

# National Quality Improvement Conference

## Clementi Polyclinic's QI Project : Increase Care Manager (CM) Video Consultation Actualization

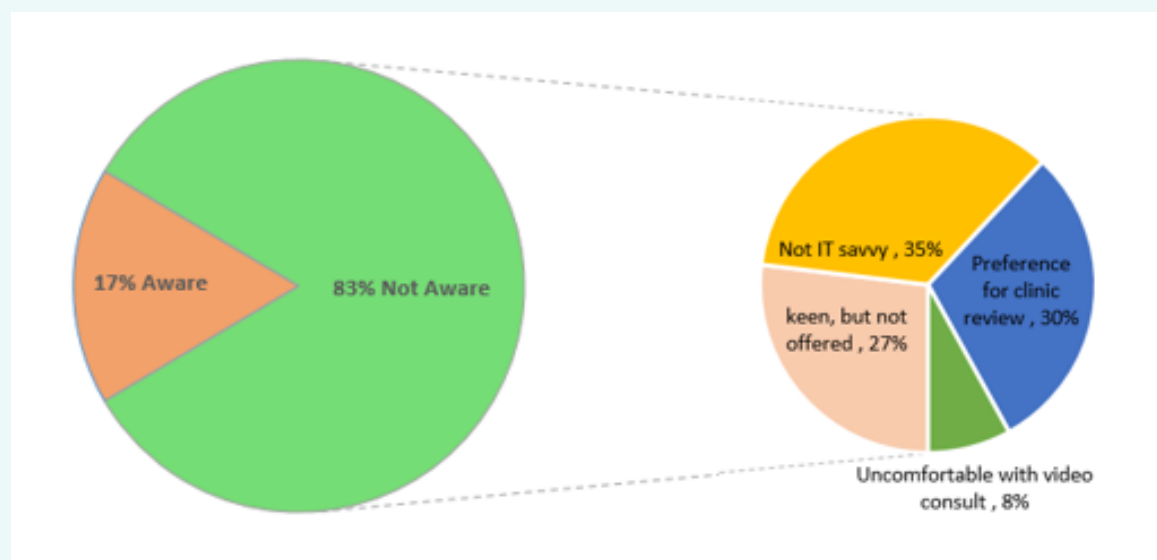
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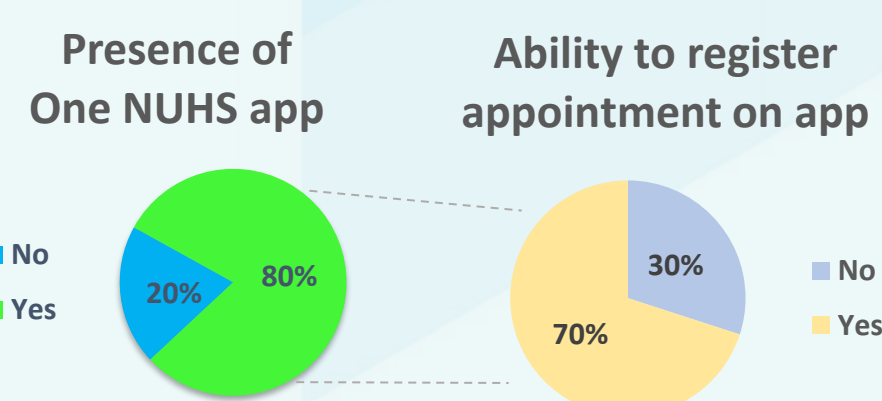
### Problem Statement

Physical appointment slots in polyclinics are overutilized compared to virtual (e.g. video consultation) appointment slots, increasing the risk of delayed care and longer waiting times. With the resurgence of Covid-19 wave, increased physical interaction also poses a risk of infection. Implementing Care Manager (CM) video consultations can reduce the need for medical leave and lower the risk of respiratory infections. Surprisingly, 83% of patients are unaware of the CM video consultation.



### Potential Solutions

1. Focus on different age group who are more tech-savvy



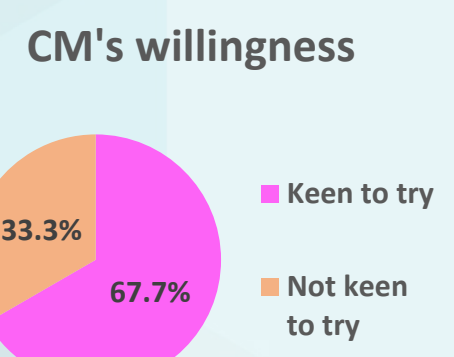
2. Educating patient using video consult pamphlet



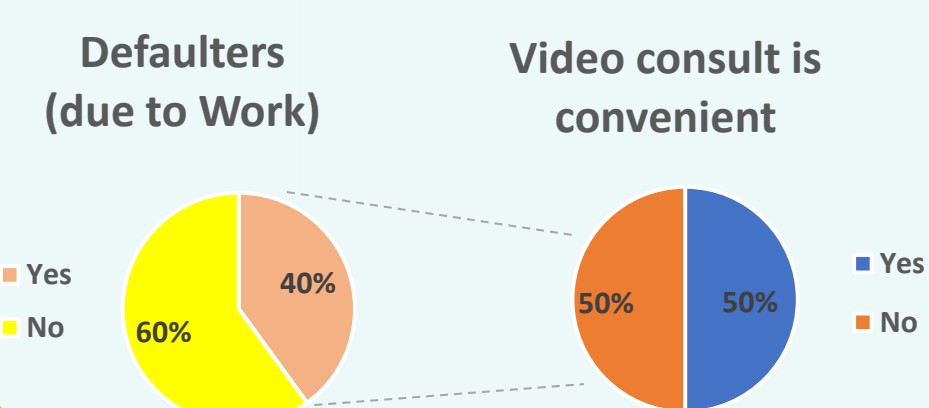
3. Round robin to increase CM exposure to do video consult



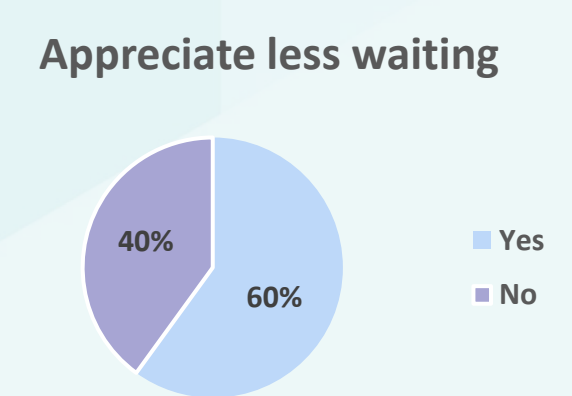
4. Offering video consult for medication titration



5. Offer video consult to reduce defaulter rate



6. Replace physical CM consult with video consult



### Project Aim

To increase actualization rate of video consultation by CM from 0.25 to 5 per month within 6 months from April to October 2023.

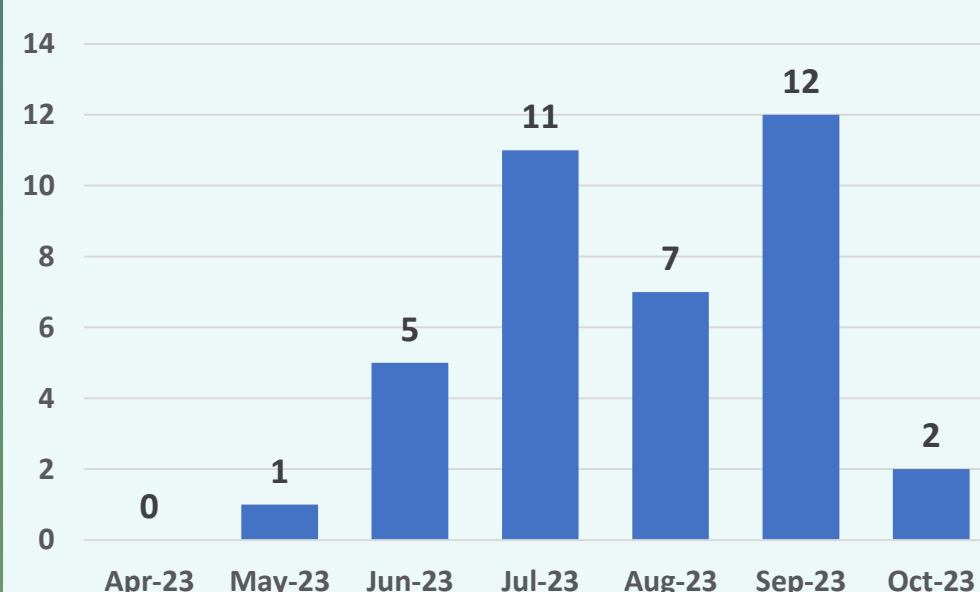
### Lessons Learnt

Challenges faced	Things that could be done differently
1. Additional teaching is required for troubleshooting during video consultation	Create pamphlets in 4 languages outlining troubleshooting details for video consultations prior to initiating the project
2. Detailed explanation is necessary to persuade patient to fully embrace the idea of participating in a video consultation	Enhance awareness and understanding of video consultations within the clinic setting
<b>Strategies to overcome challenges</b>	
Effective communication	

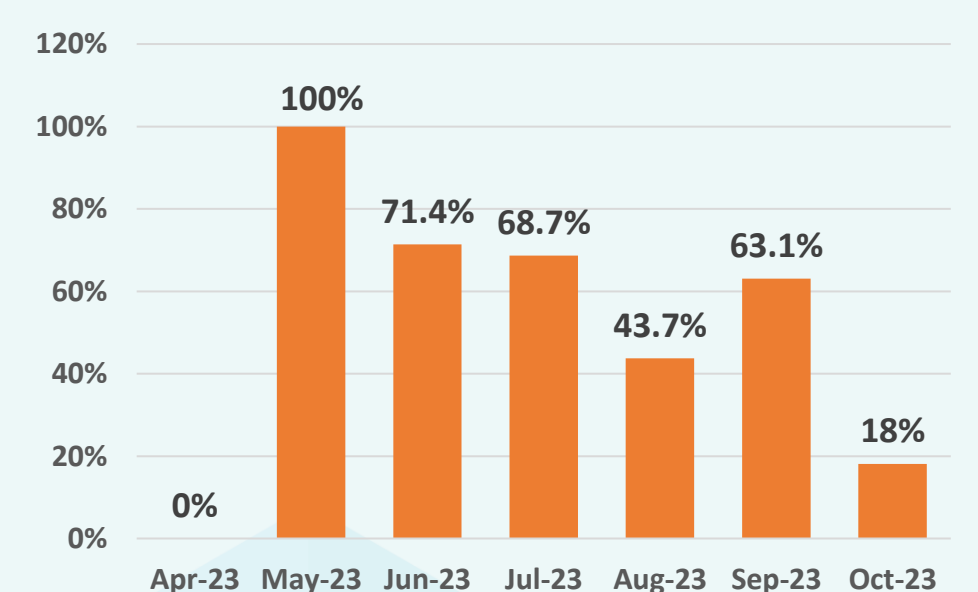
### Outcomes & Impacts

This QI project had been shared at Care Managers' Forum, for other clinics to adopt and improvise practices.

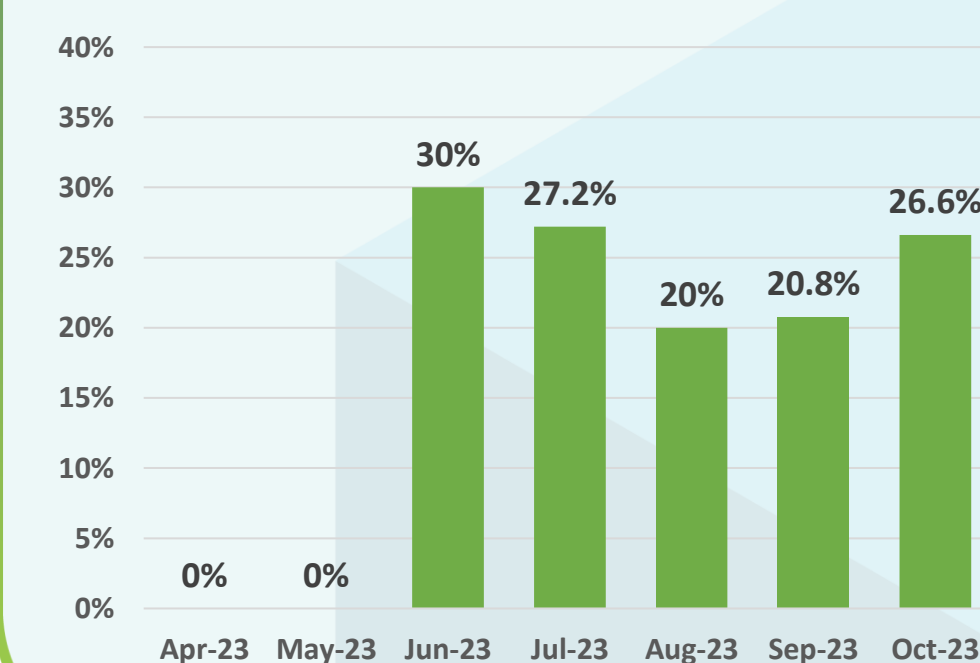
1. Number of actualized video consults



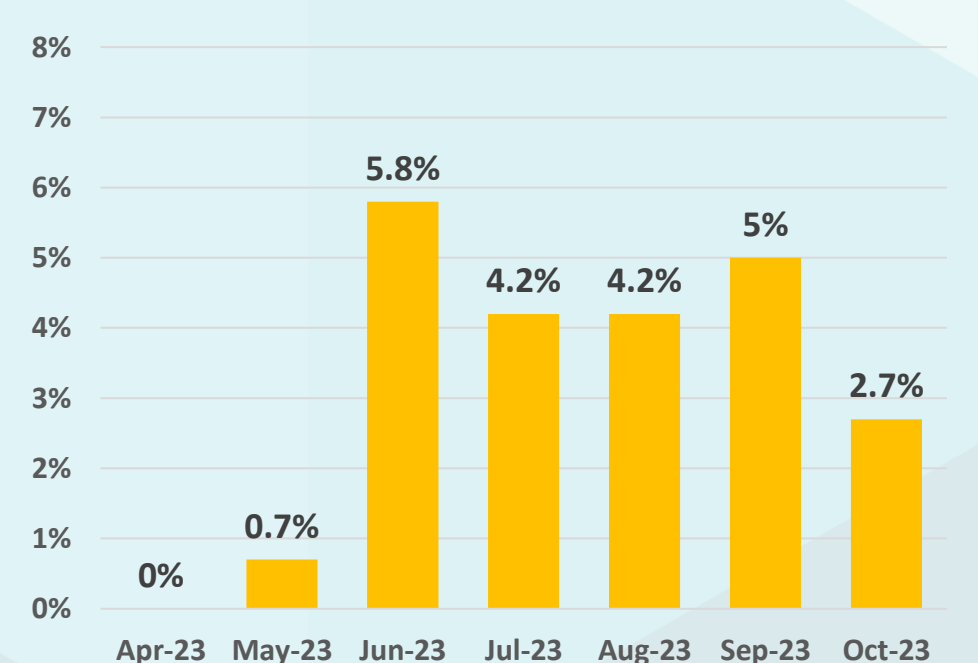
2. Percentage of actualizations versus scheduled appointments



3. Percentage of rejected versus offered video consult



4. Percentage of video consult slots utilized



Results updated as of 14/10/23