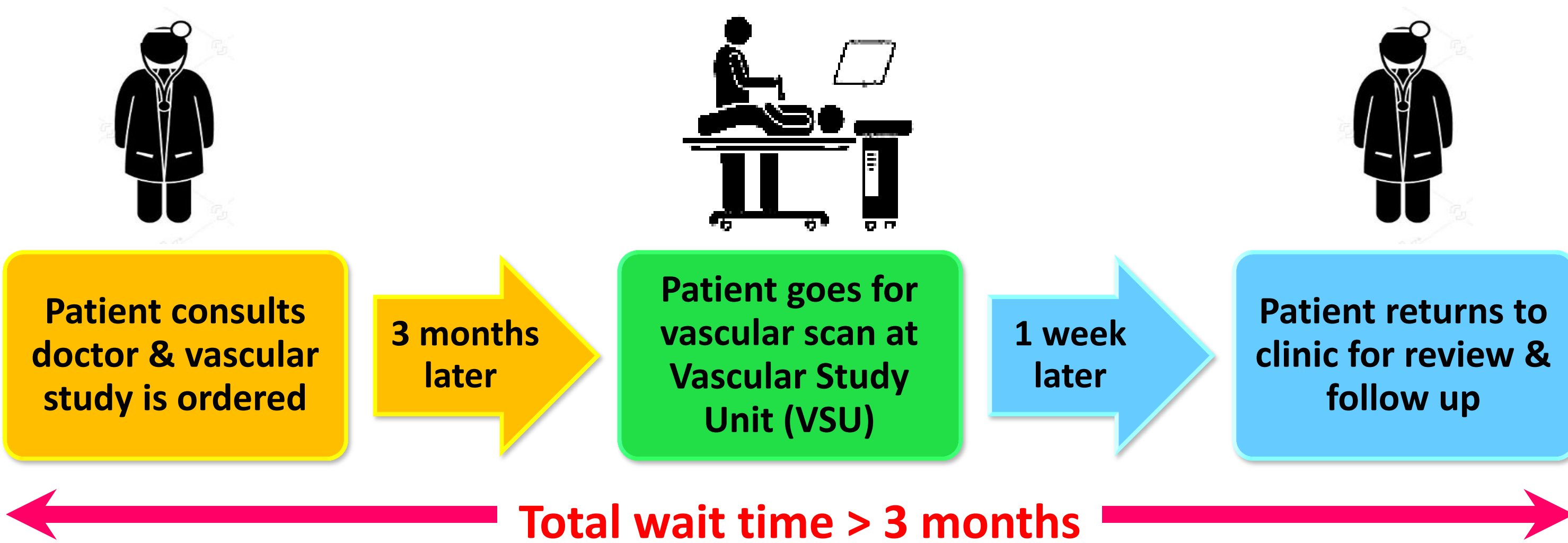
## Singapore Healthcare Management 2016

# Improving Access to Care for Vascular Surgery Patients

Tai Jia Yi, Singapore General Hospital  
Dr Chong Tze Tec, Singapore General Hospital  
Situ Hong, Singapore General Hospital  
Wong Kai Wai Stephen, Singapore General Hospital  
Yeo Shuan Khiag, Singapore General Hospital

## BACKGROUND

Vascular doctors may order vascular study for their patients to assess the blood flow in arteries and veins after consultation. Patients usually wait about 3 months for a vascular study appointment and goes to a different building within the hospital for the scan.



### Problems & Issues

- ✗ Long waiting time for vascular study appointment of > 3 months
- ✗ Challenging for vascular patients, most of whom are elderly (in 2013, 59% of visits are by patients > 60 years) and/or non-ambulant to make multiple visits to the hospital
- ✗ Possible deterioration in patient condition
- ✗ Possible delay in intervention

## METHODOLOGY

Form a **multi-disciplinary team** comprising clinician, vascular technician and stakeholders from ambulatory operations.

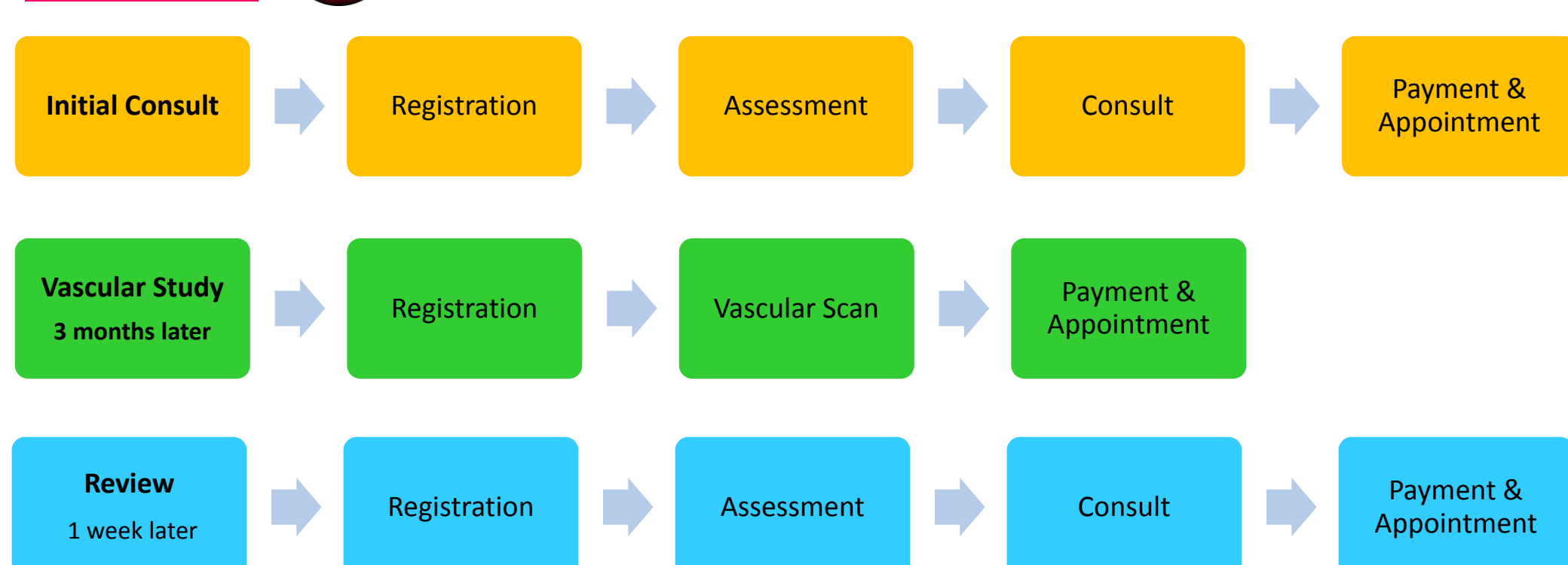
### Analyse

- Review the current model of care & patient journey
- Propose a new model for same day scan within a single clinic visit Study the feasibility and requirements of the proposed model

### Change Process

- Set up a satellite vascular study unit in the vascular clinic
- Engage senior leadership to secure necessary resources to support the new model
- Re-design workflow to facilitate one stop service and seamless patient journey
- Set up infrastructure & create vascular scan appointment resource
- Train clinic staff on the new workflow
- Provide on-site support during implementation

### BEFORE



### AFTER



## AIM

To reduce waiting time and improve patient experience by providing a one-stop service for vascular surgery patients in Diabetes & Metabolism Centre (DMC)

## RESULTS

### Tangible Results

- ✓ **NO waiting time** for vascular study and review appointments – waiting time is reduced instantly from more than 3 months to 0!
- ✓ Single instead of multiple visits to the hospital
- ✓ Cost and time savings for patients & their caregivers
- ✓ For every same day vascular study done, one more appointment slot becomes available for another patient



### Intangible Results

- ✓ Patients will not forget or postpone their scan appointments, which can happen when scans are months away, and this helps to optimise vascular scan resource
- ✓ All services are performed at the clinic - patients and caregivers do not have to navigate to another location or end up lost in the process - which causes frustration to patients and staff who have to handle negative feedback
- ✓ Saves patients and their caregivers precious time and inconvenience from multiple visits to multiple locations - instead of multiple queues and multiple payments, patients enjoy the convenience and ease of **1 queue, 1 payment**
- ✓ Doctors review scan results on the same day, which helps alleviates patients' anxiety from waiting for results
- ✓ More timely intervention for patients after review, which improves patient care and experience
- ✓ Overall, patient & staff satisfaction are enhanced

## CONCLUSION

The setting up of the satellite Vascular Studies Unit at DMC Vascular Clinic provides a **seamless, one-stop service** for vascular patients requiring scans. Patients make just 1 visit instead of 3, to receive the care they need, **greatly improving patient experience and satisfaction.**

The project is also in line with SingHealth's shift towards **patient-centric, coordinated care**, which organises services around the needs of patients.