

National Quality Improvement Conference

Providing early intervention for patients in ED requiring Physiotherapy

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Problem Statement

Reducing hospital admissions through frontloading the Physiotherapy (PT) service and discharging patients from ED. We think this is possible for our selected patients*, that are most amenable to rehabilitation by PT in ED and can be empowered with the right knowledge and self-management strategies to prevent them from re-attending ED.

***Criteria:**

Patients ≥ 65 y.o. with the following primary diagnoses (Dx):

Primary Dx Codes	Diagnosis
W19, R29.6	Fall / Frequent Fall
S09.0	Head Injury
R42, H81.3	Vertigo/ Peripheral Vertigo/ Giddiness
M54.99, M54.5	Back pain/ Low back pain
T09.2	Back strain

Project Aim

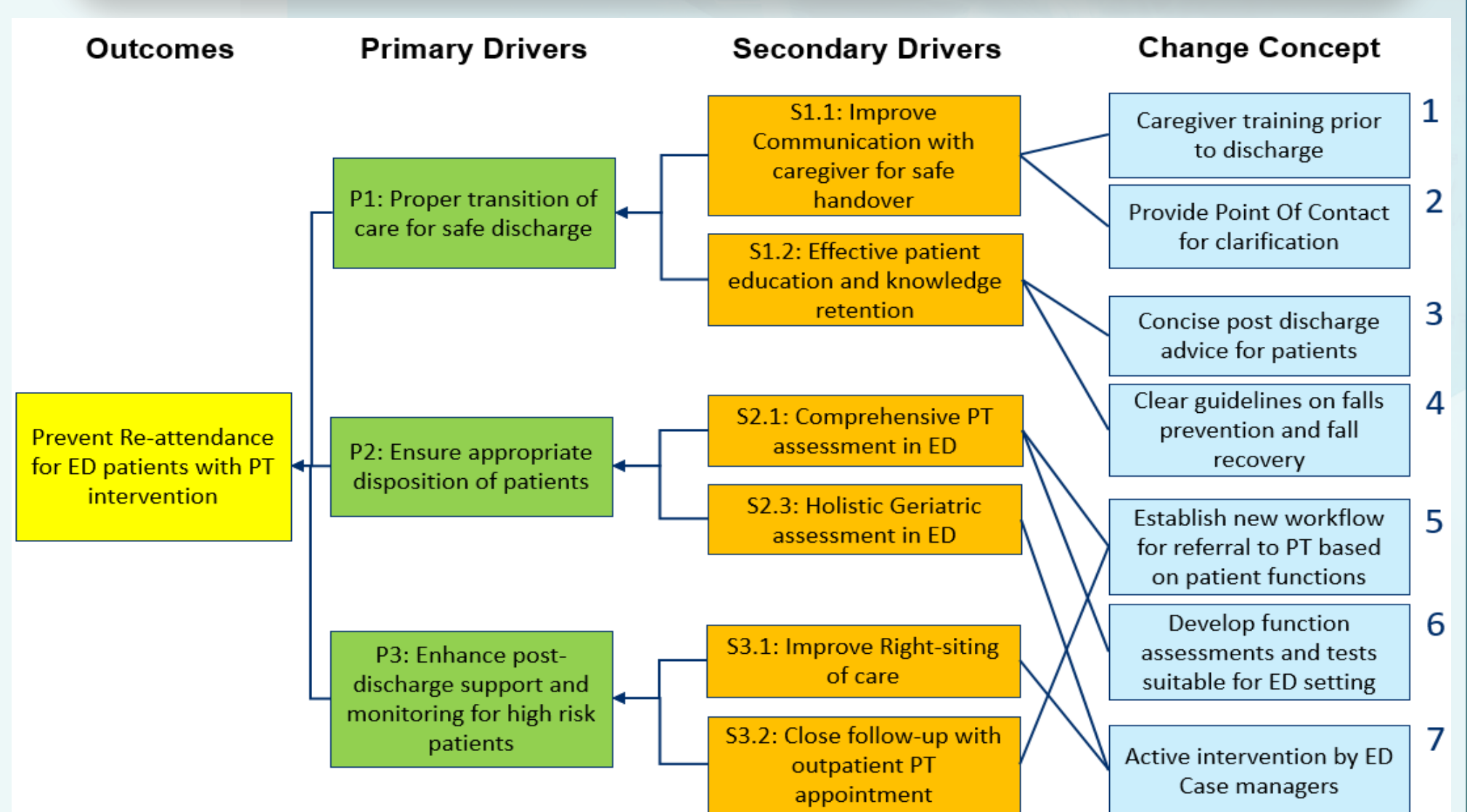
We aim to reduce the hospital admission rates by at least 25% (from 68.7% to 51.5%) for patients that meets our criteria* by December 2023.

Type	Measure
Outcome	Admission rate of patients intervened by PT within ED
Process	No. of patients intervened by PT within ED
Balancing	Re-attendance rate of patients intervened by PT within ED

Lessons Learnt

- Be flexible and open minded to develop creative solutions that differs from the conventional methods of delivering care
- Effective use of technology to improve accessibility of information and ensure sustainability
 - Falls prevention Guidelines and post-discharge advices made available online facilitated updating of information and allow easy dissemination to patients and multiple caregivers
 - Video demonstration on how to perform PT assessment guides new nurses/ case managers and reduces time required for repeat trainings

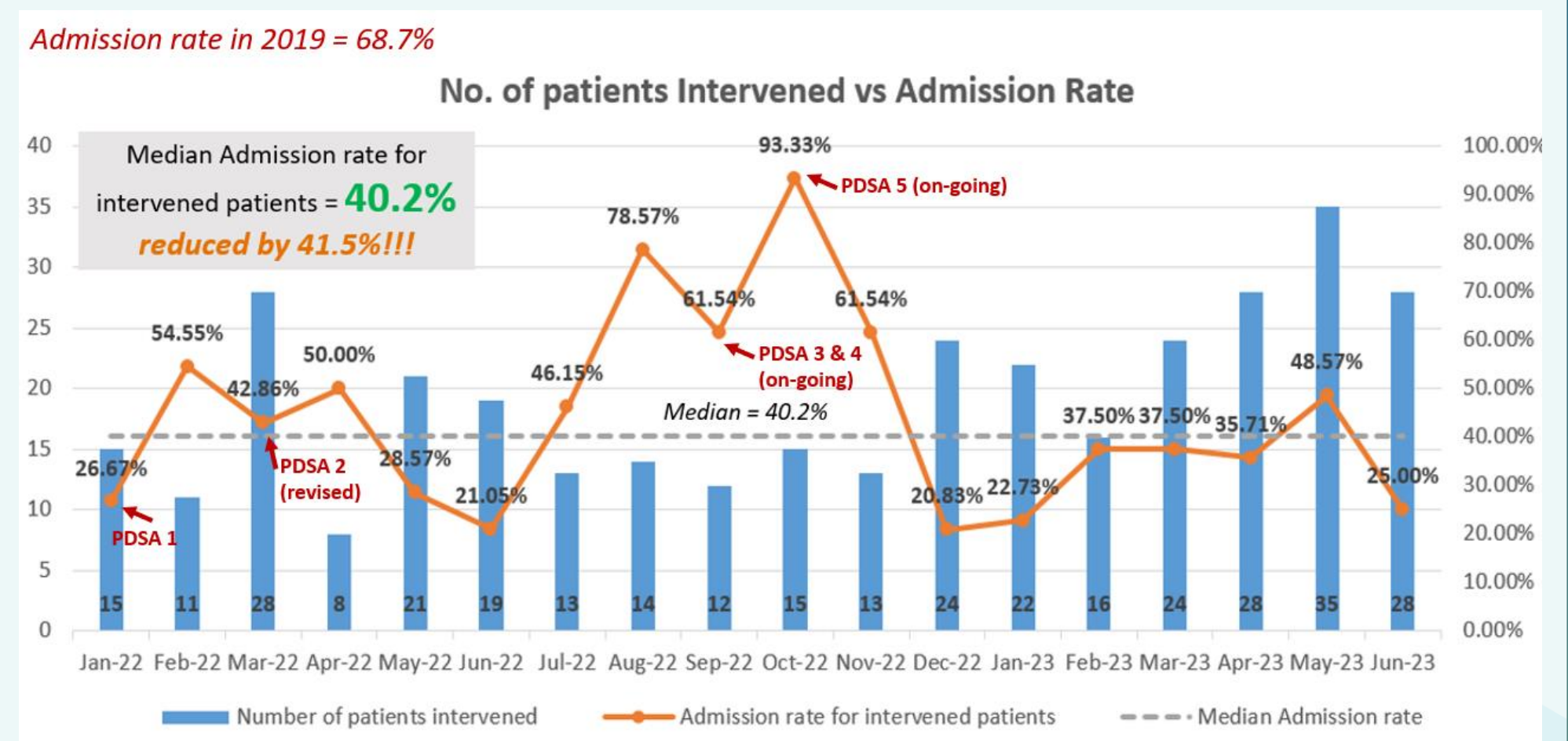
Potential Solutions



PDSA Cycle	Change Concept	Brief description of PDSA
1	3 & 4	Revision and active distribution of existing guides to patients/ NOKs for better understanding and knowledge retention
2	5 & 7	Establish new workflow for referral to PT (ED/EDTU/SOC) based on patient's functions
3	2, 6 & 7	Improve efficiency and provide holistic care in ED with Case Manager (CM) intervention
4	5 & 7	Facilitate mobility assessment within ED to improve efficiency
5	1 & 7	Training of ED CMs and nurses to ensure sustainability

Outcomes & Impacts

Our project achieved significant reduction in admission rate (from 68.7% to 40.2%) for patients* intervened between January 2022 - June 2023 with no re-attendance (0% 72-hr re-attendance).



	Before	After
Median Admission Rate	68.7%	40.2%
Median No. of patients intervened	NA	18
Median Re-attendance rate	2.7%	0%