

## Improving the handover of complex care patients from SKCH to TCC

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### Problem Statement

**Transitional Care Clinic (TCC)** is a collaboration between **Sengkang Community Hospital (SKCH)** with Sengkang Polyclinic and Hougang Polyclinic respectively to facilitate the transition of complex care patients back to primary care post discharge from SKCH. The referral letter from SKCH to TCC is essential for the handover of these complex care patients. Hence the referral letter template were co-designed with our polyclinic partners to ensure that essential information is included. As such, for referral letters to be deemed as appropriate, they had to include the co-designed template and the correct header. Our initial audit revealed that only 33% of TCC referral letters fulfilled the requirements to be deemed as appropriate.

### Project Aim

To improve the percentage of SKCH TCC patients with *appropriate referral letters*<sup>1</sup> reaching their respective TCCs to 100% over a period of 6 months.

<sup>1</sup> An *appropriate referral letter* includes:

- 1) Using the pre-determined referral template
- 2) Correctly labelled referral letter

### Lessons Learnt

#### Challenge faced:

- Constant changes in the pool of doctors
- Limited resources to run multiple large scale staff education sessions

#### Lessons learnt:

PDSA cycles are required to test and refine both the effectiveness and long-term feasibility the interventions.

Staff education via live demonstration is effective when initiating large scale changes but is resource intensive if frequent sessions are required.

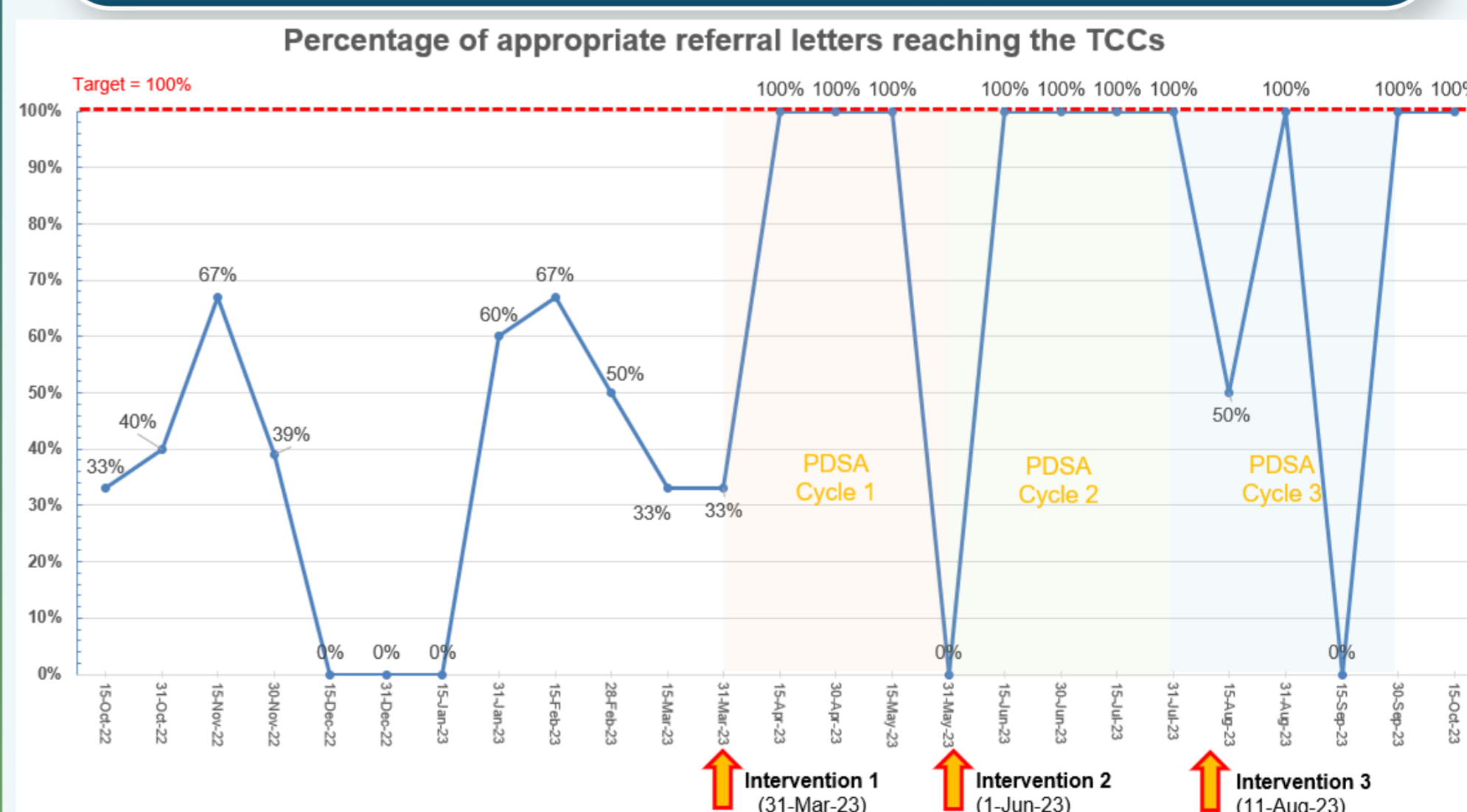
Tools such as self guided aids or IT enhancement/automation may be required to ensure sustained results.

### Potential Solutions

Root Cause	Intervention
Doctors are unaware of the requirements of the referral letter	<ol style="list-style-type: none"> <li>1  <b>Live demonstration</b> during department meeting</li> <li>2  <b>Regular reminder</b> via messaging (MS Teams)</li> </ol>
Absence of a simplified Step-by-step referral guide for easy reference and for new doctors	<ol style="list-style-type: none"> <li>2  Create a <b>Step-by-step self guide</b> PDF and make it <b>easily accessible</b> in shared folder</li> </ol>
Doctor's perception that the TCC template is more difficult	<ol style="list-style-type: none"> <li>3  <b>SCM enhancement</b>. Referral letter with <b>auto populated template</b></li> <li>4  <b>Flexibility</b> to make necessary adjustments to template as required</li> </ol>

3 main root causes identified from pareto chart and the proposed intervention.

### Outcomes & Impacts



Throughout the 3 PDSA cycles, the overall trend of appropriate referral letters has improved. 100% compliance was achieved more frequently as compared to before the interventions were implemented.

Future plans includes interventions to reduce results fluctuations during critical periods of manpower change. This includes empowering the non-rotating pool of doctors to guide those new to the department.