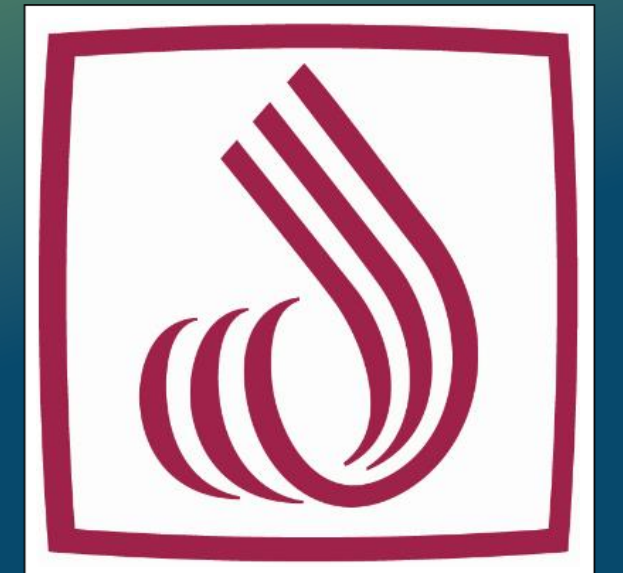


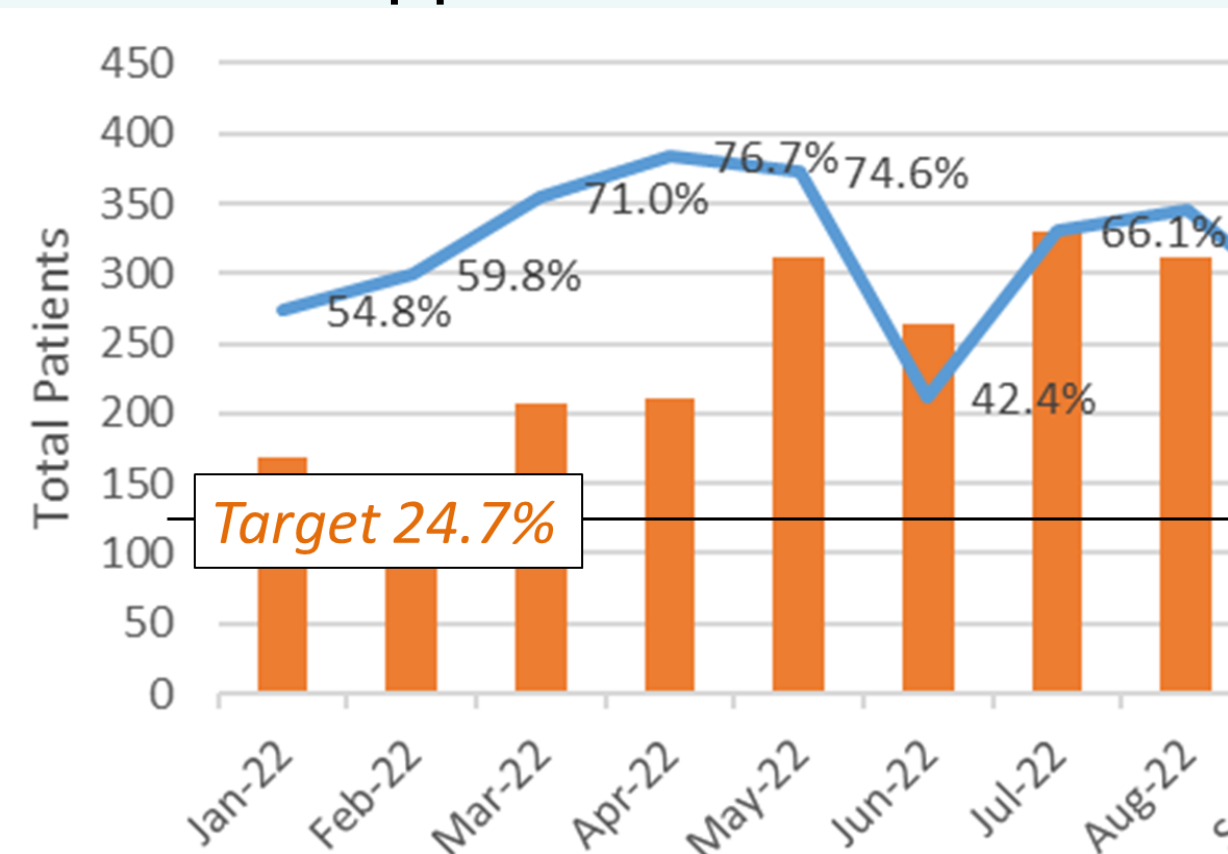
## Reducing Prosthodontics Wait Time to Appointment

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### Problem Statement

Wait time to appointment (**WTA**) is measured as an indication of a patient's access to care. As of July 2022, **64%** of prosthodontic patients **waited >60 days** for their first appointment.



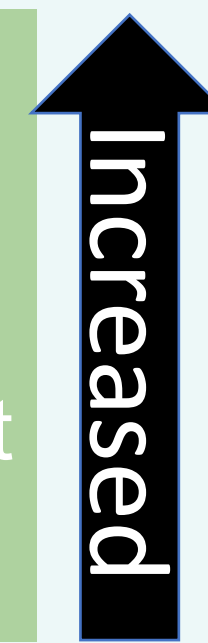
### Potential Solutions

#### 1. Introduction of Prosthodontic Specialist Led Clinics (SLC)

5 dental officers' (DOs) *schedules retabulated* for 30min new patients instead of 45mins, a full day a week and consults required for all patients.

The scheduling *reviewed and reinforced* to all staff involved.

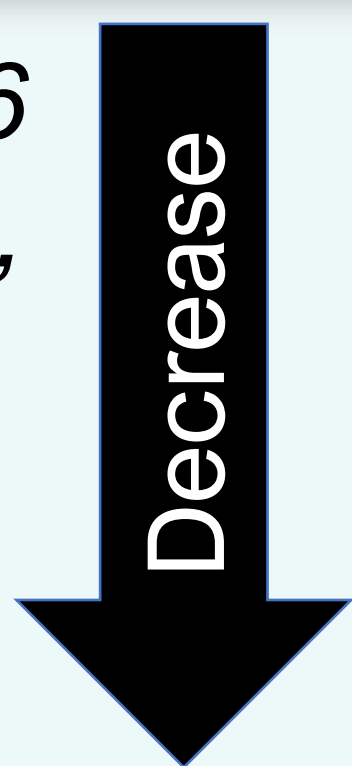
2. Improve accuracy of New Case Appointment Utilization



**Triaging accuracy** of patients  
**Efficiency** of NC triaging with dedicated consult  
**Visibility** of NC appointment slots  
**Accuracy** of appointment scheduling

### Project Aim

Within 6 months,



**64%**  
of prosthodontic patients

**<24.7%**  
of prosthodontic patients

### Lessons Learnt

#### CHALLENGES

1. Logistical challenges were the main difficulties in setting up this QI project
2. Change of treatment concept for new cases

#### STRATEGY

1. Close discussion with Operations and Clinical department to determine feasibility of action plans
2. Regular feedback from ground staff and appropriate changes

### Outcomes & Impacts

- **Decrease in WTA from 64% to 3.5%** sustained over 6 months
- 96.5% of new patients obtain their first appointment with NDCS <60 days
- Incorrectly scheduled appointment types (new cases vs treatment slots) dropped from **32% to 10%**

#### Prosthodontic WTA >60 Days

