



Singapore Healthcare Management 2016

Preparing to wage a war on Diabetes!

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Acknowledgement

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Introduction

Health Minister, Mr. Gan Kim Yong, announced on 13 April 2016 that the Government has launched a war on diabetes. Dealing with diabetes is already costing more than S\$1 billion a year, and one-third of Singaporeans are likely to have diabetes in their lifetime.

“Left undetected, untreated or poorly managed, diabetes can lead to heart disease, stroke, kidney failure, blindness and amputations. In fact, 4 Singaporeans a day lose a limb or appendage due to diabetic related complications.” said Mr. Gan.

Based on the National Health Survey in 2010, an estimated of over 400,000 Singaporeans have diabetes today, and of this, 1 in 3 cases have yet to be diagnosed.

The Government will be tackling diabetes on several fronts, led by the new Diabetes Prevention and Care Taskforce, which will include representatives from government agencies, the private sector, patient advocacy and caregiver groups.

Aim

Before this announcement, SingHealth and SGH had already started its own war on diabetes with the setting up of Diabetes & Metabolism Centre (DMC). The aims of this centre are:

One-Stop Patient-Centric Multi-Disciplinary Centre

To create a one-stop multi-disciplinary ambulatory centre that provides patient-centric care and seamless service for patients with diabetes and metabolic conditions

Centre for Teaching

To provide teaching space to cater for the training of future healthcare professionals

Improve Patient Experience

To streamline processes/ workflows to enhance efficiency in clinic operations and improve patient experience

Methodology

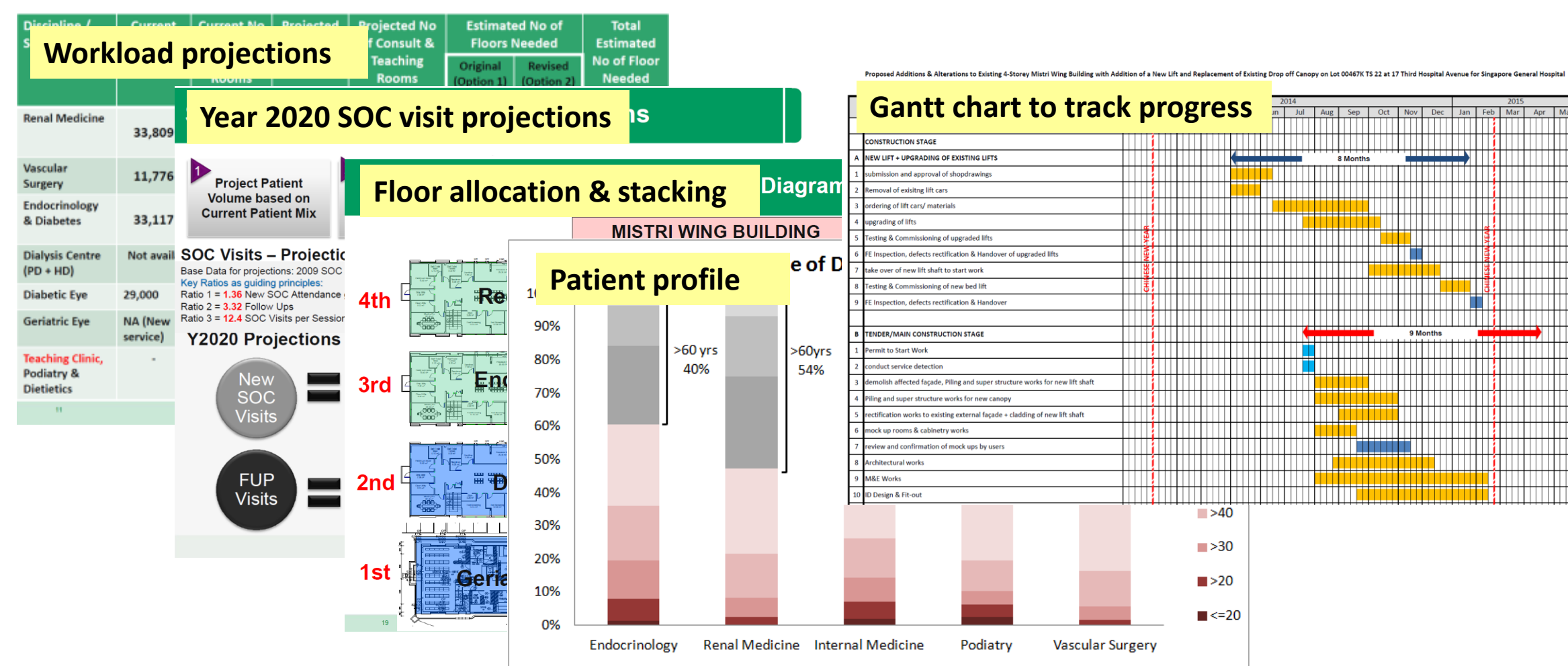
Involve Key Stakeholders

Involve key stakeholders to bring together expertise from across SingHealth institutions – endocrinologists, nephrologists, internists, vascular surgeons, ophthalmologists, podiatrists, dieticians and specialist nurses – to focus on the disease and improve outcomes for our patients

Planning and Analysis

Data driven analysis to support planning of clinic processes, infrastructure and facilities

Gantt chart to track progress



Timely Update

Engage stakeholders timely to keep them abreast of developments

Results

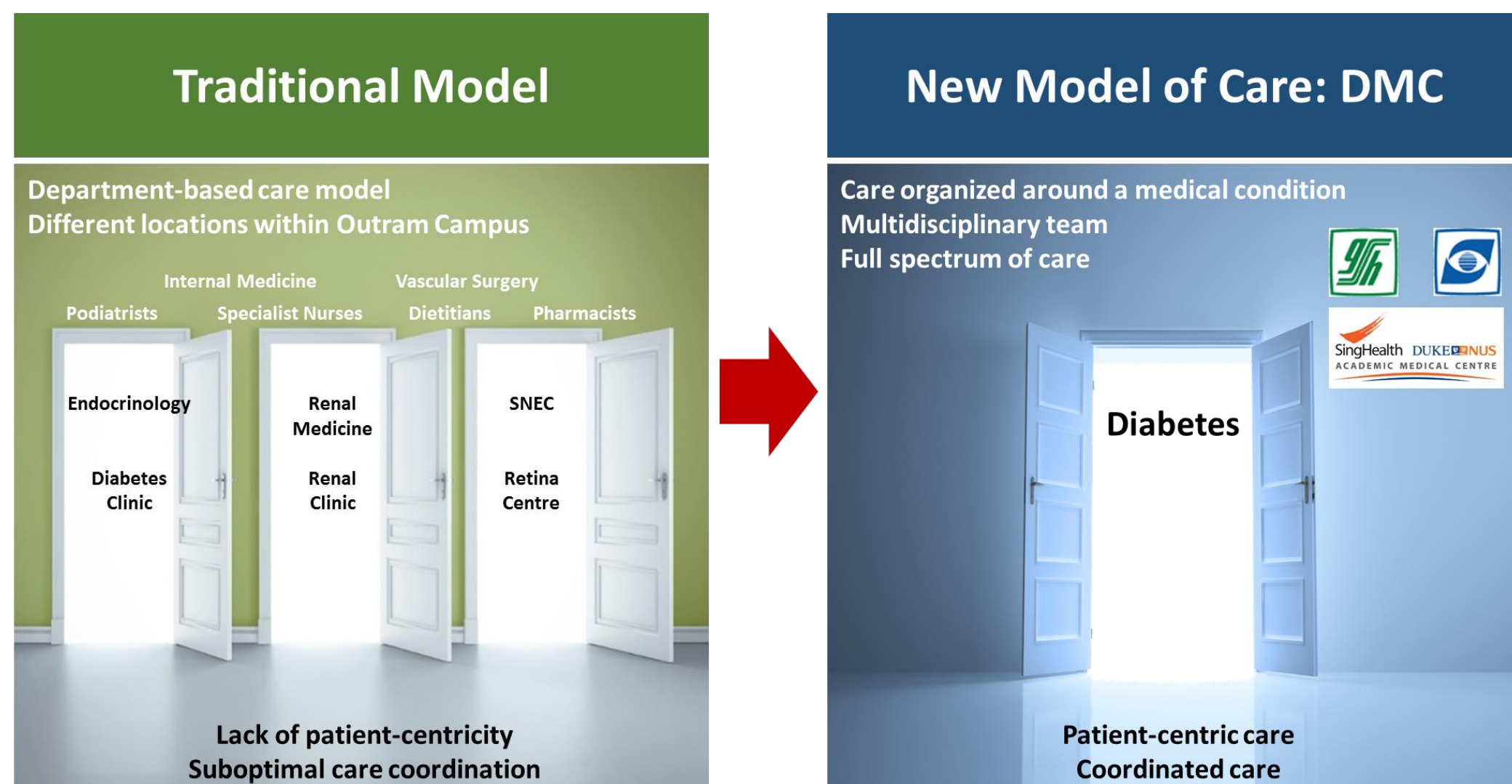
Diabetes & Metabolism Centre (DMC) started operations on 4 May 2015 after one-and-a-half years of planning, design and construction.

One-Stop Multi-Disciplinary Centre

The result is a one-stop multi-disciplinary centre that delivers seamless and coordinated care, with services organized around the needs of patients with diabetes and metabolic conditions

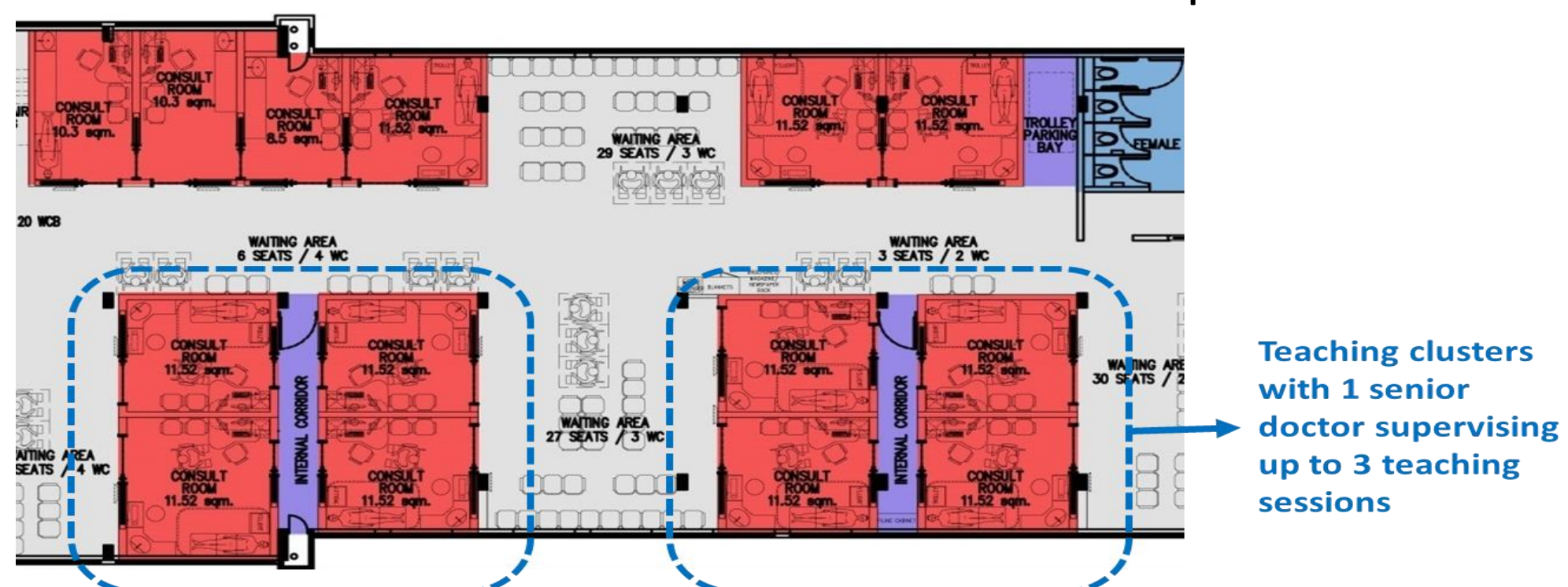
Person-Centric Care

There is a shift in the model of care from being institution-centric to person-centric by bringing expertise across SingHealth institutions together



Cluster Concept for Teaching

Consultation rooms in clusters of 4 to facilitate supervision of teaching sessions

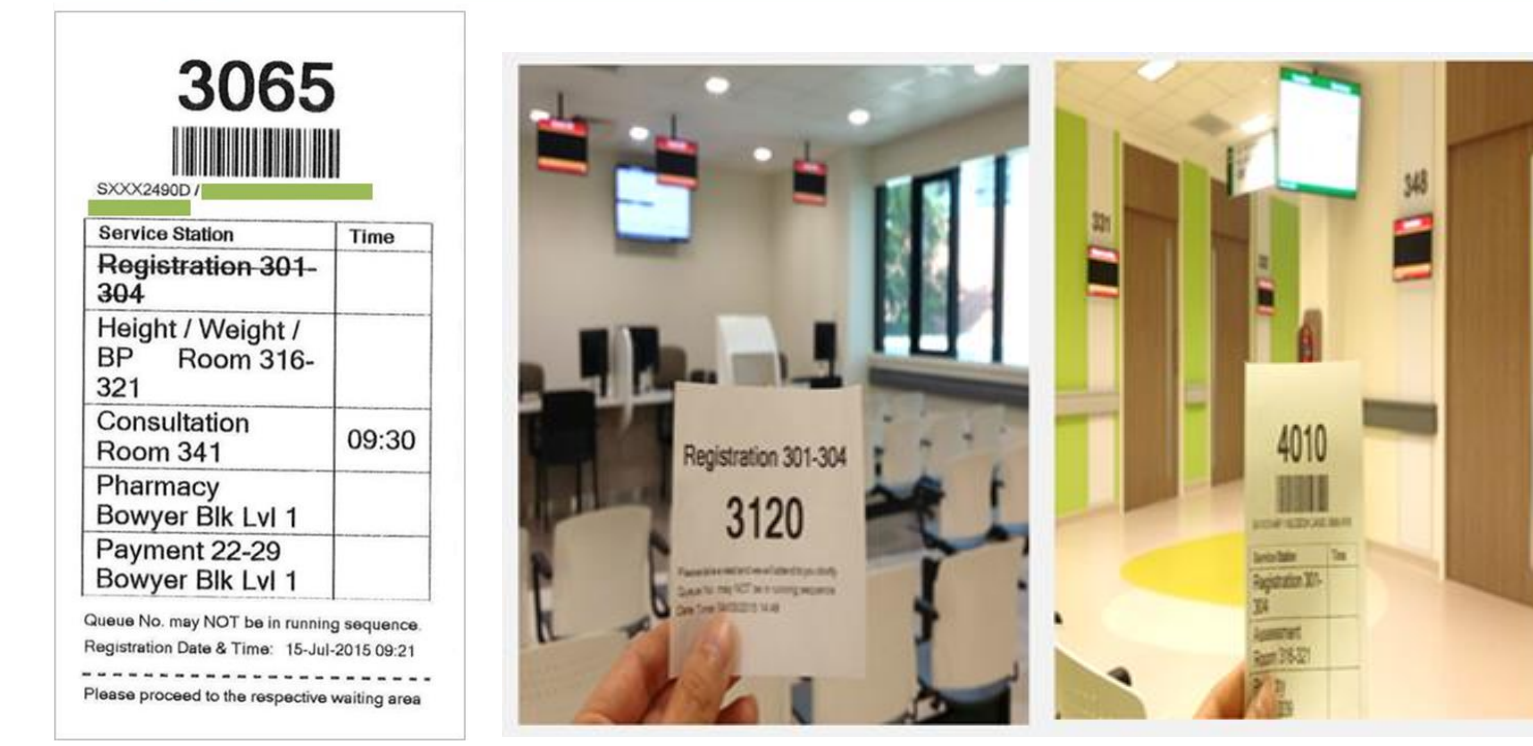


Integrated Facilities for One-Stop Service



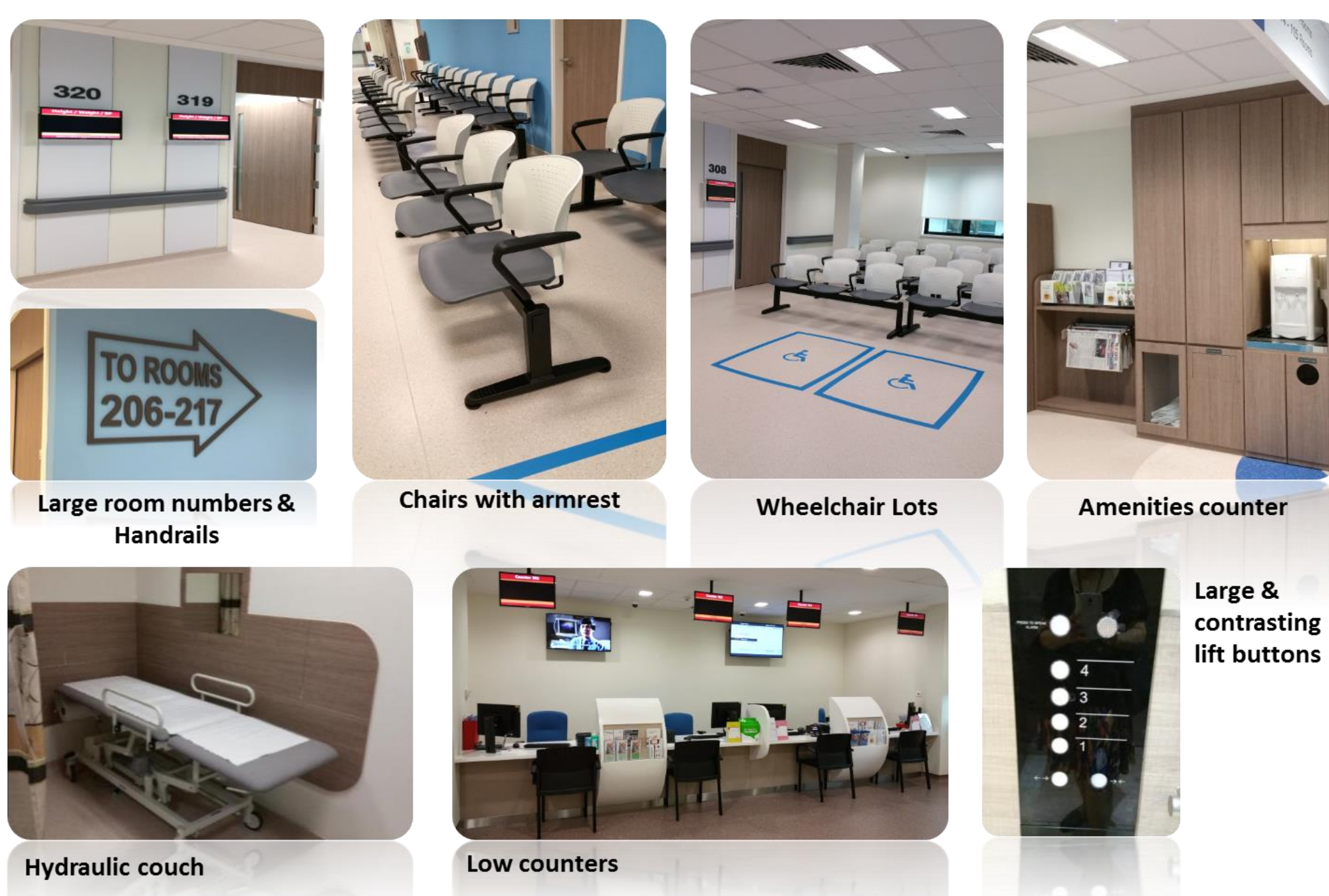
1 Queue 1 Payment (1Q1P)

A single queue number and detailed patient journey to bring patients through the various service stations before they make a single payment at the end of their visit, eliminating multiple queues and reducing overall waiting time.



Age-Friendly Features

Age-friendly features to cater to a growing ageing population



Directional foot prints to lab & pharmacy



Colour Coding



Conclusion

Though DMC has garnered many positive feedback since opening, the centre is still a work in progress towards a seamless and hassle-free service for patient. With a united multidisciplinary team working together, we are confident of achieving our goal and supporting the efforts of the national Diabetes Prevention and Care Taskforce to improve disease management protocols to prevent or delay complications. Moving forward, DMC will collaborate with the National Dental Centre of Singapore (NDCS) to incorporate dental screening for patients with diabetes, as periodontal disease is often overlooked and thus undiagnosed and untreated.