

Project Title

Improving Same Day Admissions (SDA) Utilization in Singapore General Hospital

Project Lead and Members

Dr Jason Lim Wei-Min, Ms Irene Goh, Mr Heng Yi Xiong, Ms Claire Wong

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Medical, Healthcare Administration

Applicable Specialty or Discipline

Surgery

Aims

- To increase the Same Day Admissions (SDA) utilization
- To improve the workflows to increase operating capacity

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Access to Care, Bed Occupancy Rate

Keywords

Same Day Admission, Optimizing Bed Utilisation

Name and Email of Project Contact Person(s)

Name: Dr Jason Lim Wei-Min

Email: singaporehealthcaremanagement@singhealth.com.sg



Singapore Healthcare Management 2018

Improving Same Day Admissions (SDA) Utilization in Singapore General Hospital

Dr Jason Lim Wei-Min¹, Ms Irene Goh², Mr Heng Yi Xiong³, Ms Claire Wong³



Singapore General Hospital
SingHealth

¹: Department of Colorectal Surgery, ²: Same Day Admissions Centre, ³: Division of Surgery

Introduction and Aim

Amidst a high bed occupancy rate, it is paramount to ensure the optimized usage of bed resources. A multi-disciplinary taskforce comprising clinicians, nurses and administrators was formed in May 2017 to increase the Same Day Admissions (SDA) utilization and improve the workflows to increase operating capacity.

Methodology

For a successful optimization of SDA utilization, the impact across the hospital's supply chain was reviewed and the taskforce identified various touchpoints for improvement.



The taskforce identified surgical procedures to be considered for SDA by default and proposed to implement them across 3 phases



Strong support from senior management was also garnered and the utilisation rate was incorporated into the departments' key performance indicators, where applicable.



To cope with an expected increase of SDA patients, the manpower in SDA Centre was right-sized and a new station based workflow was implemented.



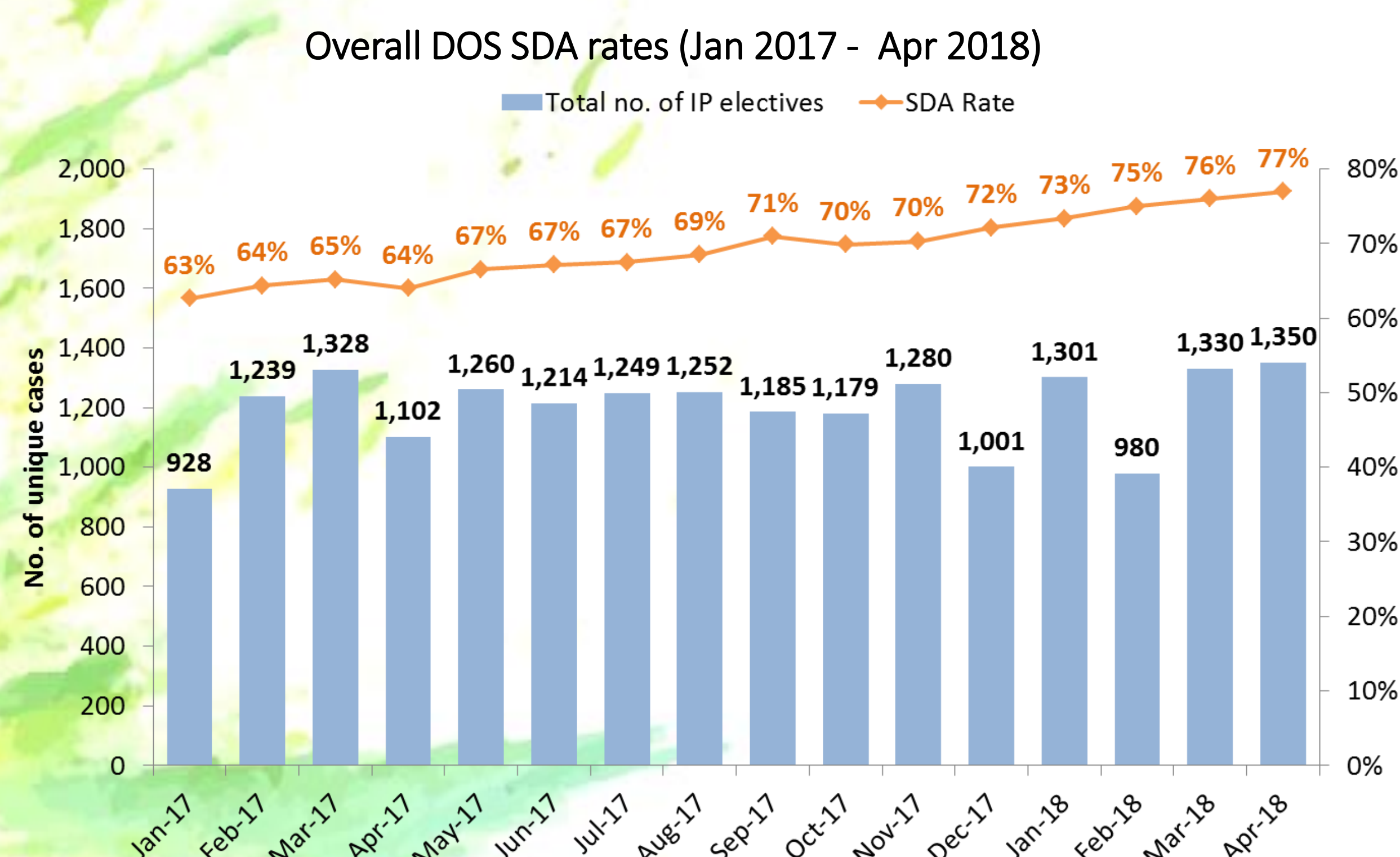
The monthly SDA utilisation rate was monitored and updates were provided at both cluster and division levels.



To address bed availability, the wards, nursing leadership and Heads of surgical departments were engaged to get their support in prioritising early discharges

Results

Comparing July to April 2018 over 2017, there had been an additional 1,133 bed days saved over a 10 months period. Bed savings are expected to increase as the overall SDA utilisation rate for elective inpatient are on an upwards trend and had improved from 64% to 77% thus far.



Conclusion

Providing the optimal length of stay and usage of resources will help improve quality, lower cost and drive value for our patients over the long term. It is important to gather feedback regularly for continuous improvement. In addition, buy-in from stakeholders and senior management's support are both critical for the project to succeed.