

# National Quality Improvement Conference

Becky Pollyanne Chia  
Desiree Wong Shimin  
Teong Soh Keng  
T Anita D/O D.R. Thambirajah

Singapore National Eye Centre  
becky.pollyanne.chia@sneec.com.sg  
desiree.wong.s.m@sneec.com.sg



## Reducing the wait time for Intravitreal Injection Therapy (IVT) at Diabetes and Metabolism Centre (DMC), Retina Centre.

### Problem Statement

- 1 Patients had to wait for 2- 3 hours until the end of the clinic for their IVT injection to be performed by doctors.
- 2 Time taken for the application of anesthetic and disinfectant eye drops took 20 minutes.
- 3 In mid 2022, patients started coming to the clinic solely for IVT injection, but patients had to wait between 30 minutes to an hour just for their consent form to be printed.

Delay in treatment leads to increased anxiety and dissatisfaction among IVT patients.

### Potential Solutions

Brainstorming and discussion were carried out and strategies were developed.

- 1 Nurses were trained to perform IVT and patients had to wait for only an average of 1 hour for their treatment.
- 2 Protocol was revised and the time spent on applying the eye drops was reduced by half.
- 3 Nurses were allowed to activate the orders for patients coming to the clinic for IVT on arrival. This reduced the patients waiting time in the clinic to an average of only 15 minutes.

### Project Aim

To reduce patient's waiting time for IVT at DMC, Retina Centre by 2023.

### Lessons Learnt

Waiting time for IVT documentations to be printed.

In order to reduce the waiting time for IVT documentations (IVT on arrival) to be printed by doctors, nurses to check through the IVT patient list before the start of clinic sessions.

### Outcomes & Impacts

Mr Chan: "I have been accompanying my dad to SNEC for his injection since 2015 and I am happy that I am spending much lesser time waiting for my dad to undergo his treatment now."

Ms Tan: "Never expect the day to come where I only have to wait 10 minutes to get my injection done!"

Mr Tay: "I used to wait 2 hours for the doctors to inject my eye. Now I only have to wait 15 minutes for the nurses."

