



**Singapore Healthcare Management 2016**

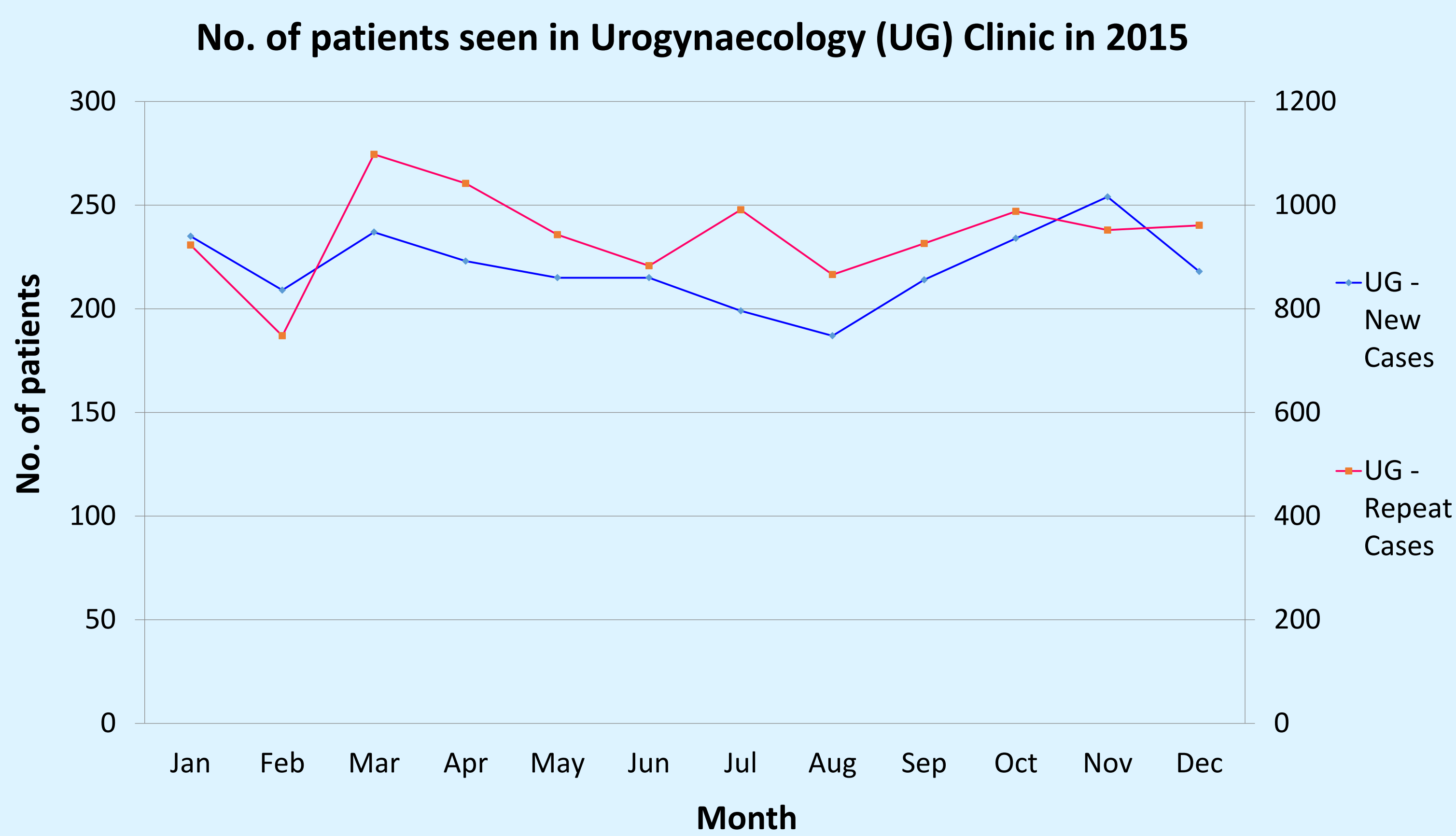
# Patient care initiatives at the Urogynaecology Centre, KK Women's and Children's Hospital

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## Aim

KK Urogynaecology Centre caters to an average of 1450 patients per month. Patients present with urinary tract infections, incontinence, haematuria, pelvic organ prolapse, needing regular follow up care. We would like to present a clinic model for providing safe, effective and efficient, patient centered care.



Graph 1: No. of patients seen in Urogynaecology (UG) Center in 2015

## Methods

Patient safety remains our top priority! Measures for fall prevention include use of pictures/educational posters, patient friendly examination table and wall-mounted hand rails for support.

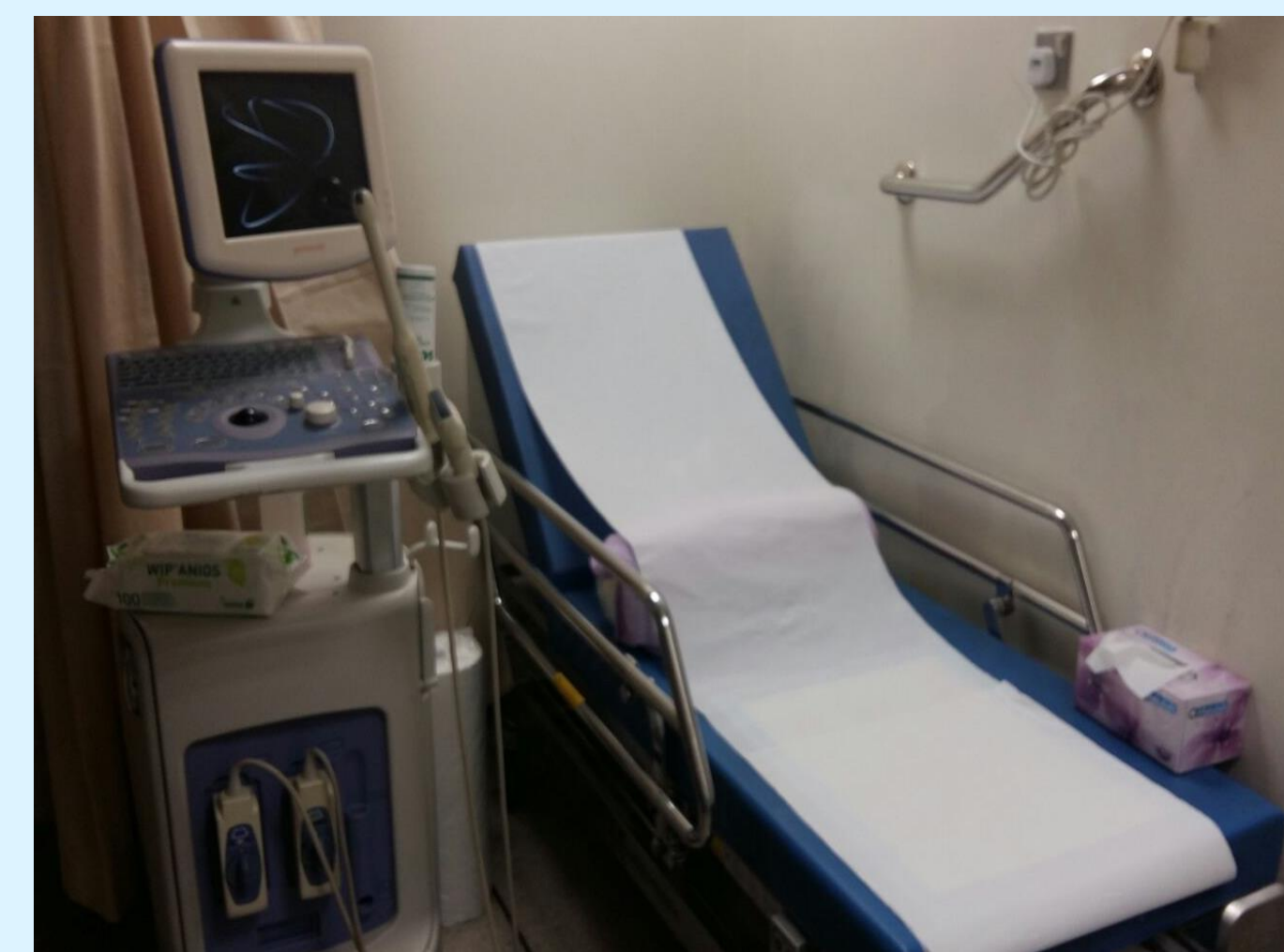
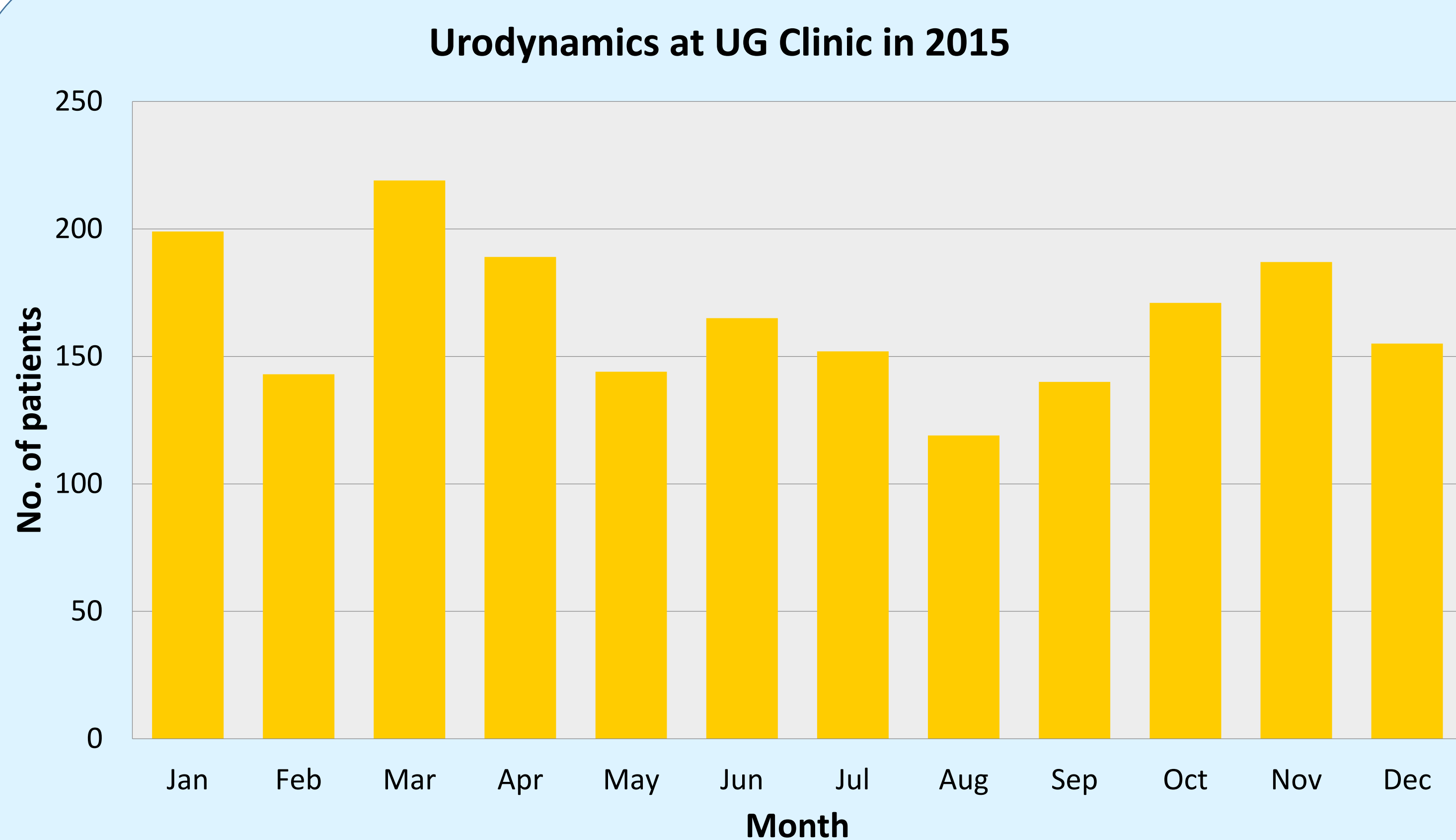


Fig 1: Patient friendly examination table and wall-mounted hand rails



Fig 2: Fall prevention poster

Patient education and participation is crucial. We have patient information leaflets in mandarin and in simple English describing common urogynaecological conditions and the treatment options. A handbook titled "Urogynaecology and You" is available for the inquisitive patient. Thus helping patients and their families to be better informed and make the right care decisions. To make the care efficient, Physiotherapy services and Urodynamic studies are available in the premise itself, making it a one stop centre and reducing need for frequent visits.



Graph 2: No. of urodynamic studies in Urogynaecology (UG) Center in 2015



Fig 3: Patient Information Leaflets in Mandarin and English

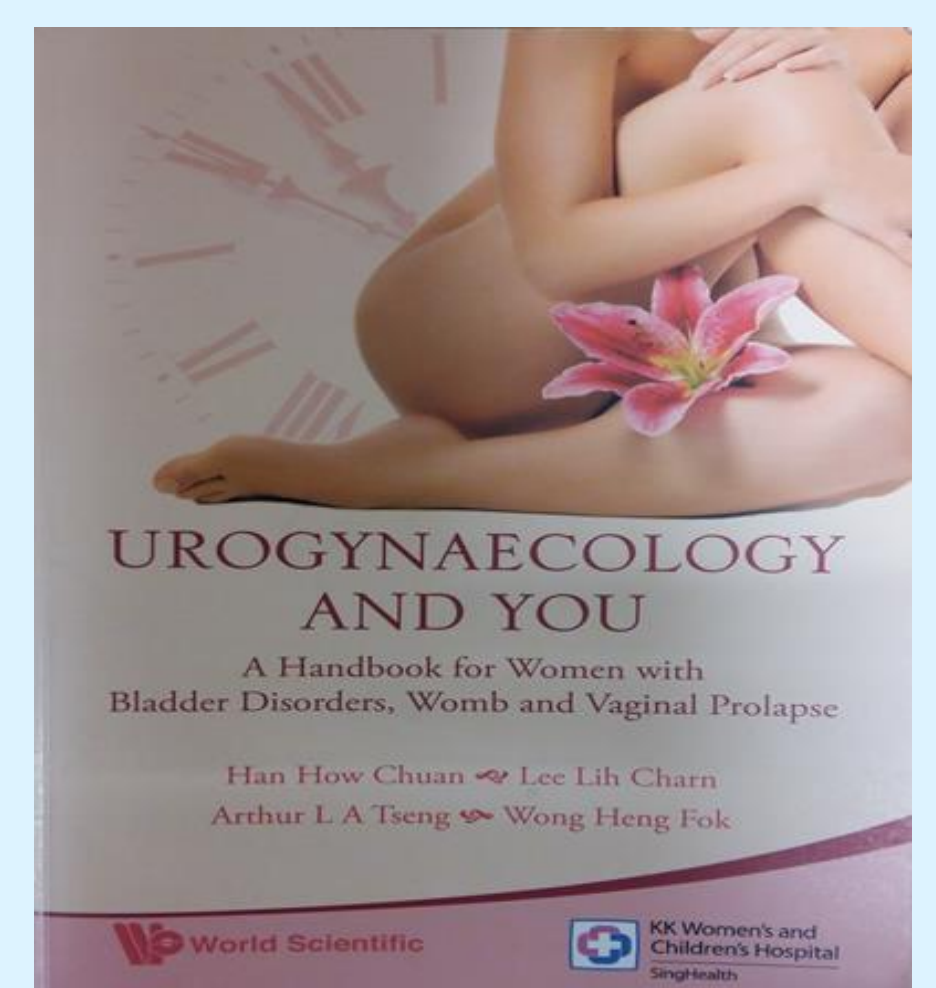


Fig 4: Handbook "Urogynaecology And You"

KKH is one of the leading teaching and training institutes in Singapore. As a sub-specialty we receive trainees and rotate them through the clinics, operation theatres and wards. The trainees are taken through an Induction-orientation programme, familiarizing them with the department's schedule, treatment protocols, medications, surgical procedures and post-operative care. They attend urodynamic sessions and supervised clinic sessions. Regular pre-operative audits with standard checklists ensure that the operations are indicated and patients are prepared for the operations. The Department conducts educational meetings such as monthly journal clubs for doctors and nurses, weekly teaching sessions for clinic assistants and encourages participation at local and international conferences.

## Conclusion

Patient care is a continuous team effort. Our dedicated core team of clinical associates, registrars, consultants and staff nurses along with the rotating team of trainees strive together to provide quality care to patients.