

## Sustaining Improvement in Percentage of Patients Achieving Desired Functional Outcomes at CGRM

### Problem Statement

The geriatric population is vulnerable to functional decline. **Functional decline is strongly correlated to admissions to the hospitals, which adds on to the burden of healthcare costs.** This project aims to sustain the improvement in percentage of patients with desired functional outcomes for patients solely receiving Home Exercise Programme at the Centre of Geriatric Medicine, TTSH beyond the 6 months implementation period since August 2021.

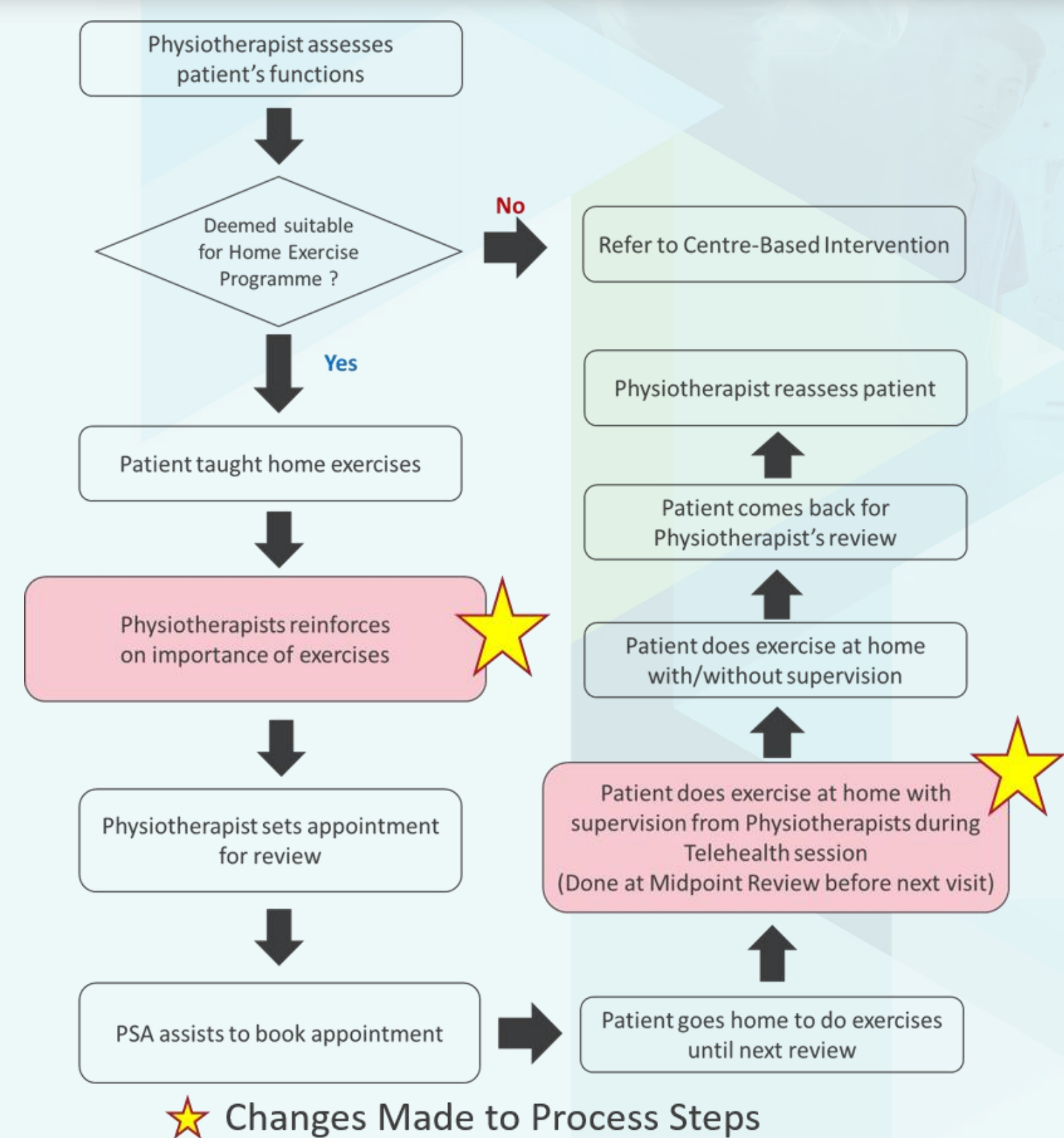
### Project Aim

The **functional outcomes** of patients were assessed via 5 times sit-to-stand or gait speed. The percentage of patients who **achieved** desired functional outcomes demonstrated **sustained improvements** from (pre) 59.0% to 74.5% even after 6 months of implementation.

### Lessons Learnt

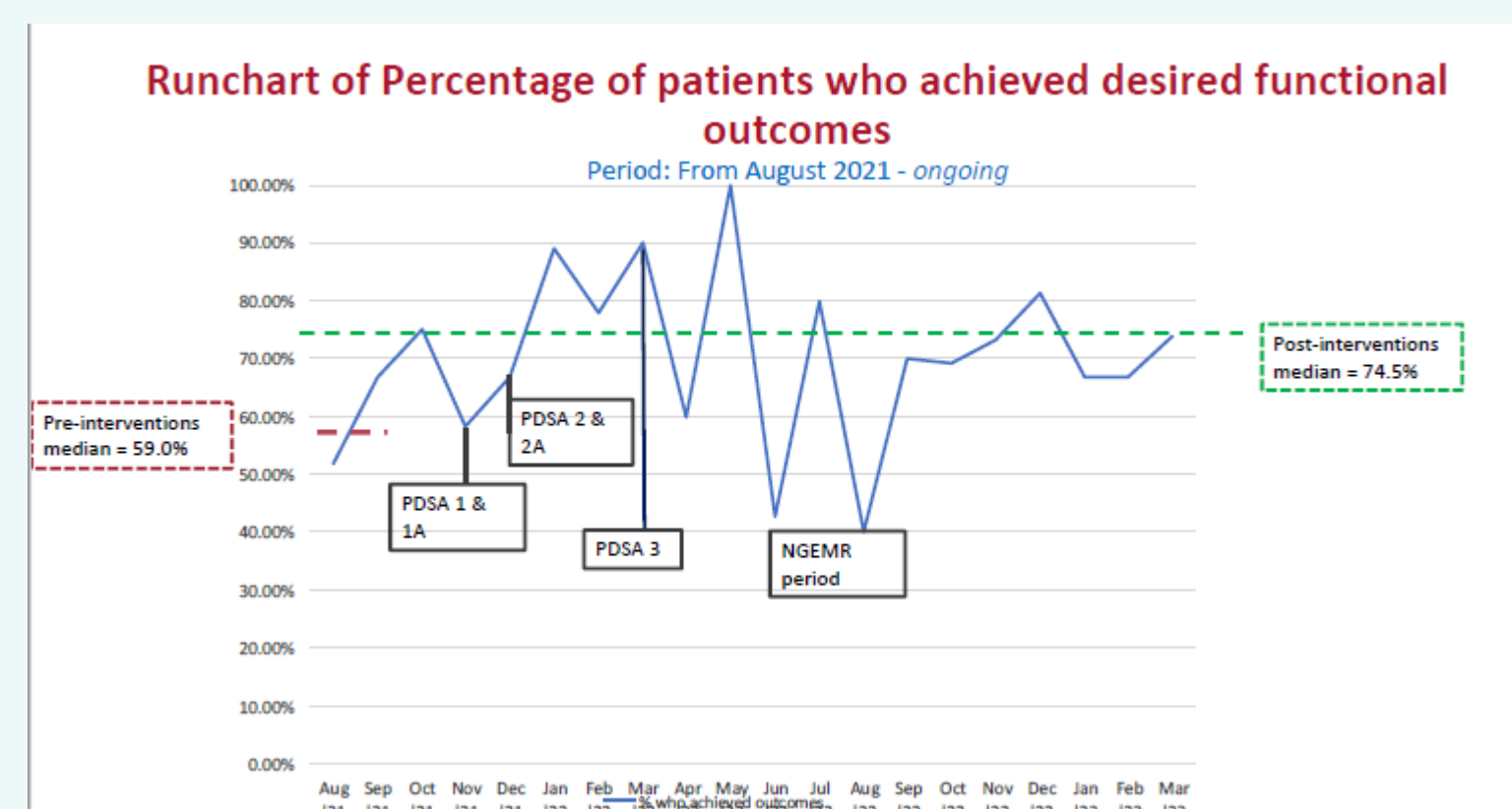
1. Sustaining change of an effective intervention proved to be challenging due to the **ever-changing landscape of healthcare**. There was an associated drop in utilization of Telehealth services (PDSA 2A) as a result of return to normalcy from COVID19. This encouraged the team to **pay heed to the needs of the patients** and not to stick to solutions that may not suit the prevailing healthcare situation.
2. The **QI methodology is a helpful tool** to constantly evaluate the effectiveness of clinical models even at steady states.

### Potential Solutions



The above changes were implemented after PDSAs 1, 1A, 2 and 2A. PDSA 3 introduced case discussions and tutorials as part of staff's training.

### Outcomes & Impacts



CAUSE / PROBLEM	INTERVENTION	DATE OF IMPLEMENTATION
Cause A. Lack of resources on importance of exercises for patient	PDSA 1: Physiotherapist to Use Common Resources to Educate Patients on Importance of Doing Exercises at Home	11 <sup>th</sup> November 2021
	PDSA 1A: Create Just-In-Time Video Briefing for Physiotherapists Covering the Clinic to Watch	17 <sup>th</sup> November 2021
Cause B. No existing service for follow up at home	PDSA 2: Telephone review to check patient understanding on the information shared at first visit	22 <sup>nd</sup> November 2021
	PDSA 2A: Follow Up via Telehealth Services for Existing Patients who choose not to come back to hospital for review	1 <sup>st</sup> December 2021
Cause C. Physiotherapist varying clinical reasoning	PDSA 3: Tutorial and case discussions of cases seen to seek alignment	18 <sup>th</sup> Mar 2022