

## The Eye-Nose Collaboration to Optimise Patient Care in Endoscopic Dacryocysto-Rhinostomy (EDCR)

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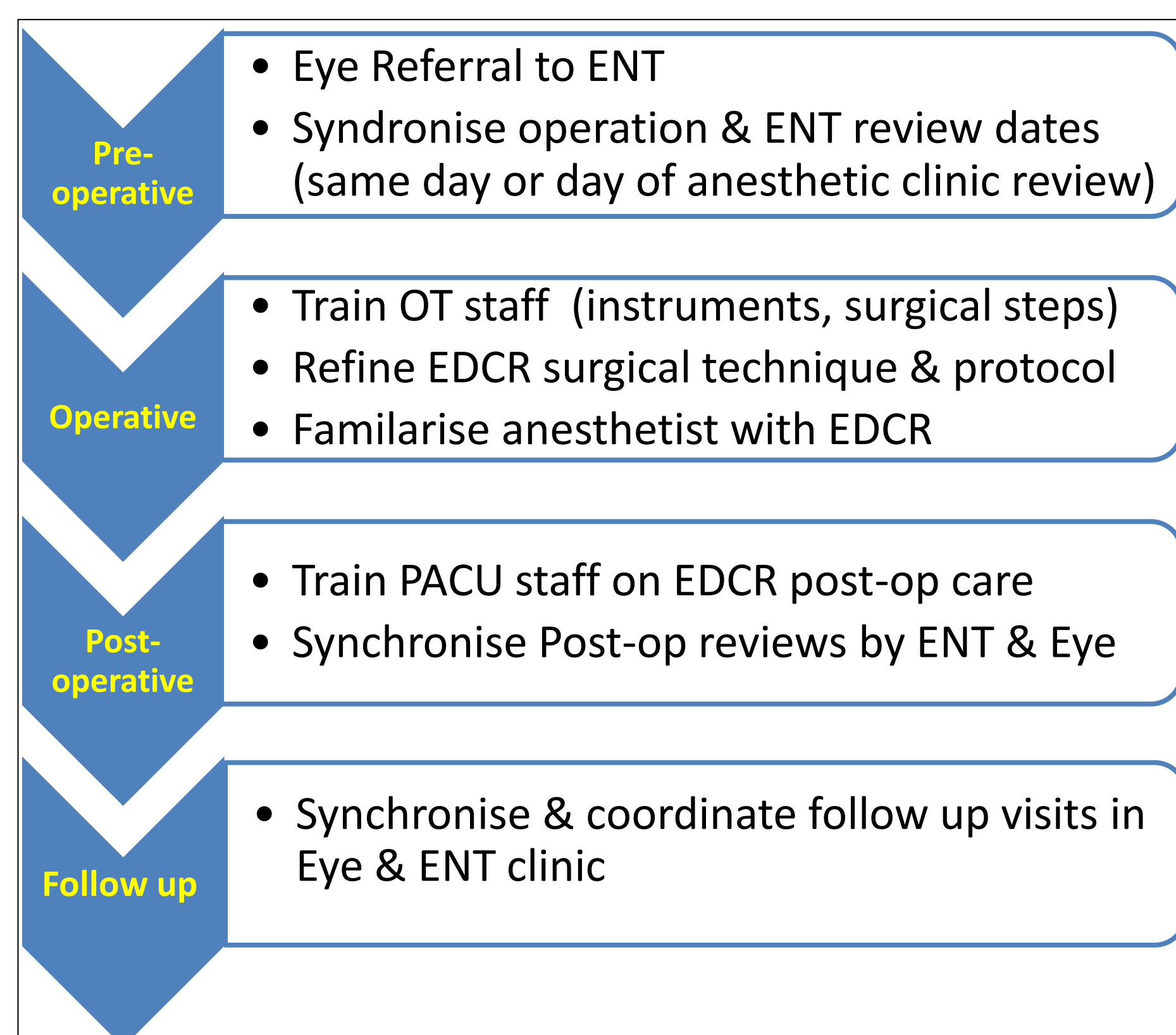
## Background

**Nasolacrimal duct obstruction** is a common problem in the elderly that causes tearing, blurred vision & infection.

**EDCR** is preferred over open surgery to treat NLDO due to its faster recovery, surgical precision, better hemostasis & skin scar-free.

## Methodology

• A collaborative project by **OVS & ENT** Departments to develop a hassle-free **care path** for managing EDCR patients.



### Value Stream Mapping

<b>Pharmacy Dept.</b> -prepares mitocycin C for intra-op use	<b>Anesthesia Dept.</b> - aware of special needs during GA.
<b>Trans-disciplinary care &amp; coordination</b> to optimise outcome	

The surgical outcome, surgical complication rate & overall patients' satisfaction level are measured.

## Results

• FY 2013 to date, n = 33 EDCR cases

### Surgical Outcome (n=24, ≥ 1year follow up)

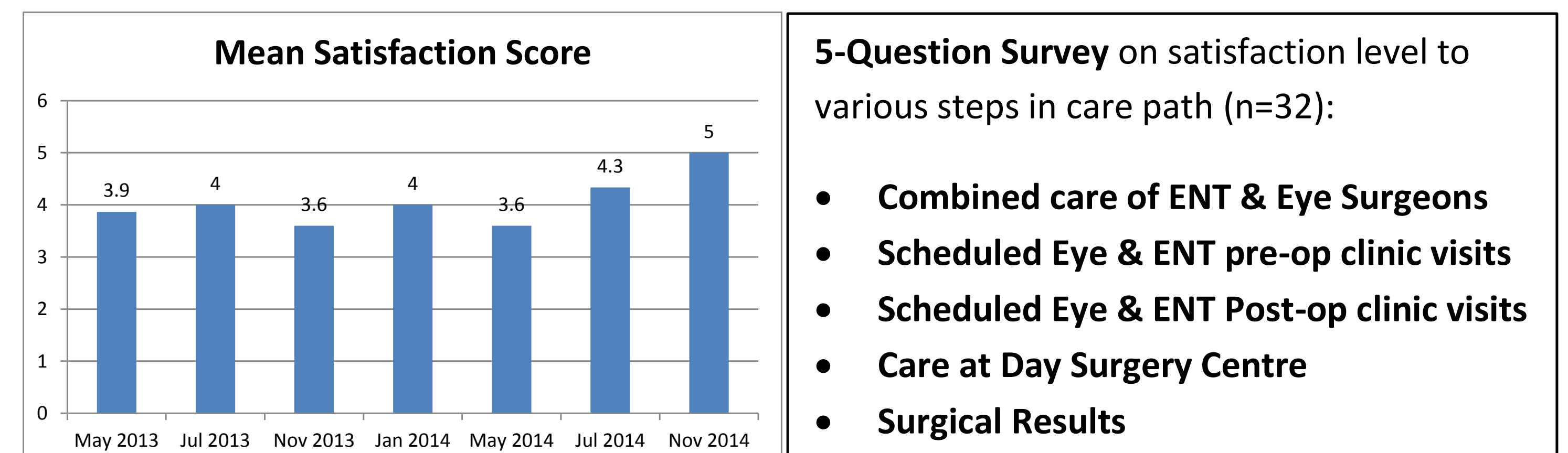
- 93.5% success rate of symptomatic resolution (tearing and/or eye discharge)
- comparable to that of external DCR & higher than reported rates for EDCR (ranging from 70-90%).

### Surgical Complication Rate

- Only minor ones like dry eye (1/24, likely pre-existing) & mild bruising (3/24)

### Patient Satisfaction Level

- Likert score 1-5; 1: dissatisfied, 5: very satisfied



5-Question Survey on satisfaction level to various steps in care path (n=32):

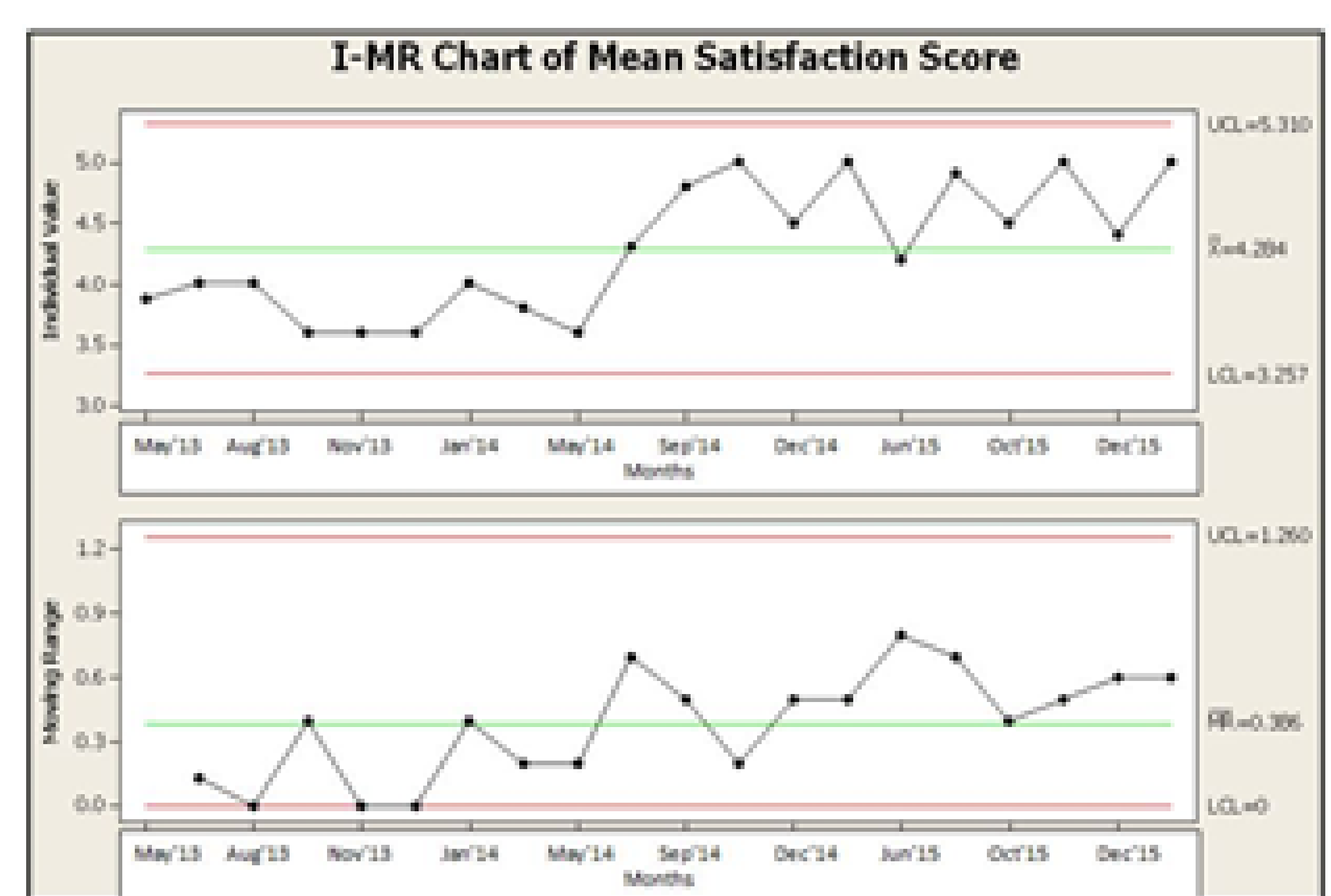
- Combined care of ENT & Eye Surgeons
- Scheduled Eye & ENT pre-op clinic visits
- Scheduled Eye & ENT Post-op clinic visits
- Care at Day Surgery Centre
- Surgical Results

### Project Impacts

- *One stop* listing & financial counseling in Eye clinic
- *Seamless, hassle free visits* to eye & ENT clinics
- *Maximizing resources & expertise* of both dept
- *Advancing surgical skill & knowledge* of both
- *Early detection & treatment* of post-op problems
- Co-development & refinement of technique
  - *Shorter surgery* (1.5-2.0 hour to < 1 hour)
  - Surgery with *cheaper instruments*
  - *Reduced need* for nasal septoplasty
  - *spurred on further collaboration* in nasal endoscopic surgery (orbital decompression)

### Sustainability

- Cross functional & Deployment Flow Charting & communication to all ground staffs
- Process Standardisation
- Poka-Yoke measures eg. administrative SOPs, OT protocol, simulation practice on common operational scenarios eg. severe epistaxis
- Training & Education: orientation & refresher
- Run charts to monitor long term progress:



### Follow Up Activities:

- same day reviews (Eye, ENT, PAT)
- orbital decompression care path.

## Conclusion

❖ **EDCR Care Path** optimises care, improves outcome & enhances medical advancement.