

## **Project Title**

Under One Roof – 2 CTFs in SKH Campus

## **Project Lead and Members**

- Ho Lian-Kuang
- A/Prof Melvin Chua
- Jansen Tham

## **Organisation(s) Involved**

Sengkang General Hospital

## **Healthcare Family Group Involved in this Project**

Medical Services, Healthcare Administration

## **Applicable Specialty or Discipline**

Operations

## **Project Period**

Start date: Not available

Completed date: Not available

## **Aims**

With 2 different operators managing the CTFs, there is a need to align the procedures and protocols to ensure safe and efficient decants of COVID-19 patients from SKH or from other public hospitals and community through Case Management Task Group (CMTG) as a central body to manage the nation's COVID-19 cases.

## **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, Turnaround Time, Quality Improvement, Workflow Redesign

## **Keywords**

COVID-19 Treatment Facilities, Decanting

## **Name and Email of Project Contact Person(s)**

Name: Ho Lian-Kuang

Email: [singaporehealthcaremanagement@singhealth.com.sg](mailto:singaporehealthcaremanagement@singhealth.com.sg)

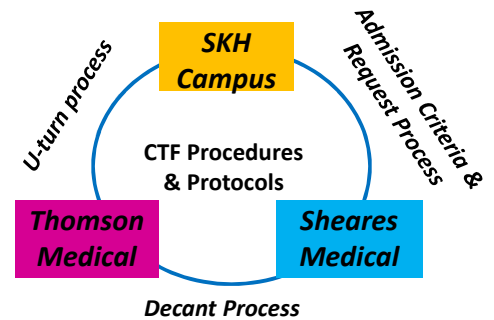


Ho Lian-Kuang (Sengkang General Hospital)  
A/Prof Melvin Chua (Sengkang General Hospital)  
Jansen Tham (Sengkang General Hospital)

### Background

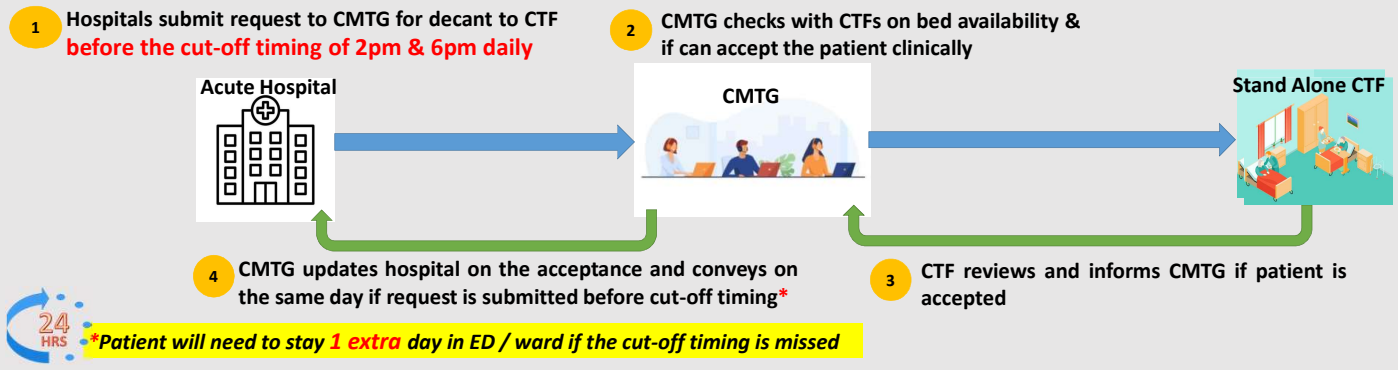
SKH campus hosted **not ONE (1) but TWO (2)** COVID-19 Treatment Facilities (CTFs) managed by **different** operators (Sheares Medical & Thomson Medical Centre) in supporting the national effort to decant COVID-19 patients from SKH, other public hospitals, and the community that do not require acute hospital care.

With 2 different operators managing the CTFs, there is a need to align the procedures and protocols to **ensure safe and efficient decants** of COVID-19 patients from SKH or from other public hospitals and community through Case Management Task Group (CMTG) as a central body to manage the nation's COVID-19 cases.

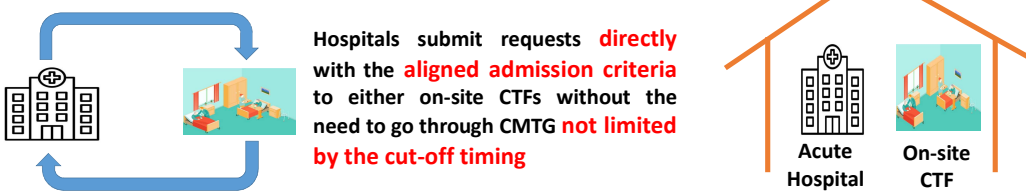


### Methodology

#### Original decant process to STAND ALONE CTF



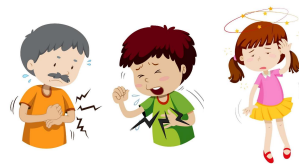
#### Revised decant process to ON-SITE CTF



As the CTFs are co-located within the hospital campus and with the **strong medical & operational support** by the hospital, the CTFs accept patients with wider range of clinical conditions.

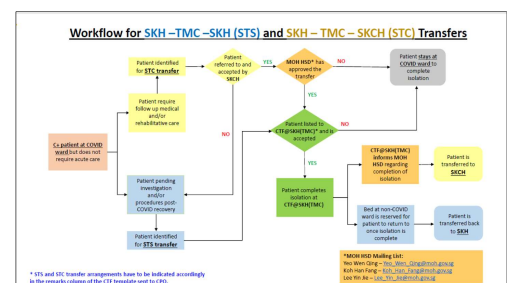
With a capacity of **260 beds**, the CTFs accepted **2,170 patients** in total

### Results



Patients could be transferred to a CTF as fast as **45 minutes** vs ~3-4 hours when going through CMTG & transfers could be made throughout the day

Able to accept **wider range** of clinical conditions compared to other standalone CTFs



Developed unique workflows for patients who do not meet de-isolation criteria, though not requiring acute care – **save beds and bed-days** in acute COVID wards

### Conclusion

Without aligned processes and protocols for the 2 CTFs managed by different operators, the decant of the COVID-19 patients for SKH and other hospitals would have been more laborious and less efficient.