

Project Title

Implementation Of a Transdisciplinary Initial Assessment for Day Rehab Centre (DRC)

Project Lead and Members

Project Lead: Benjamin Fun

Project Members: Chan Hiang Suan

Organisation(s) Involved

Jurong Community Hospital

Healthcare Family Group Involved in this Project

Allied Health

Applicable Specialty or Discipline

Physiotherapy & Occupational Therapy

Project Period

Start date: July 2022

Completed date: Mar 2023

Aims

The goals of the project are:

1. To reduce the lead time for first visit appointment to less than 10 working days.
2. To increase the number of first visit slots by 20%

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

1. There is a need for ongoing training and education of new staff about the new work process.
2. This is ongoing work to develop competency checklists to ensure that staff adhere to the tasks needed to be completed during transdisciplinary initial assessment.
3. Reducing redundancies improved the productivity of therapists.

Conclusion

See poster appended/ below

Project Category

Care Continuum

Rehabilitation Care

Care & Process Redesign

Access to Care, Waiting Time

Quality Improvement, Workflow Redesign

Keywords

Transdisciplinary Assessment for Day Rehab Centre (DRC)

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IMPLEMENTATION OF A TRANSDISCIPLINARY INITIAL ASSESSMENT FOR DAY REHAB CENTRE (DRC)

MEMBERS: BENJAMIN FUN, CHAN HIANG SUAN
PHYSIOTHERAPY AND OCCUPATIONAL THERAPY (JCH DRC)

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

Define Problem, Set Aim

Problem/Opportunity for Improvement

Between March to July 2022, Jurong Community Hospital Day Rehab Centre (JCH DRC) experienced a progressive rise in wait time for first visit (FV) appointments. As DRC progressively open more appointment slots post-COVID to cater for patients requiring rehabilitation needs after the COVID hiatus, a strategy is needed to ensure patients get timely access to DRC appointments.

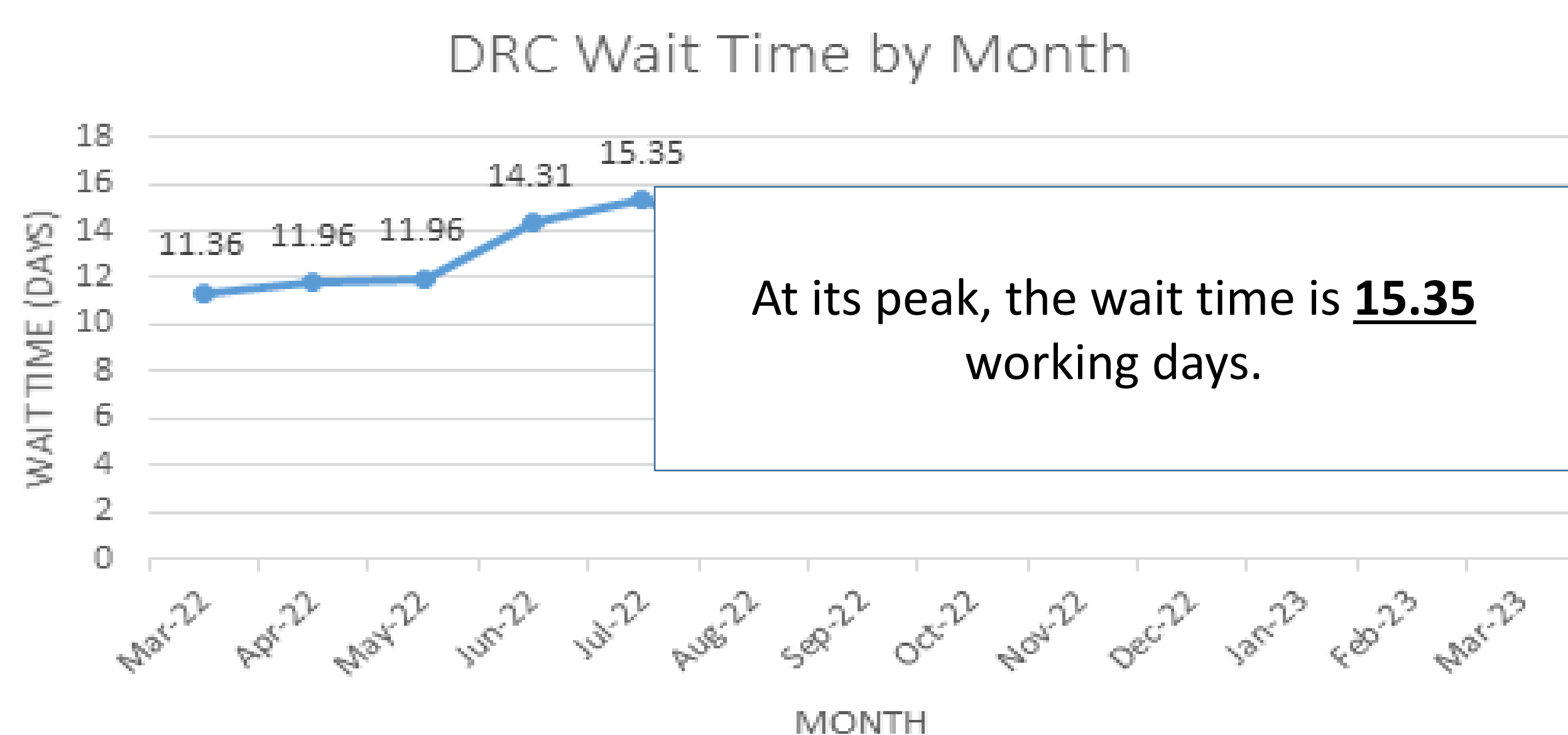
Aim

The goals of the project are

- 1) To reduce the lead time for first visit appointment to less than 10 working days.
- 2) To increase the number of first visit slots by 20%.

Establish Measures

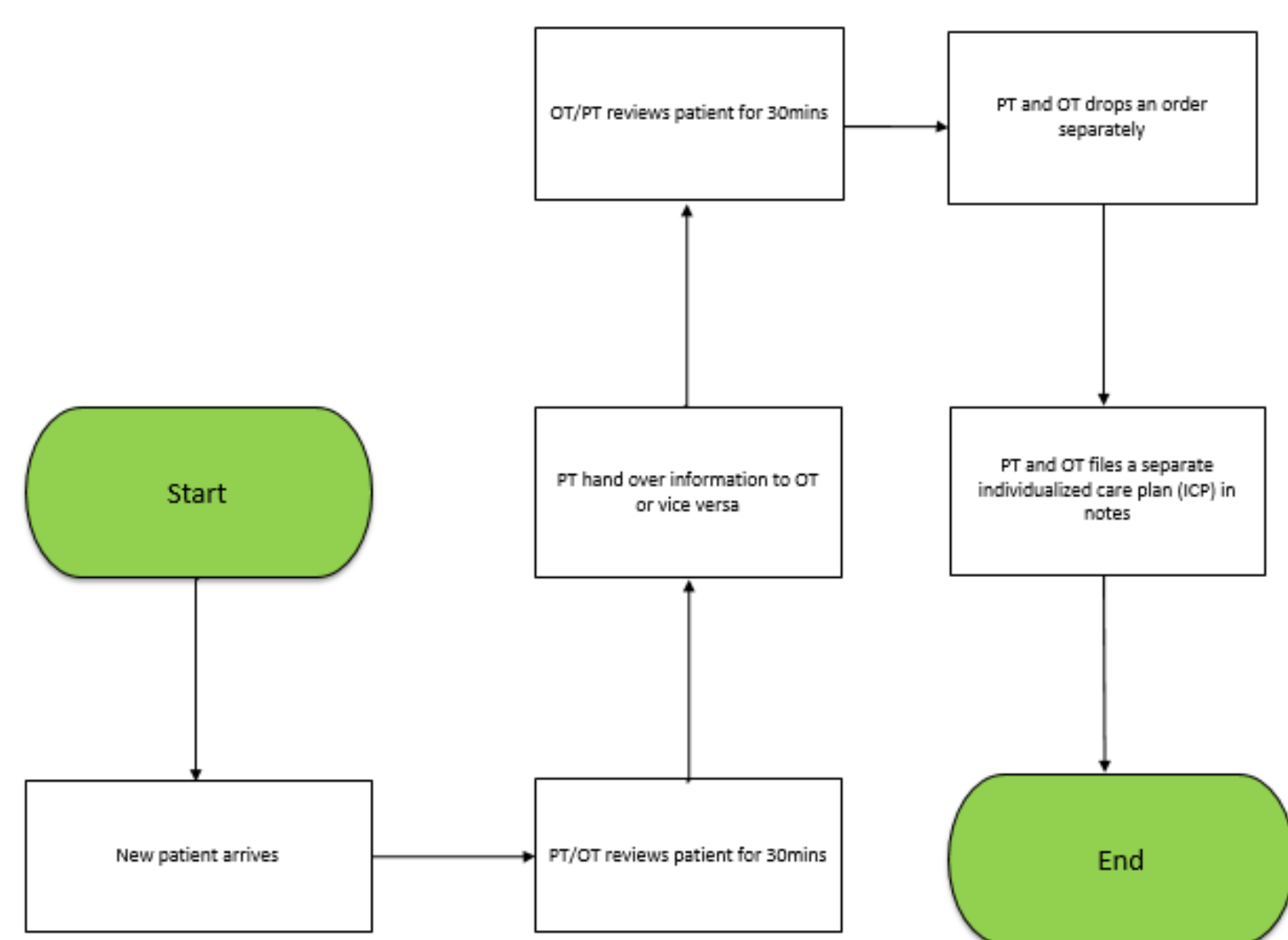
What was your performance before interventions?



Analyse Problem

What is your process before interventions?

A process map was done to understand the current work process for DRC first visits

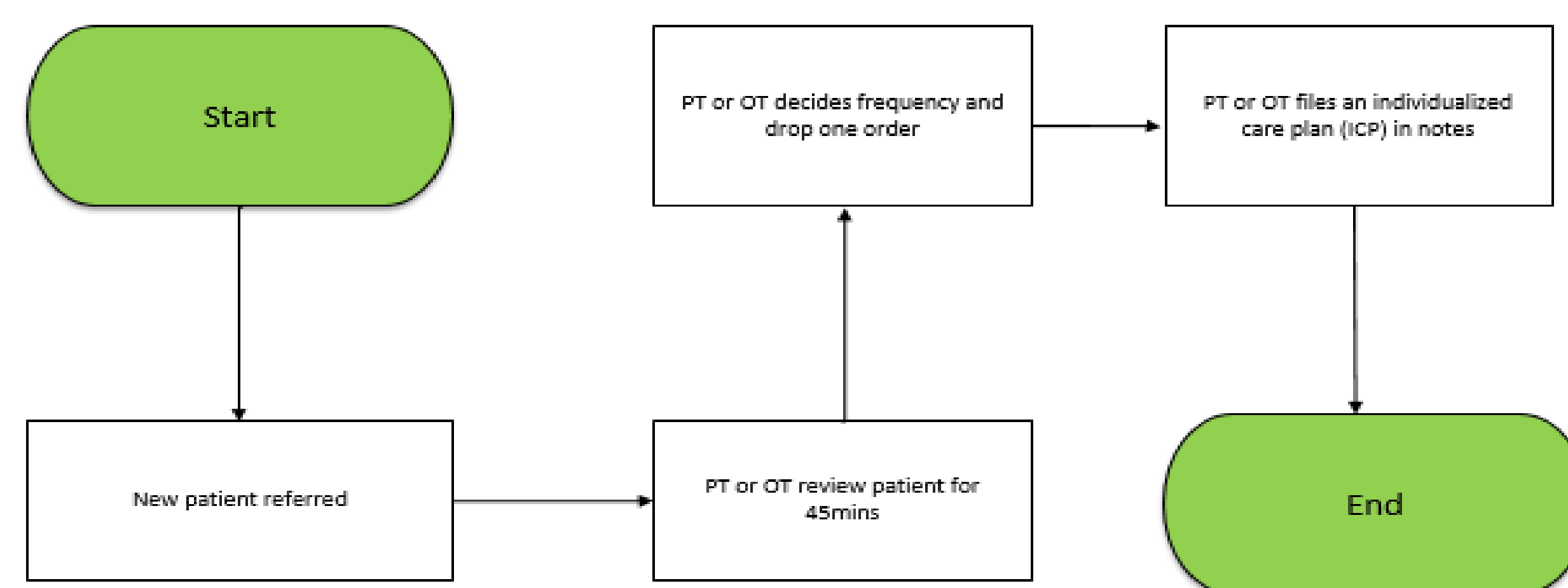


What are the probable root causes?

- Before August 2022, both physiotherapists (PT) and occupational therapists (OT) review a first visit patient, each spending 30mins with the patient.
- There were repetition in the subjective and objective assessments for the patient, leading to time wastage.

Select Changes

- As there are limited number of therapists working in DRC, we are unable to simply increase the number of first visit slots. As such, a change in the structure of the initial assessment was proposed.

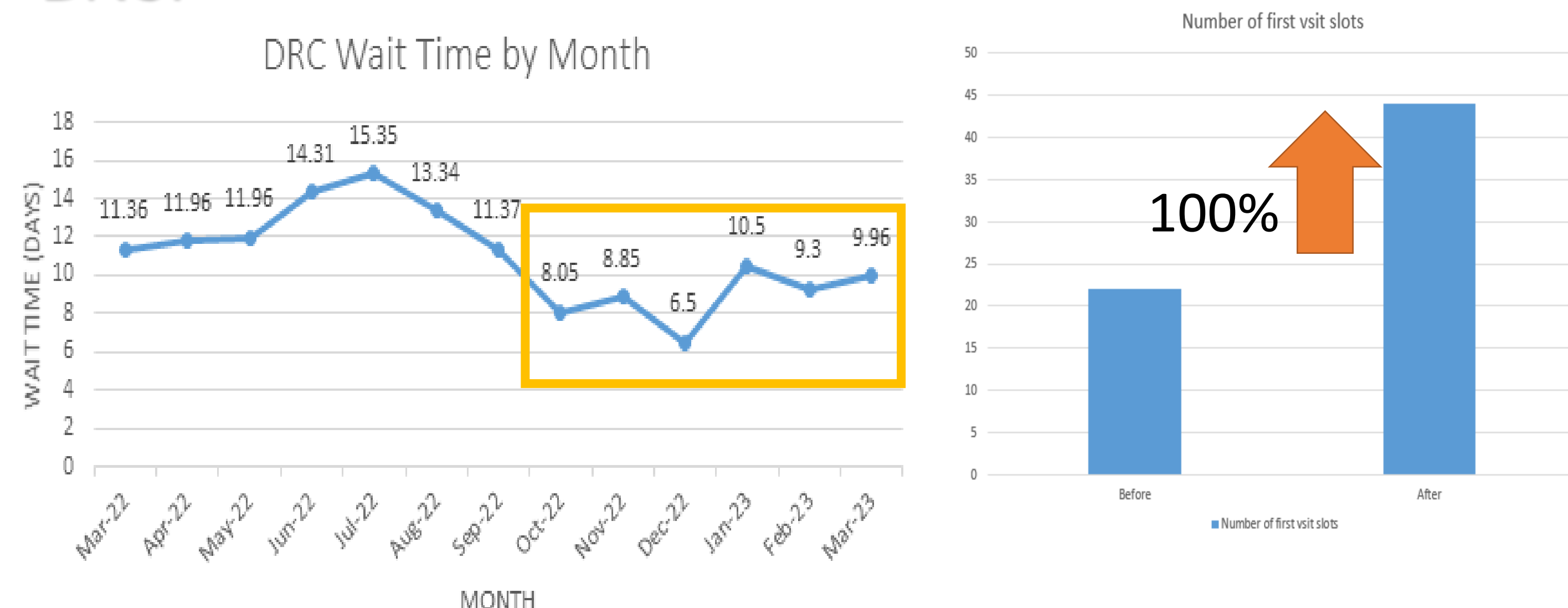


- The change involves introducing a transdisciplinary initial assessment whereby either a PT or OT can assess the patient on the first visit. The PT and OT will then decide if patient requires PT and/or OT services.

Test & Implement Changes

How do we pilot the changes? What are the initial results?

- In July 2022, a workgroup consisting of PTs and OTs was set up to discuss the boundaries of transdisciplinary work. There was also discussion with clinical operations team to ensure that patients only book either a PT or OT slot for first visit.
- In August 2022, the transdisciplinary first visit was piloted and in September 2022, it was fully implemented in JCH DRC.



- From August/September 2022, we managed to reduce the wait time to less than 10 working days.
- The number of first visit slots per week also increased by 100% from 22 to 44. We are able to save 15mins for each first visit patient (Cutting down first visit slots from 60minutes to 45minutes)

Spread Changes, Learning Points

- There is a need for ongoing training and education of new staff about the new work process.
- This is ongoing work to develop competency checklists to ensure that staff adhere to the tasks needed to be completed during transdisciplinary initial assessment.
- Reducing redundancies improved the productivity of therapists.