

National Quality Improvement Conference

HIP FRACTURE ICP TELECARE - GOING BEYOND ACUTE CARE TO COMMUNITY CARE

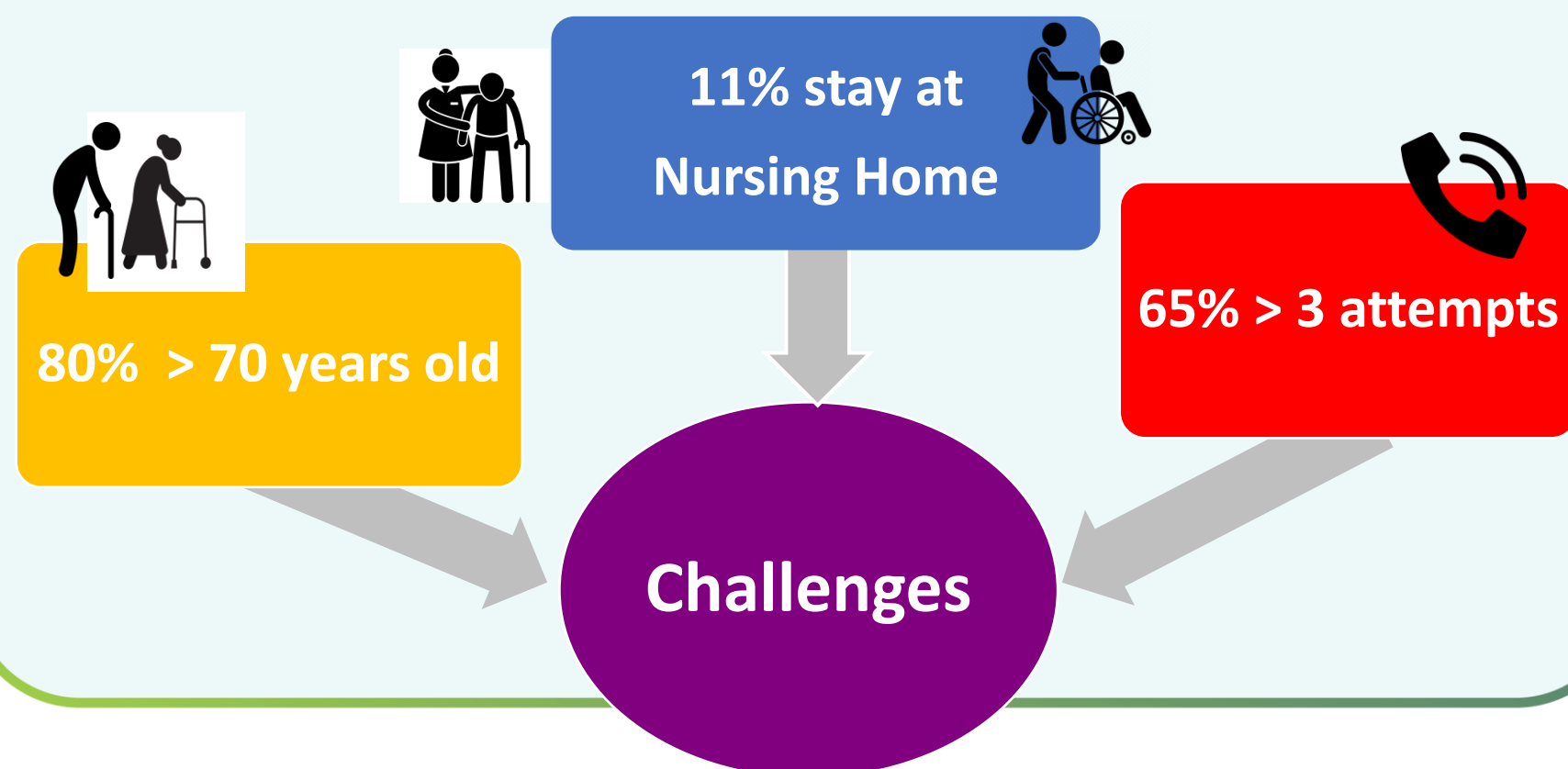
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Contact Rate improved from 55% (Pilot) to $\geq 96\%$ with Structured Telecare System

Problem Statement

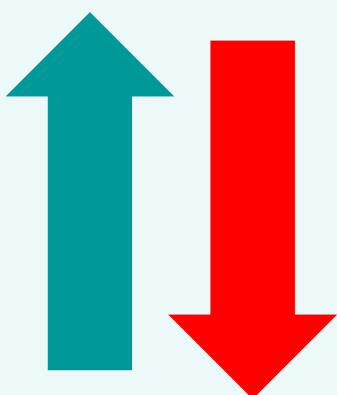
While achieving excellent patient and clinical outcomes through Hip Fracture Integrated Clinical Pathway (ICP) Programme with a multidisciplinary team approach, the team is also seeing an opportunity to **develop a Structured Telecare through Telephonic Follow-up at 6 & 12 months.**



Project Aim

Going beyond the walls of the hospital through Telecare, to **follow up on a patient's current conditions, functional status, rehab visit status and compliance to osteoporosis treatment.**

- Activities of Daily Living
- Day Rehab Uptake Rate
- Osteoporosis Treatment Uptake Rate



- Being uncontactable
- No Show Review Visits
- Incompliance to Osteoporosis Treatment

Lessons Learnt

Post Discharge Care

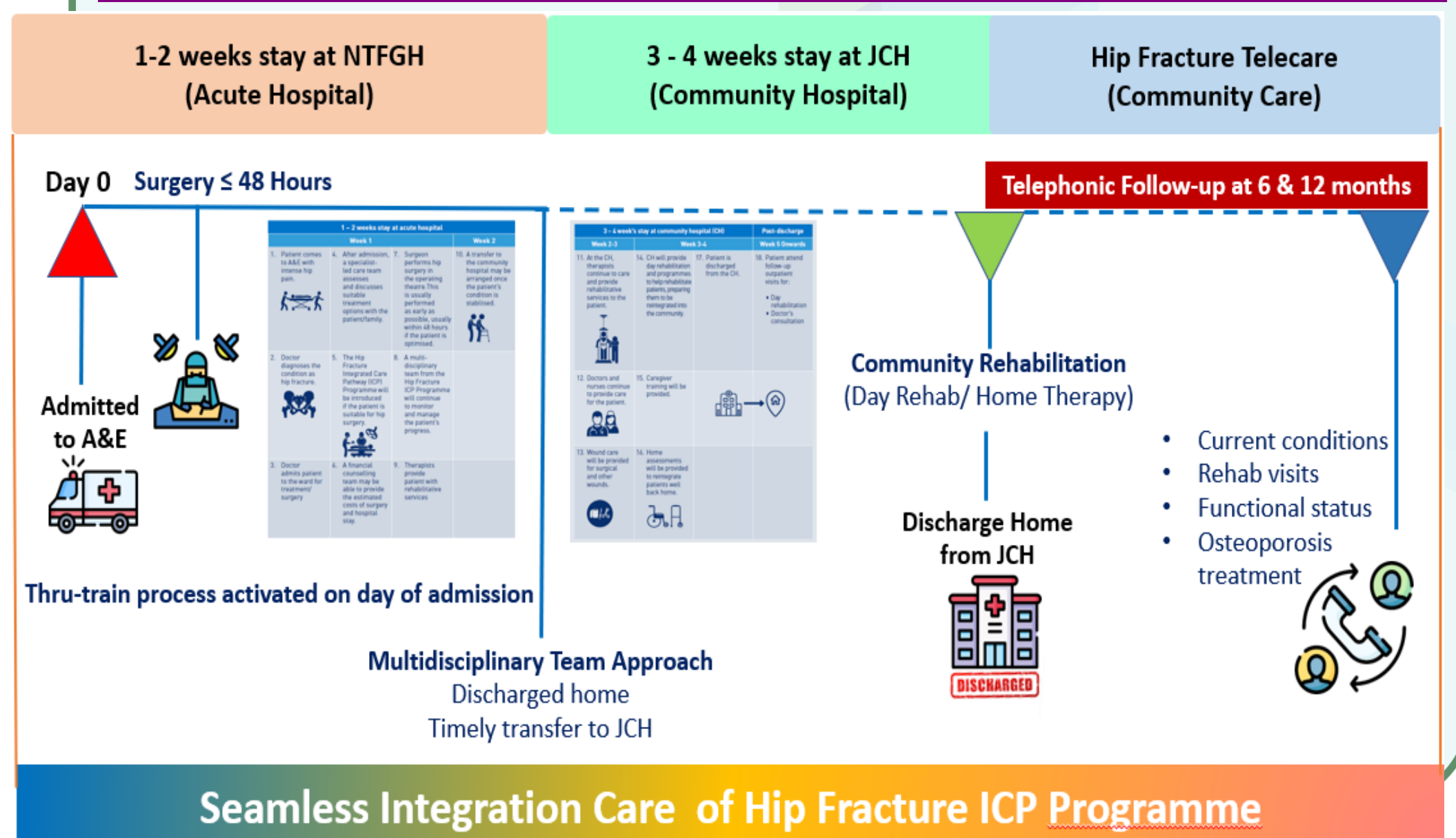
- Enhanced patient outcomes & satisfaction.
- Improved patient awareness about a potential risk of second osteoporotic hip fracture.
- Opportunities to further strengthen care.



Strong leadership and multidisciplinary team approach are essential to the success and sustainability of Hip Fracture ICP Programme.

Potential Solutions

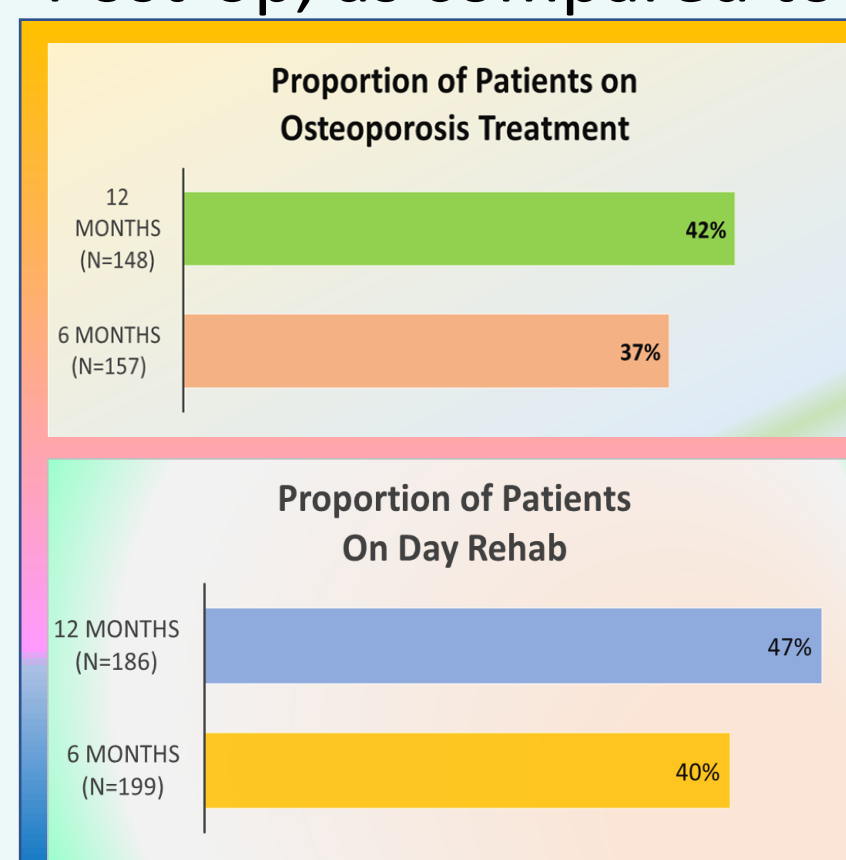
PLAN	DO	STUDY	ACT
<ul style="list-style-type: none"> • Manpower resource • Team engagement & Strategy planning • Methodology & measurement • Workflow 	<ul style="list-style-type: none"> • Pilot Phase • NGEMR Telephonic Flowsheets. • NGEMR Case Management documentation • Telephonic Reports 	<ul style="list-style-type: none"> • PDSA Cycles • Project Phases • Challenges • Improvement in performance and decrease in variance 	<ul style="list-style-type: none"> • Structured Hip Fracture Telecare • Performance management • Enhancement • Project sustainability



Seamless Integration Care of Hip Fracture ICP Programme

Outcomes & Impacts

5% increased in Osteoporosis Treatment Uptake Rate and 7% improvement in Day Rehab Uptake Rate in 12-month Post-op, as compared to 6-month Post-op.



Patient Cohort: Jul 2021 - Mar 2022	6M Post-Op	12M Post-Op
No of patients contacted	199	186
Gender	Male : 66 Female: 133	Male : 62 Female: 124
Average Age	78.8±8.8	78.7±8.8
Is Patient Contactable?	98%	96%
Any wound issues?	0%	0%
Any carer stress?	4%	3%
Did patient fall after discharged?	10%	19%
Did patient readmit to an acute hospital (all cause)?	26%	37%
Is patient staying at home?	87%	87%
Is Home modification done?	98%	98%

90% achieved improvement in their Activities of Daily Living (ADL) at 12-month Post-op, as measured by MBI score (≥ 10 points of improvement from baseline).

