

# National Quality Improvement Conference

Improving Diabetic (DM) patient care for those discharged from KTPH Emergency Department (ED) by ensuring they are followed up by our Primary Care Provider (PCP) or Specialist Outpatient Clinic (SOC)\*

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\*KTPH SOC @ two locations –SOC & Admiralty Medical Centre (AdMC)

## Problem Statement

- Regular follow-up with primary or specialist care has been shown to improve outcomes in the management of chronic medical conditions like Diabetes.
- A telephone survey of discharged ED DM patients over a 4-week period showed the actualisation (patient turn up) rates for primary care provider (PCP) / specialist outpatient clinic (SOC) follow-up was only 31%.

KTPH ED referrals to SOC and PCP for DM Patients			
Referral	Total	Actualised	Actualisation Rate
ADMC	3	1	33%
Polyclinic	9	3	33%
GP	2	1	50%
Nil	1	-	-
<b>Total</b>	<b>16</b>	<b>5</b>	<b>31%</b>

## Project Aim



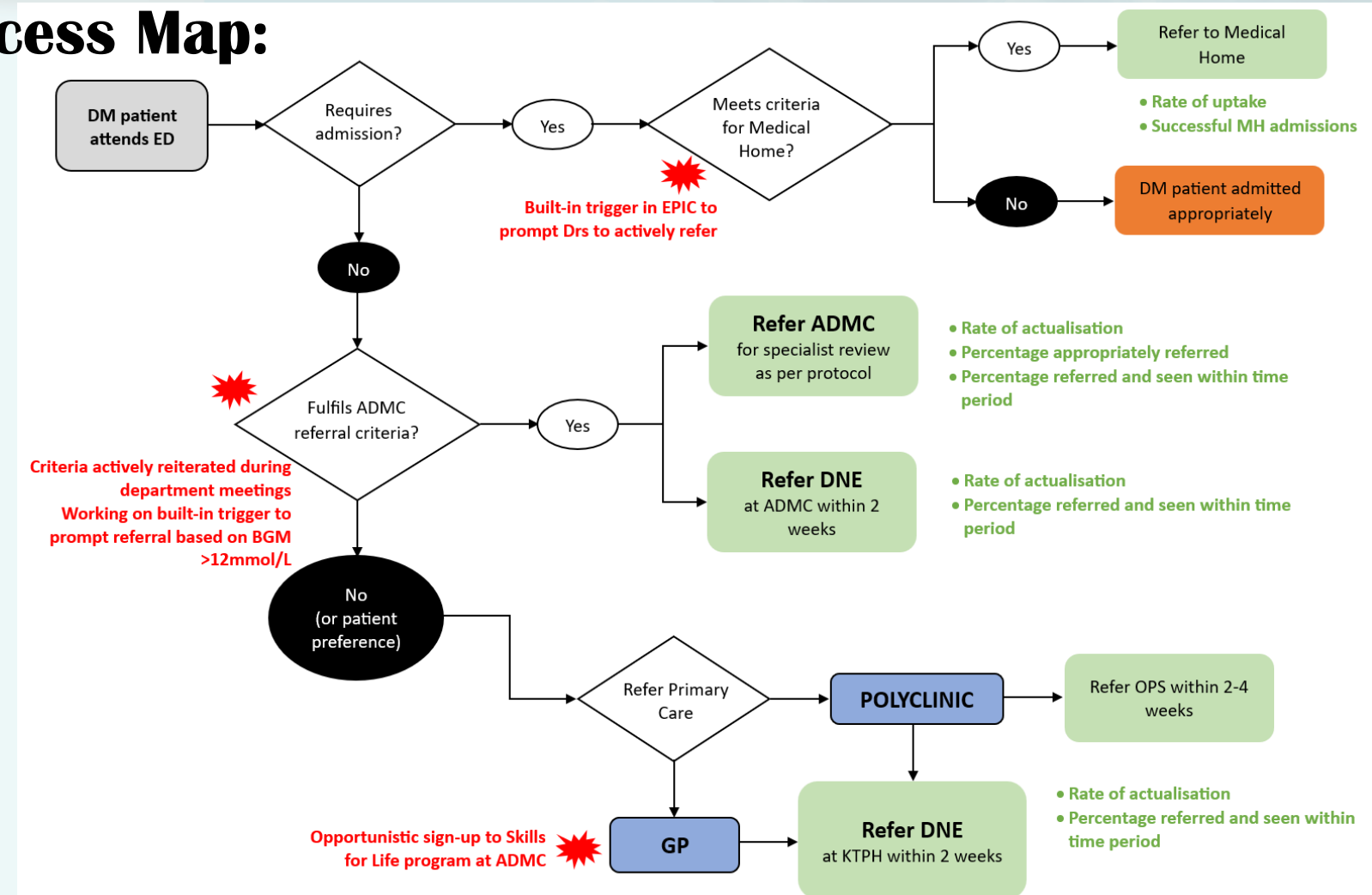
Increase the actualisation rate of follow-up of patients with diabetic-related complaints with their primary care provider or specialist clinic within 2 weeks from 31% to 80% by September 2023.

## Lessons Learnt

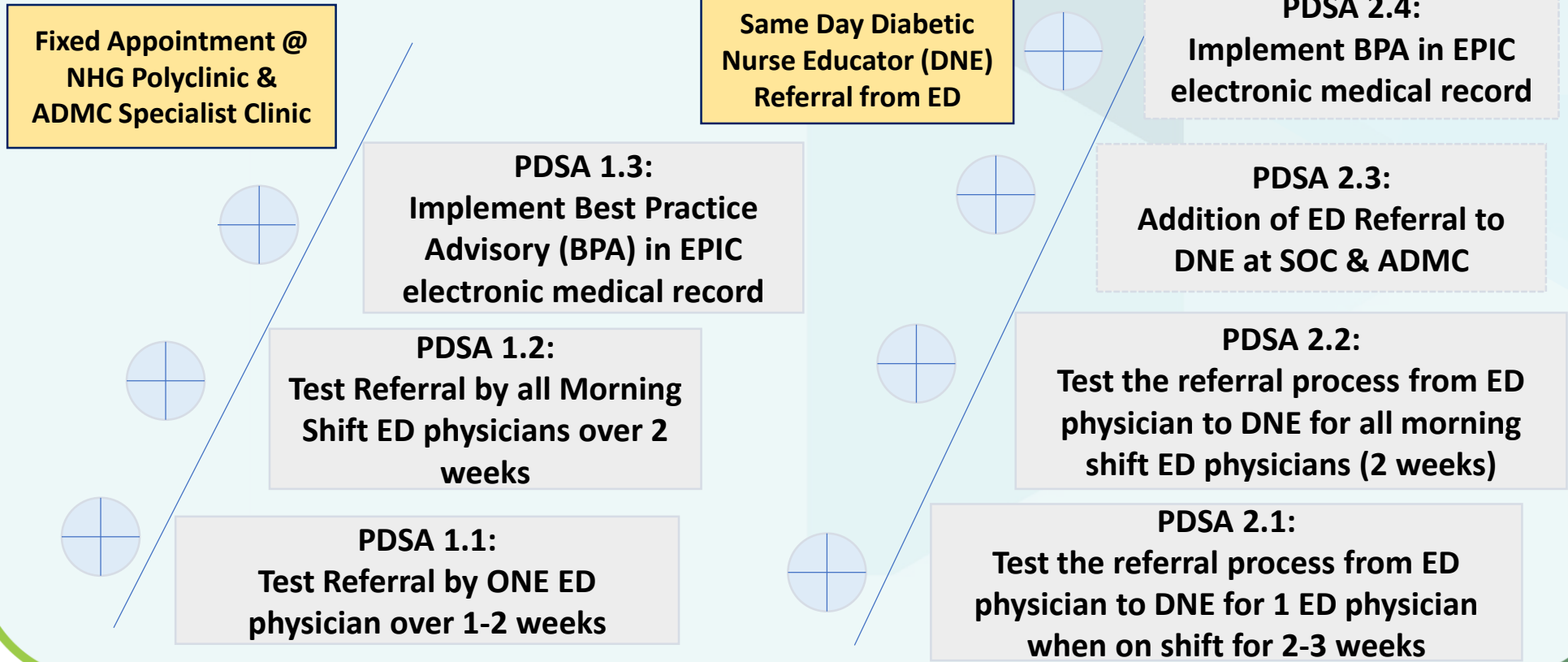
- Implementing new workflows at a system level takes the buy-in and cooperation of multiple partners at various levels
- It is imperative that the environment and infrastructure is first habitable before interventions can take flight
- Given the challenging and busy environment that is the ED, interventions have to be simple and efficient to encourage uptake and ensure success
- Incorporating decision rules into the electronic health record system has been helpful in ensuring continuity and harmonization of care for our patients
- The ED has never worked as a silo – as such, involvement and support of community partners is imperative in the successful discharge and follow-up of patients outside of an acute care setting

## Potential Solutions

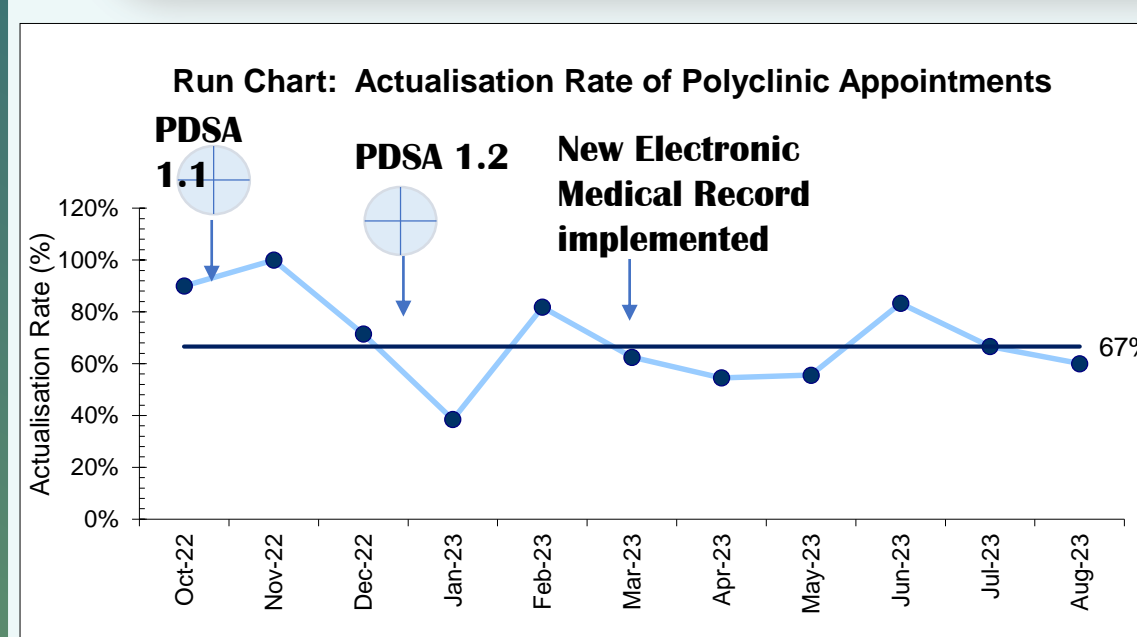
### Process Map:



### Implementing Solutions with PDSA:



## Outcomes & Impacts



Actualisation rate for both PCP and ADCM appointments have increased to a median of 67%

Actualisation rate for DNE referrals have been challenging to improve due to DNE manpower issues.

