

Improve Efficiency of On-Arrival Intravitreal Injection Treatment for Retinal Diseases

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Problem Statement

Nurse-led on-arrival intravitreal (IVT) injections pioneered in Singapore National Eye Centre proves to be safe and effective and was successful in reducing clinician workload and improving clinic efficiency.

However, there was still significant patient wait time even though these patients are only planned for treatment without consultation. Doctors had to be interrupted between patient consults to order and print IVT forms. As IVT treatment is projected to increase, improving these inefficiencies is important to reduce patient dwell time in SNEC and to improve patient and doctor satisfaction.

Project Aim

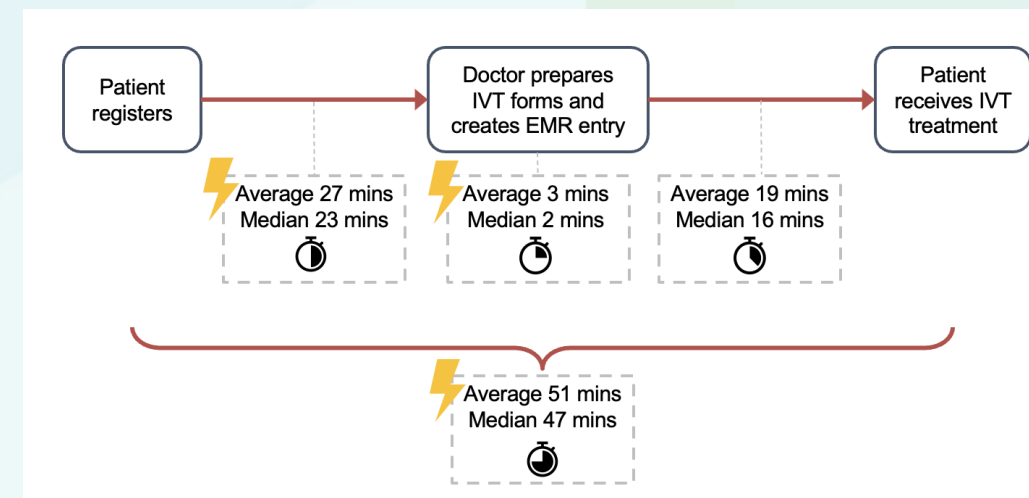
To reduce average wait time for on-arrival IVT injection by 20% in 3 months

Lessons Learnt

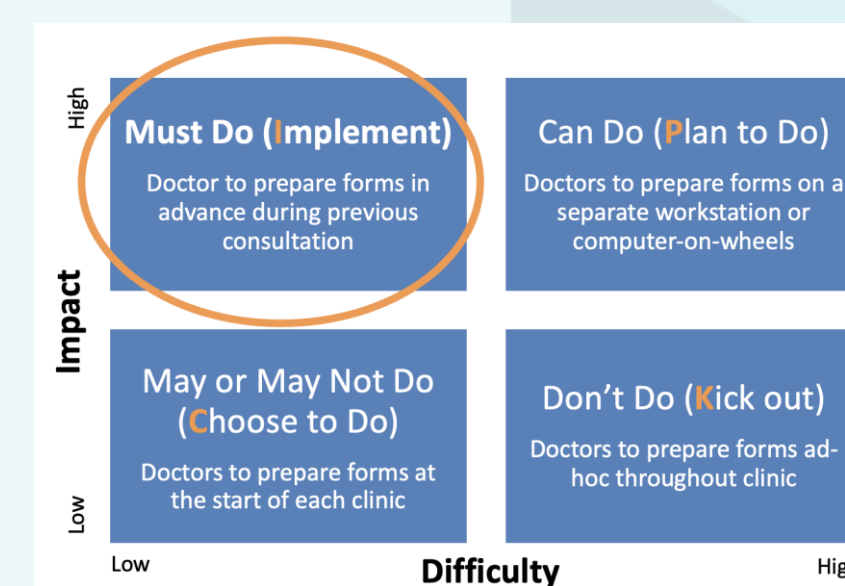
- Difficult to implement changes on Citrix, long waiting time
- To be able to identify various causes to the problem, and tackle one cause that would make the most impact
- Good to have an interim or backup plan if our original idea (Citrix enhancement) does not work out

Potential Solutions

We illustrated the current treatment workflow with a diagram to help identify areas of inefficiency and potential areas for improvements. We identified that significant wait time occurred when nurses were waiting for clinicians to prepare IVT treatment forms



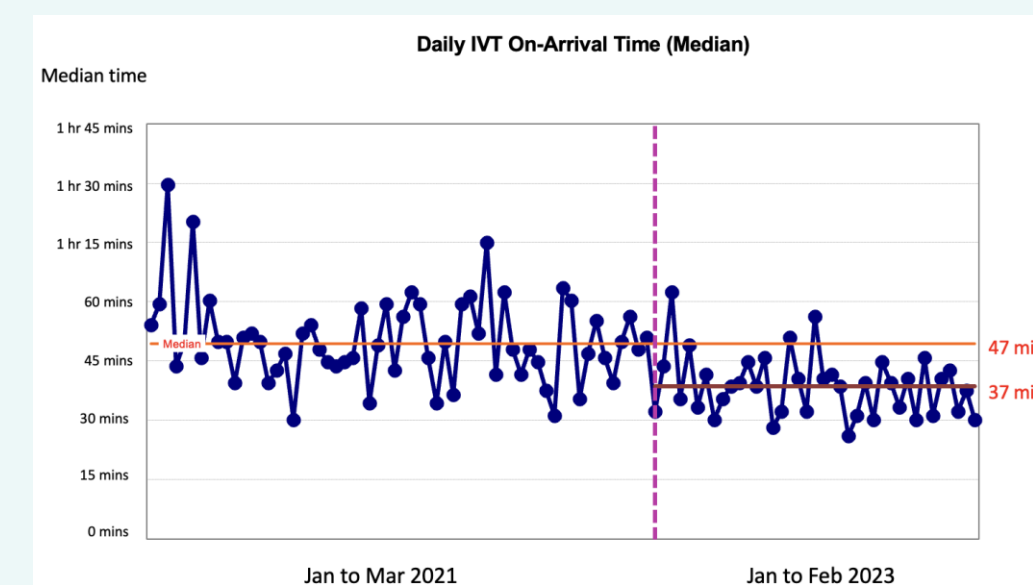
We also utilized the PICK Chart to prioritize the solutions



We collaborated with Informatics team, doctors and nurses to derive a new workflow and enhancement to Citrix consult notes to allow for consent form and medication to be prepared for future visit's IVT treatment.

Outcomes & Impacts

We managed to achieve >20% reduction in median time (Fig.5)



New workflow eliminated the Nurses and Doctors wait time:

Feedback from nurses and doctors were positive, no inconvenience and less encumbrance compared to the past when forms had to be printed manually, potential interruption of flow in seeing patients.

This new Citrix-based enhancement was successful in reducing average wait times of patients coming in for on-arrival IVT treatment. Similar workflow can be applied to other procedures that require in advance consent taking or ordering of medication such as eye laser procedure or Botox treatment in SNEC.