National Quality Improvement Conference

Shaping the Future of Heart Failure Care

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Problem Statement

In recent years, the Ministry of Health, Singapore adopted "3 Beyonds" strategy for a future ready, value-based healthcare system. Yishun Health (YH), an Integrated Care Organisation strives to enhance patients outcomes by optimising available resources in the northern region of Singapore.

Thus, it is critical and timely for our Heart Failure (HF) multi-disciplinary team to delve deeper into patients' journey, streamlining care delivery through different pilot initiatives while maximising care experience and health outcomes.

Project Aim

The team aims to deliver an end-to-end HF care pathway, through right siting of patients' care to appropriate healthcare providers in the right settings. Thereby, reducing unnecessary hospitalization and readmissions.

Lessons Learnt

1. The initial low recruitment rates for HF-EDTU was observed during the early stages of implementation. With **constant review** of criteria, **open communication** with the ED team and **strong HF team support**, the widening of the patient inclusion criteria was achievable **without compromising safety.**

2. Management of HF patients may be uncommon for some PCPs. To enable better collaborative care and allow capability building, **open communication** channels and **strong support from HF team** is crucial. In the long run, more complex HF patients can be referred to PCPs for co-management and support care closer to home.

Potential Solutions

Fig.1 below reflects the patient journey, areas for improvement, and pilot initiatives:

- **HF Extended Diagnostic and Treatment Unit (EDTU):**
  Aims to safely discharge mild HF patients from ED settings.
- **HF Shared Care (HFSC):**
  Aims to co-manage stable HF patients with primary care providers (PCPs).

Patient Journey

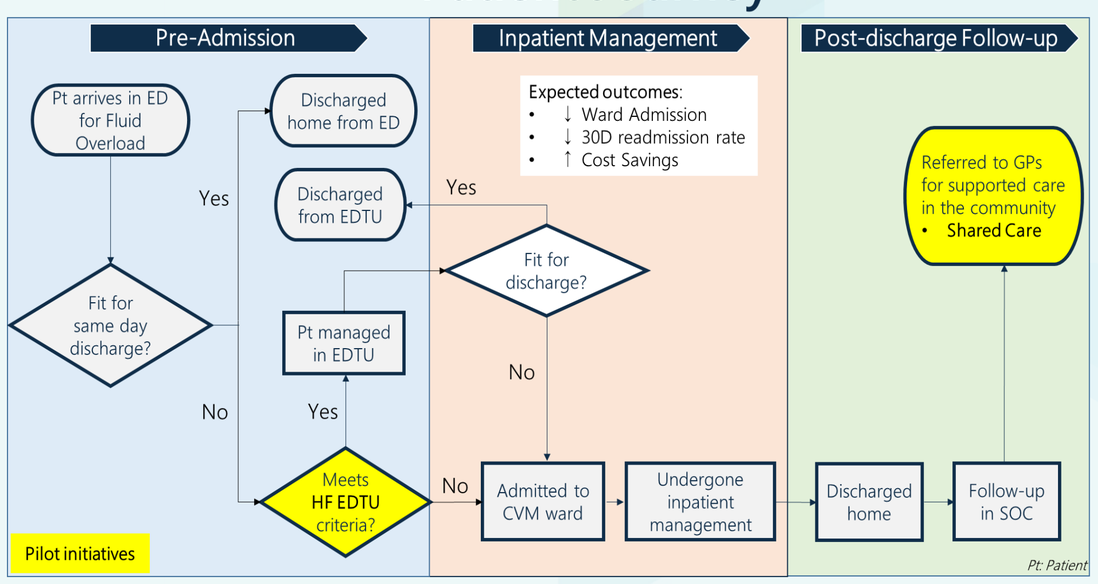
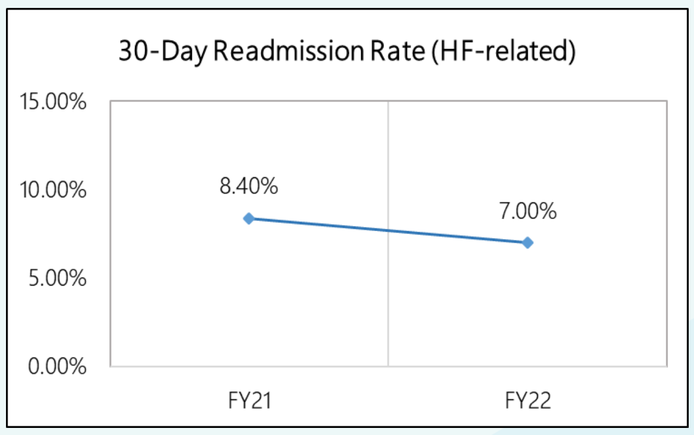


Fig.1: HF patient journey (HF-EDTU started in Mar'22; HFSC started in Jul'22)

Outcomes & Impacts

As of Sept 2023, **21** patients were recruited for HF-EDTU, and **6** patients enrolled for HFSC.

Clinical Outcomes



There is an overall ≈**17%** relative reduction in 30D readmission rate from post-implementation of our initiatives in FY22.

Cost Outcomes

No. of patients discharged from **EDTU**	9	No. of patients enrolled to **HFSC**	6
Potential cost savings per HF-EDTU patient *(based on assumption : 2 bed days ($2,284) saved - EDTU charged ($765) incurred)*	$1,519	Potential cost savings per HFSC patient per year *(based on assumption : 1 SOC visit saved ($68) saved - GP charges ($50))*	$18
Total cost savings	**$13,671**	**Total cost savings**	**$108**