

National Quality Improvement Conference

Direct Accident & Emergency to Ophthalmology and Visual Science (OVS) Specialist Outpatient Clinic (SOC) Referral

Dr Christelle Cha

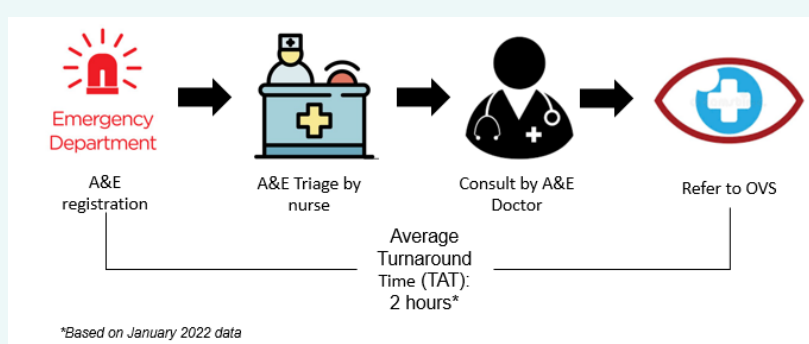
cha.christelle.sk@ktph.com.sg



Problem Statement

- Acute & Emergency (A&E) ambulatory patients with eye conditions would be referred to Ophthalmology and Visual Science (OVS) specialists after seen by A&E doctors. Patients are required to wait at A&E for doctors to complete assessment for a same day referral to a OVS specialist at subsidised rate.

As-is workflow:



- Based on January 2022 statistics, the average Turnaround Time (TAT) from A&E registration to OVS referral was approximately 2 hours.
- Direct A&E to OVS Specialist Outpatient Clinic (SOC) Referral workflow aims to shorten patient's journey in A&E and patients can be seen by OVS specialists in a timelier manner.

Project Aim

- To reduce the Turn-around-time (TAT) of 49 minutes (50th percentile) and 156 minutes (95th percentile) of ambulatory patients referred to OVS SOC.

Lessons Learnt

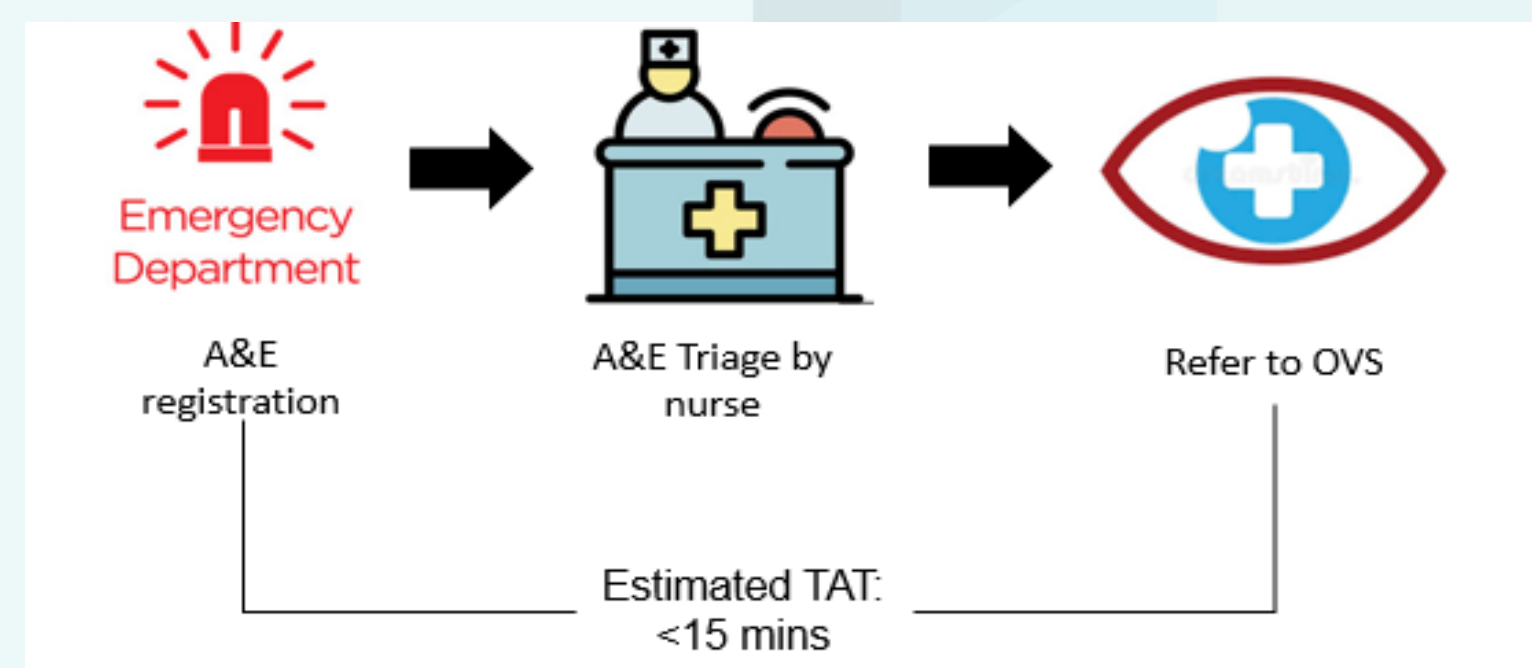
What did we wish we knew and what could have been done differently?

- Share the top 2 challenges faced and the strategies employed to overcome them. Provide practical tips and recommendations for initiating and executing QI initiatives, if any.

Potential Solutions

- Stakeholders from A&E, OVS, SOC and Finance came together to review the feasibility of direct A&E to OVS SOC referral workflow.
- Team agreed on the referral inclusion/exclusion criteria, timeframe and documentation from A&E triage to OVS SOC directly, with no additional cost incurred to patients as compared to as-is workflow.

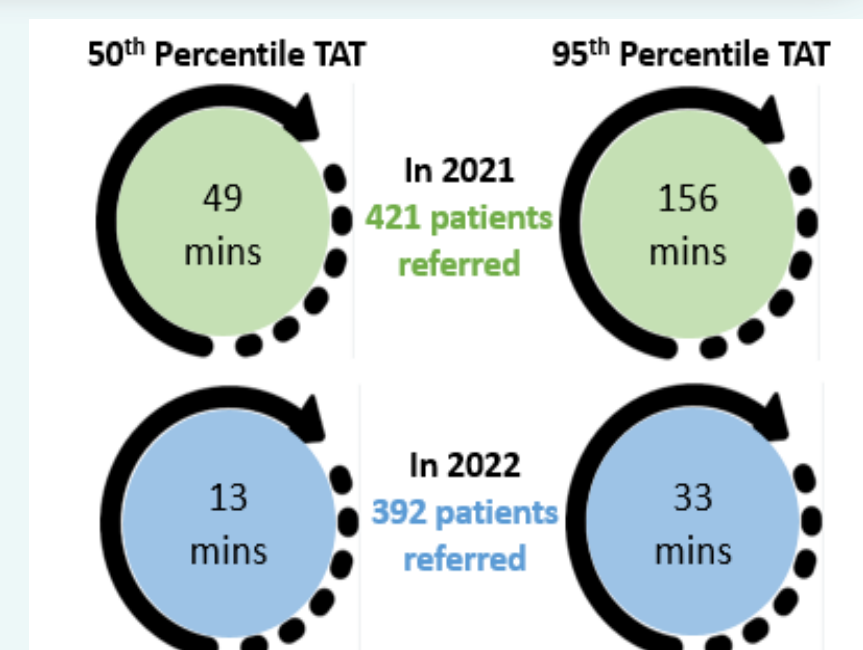
To-be workflow:



- With direct A&E to OVS SOC referral workflow, it is estimated to reduce 80% of A&E waiting time for patients with eye conditions.

Outcomes & Impacts

- Direct A&E to OVS SOC referral workflow was implemented on 13 May 2022.
- TAT of ambulatory patients referred to OVS SOC was compared for same period (June to October) in 2021 and 2022, with referral timing defined as between 0900-1100 & 1400-1600 hours.



- After the implementation of direct A&E to OVS SOC referral, there was a 73% reduction in both 50th and 95th percentile TAT, resulting in shorter waiting time for patients and increasing faster access to OVS specialist.

Project Impact

- Better patient experience** - With the reduced waiting time in A&E, this would improve patient's overall experience and potentially reduce the number of feedback on A&E waiting time.
- Alleviate P3 workload in A&E** - From June to October 2022, there was a total of 7,840 mins (131hrs) time savings* for A&E doctors and nurses due to bypassing the need of A&E consultation. This is equivalent to 0.07 FTE saving for nurses and doctors. This time saved allows the team to focus their attention on other acute patients.

*With an average of 10mins per consult per patient for both doctors and nurses