

## **Project Title**

Optimising the Utilisation of Physiotherapy Resources

## **Project Lead and Members**

Project lead: Lim Kian Chong

Project members: Qiu Wenjing, Koh Ang Hong, Lee Chiew Lan, Cai Cong Cong

## **Organisation(s) Involved**

Ng Teng Fong General Hospital

## **Aims**

To improve resources allocation and continue to ensure the safety of our patients in 3 months

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Lessons Learnt**

It is important to constantly review the requirements and demands of our current services and allocate appropriately in order to maximise our resources

## **Conclusion**

See poster appended/ below

**Project Category**

Care & Process Redesign

**Keywords**

Ng Teng Fong General Hospital, Service Design, Quality Improvement, Improvement Tools, Ishikawa, Plan Do Check Act, Resource Allocation

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# OPTIMISING THE UTILISATION OF PHYSIOTHERAPY RESOURCES

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

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## Define Problem/ Set Aim

### Opportunity for Improvement

The outpatient gym at Tower A sees patients with different clinical conditions. With growing demand, this poses challenges in efficient allocation of resources and ensuring the safety of our patients.

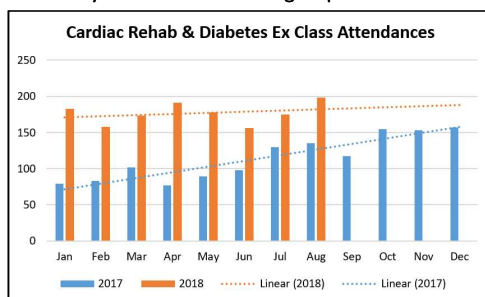
Slow pace	Moderate pace	Fast pace
Pulmonary Rehab Neurology Geriatrics	Cardiac Rehab Diabetes Ex Class Musculoskeletal Vestibular Rehab Osteoporosis Programme	Sports

### Aim

The aims are to improve resources allocation and continue to ensure the safety of our patients in 3 months.

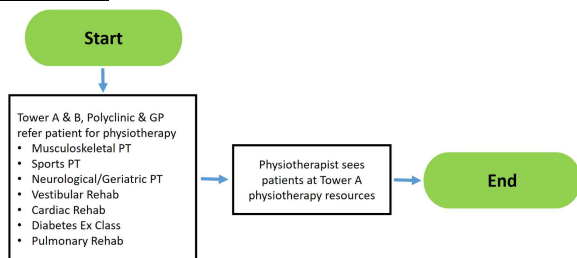
## Establish Measures

There is an increasing demand for Cardiac Rehab and Diabetes Exercise Class from January 2017. There are no group classes at Tower A.

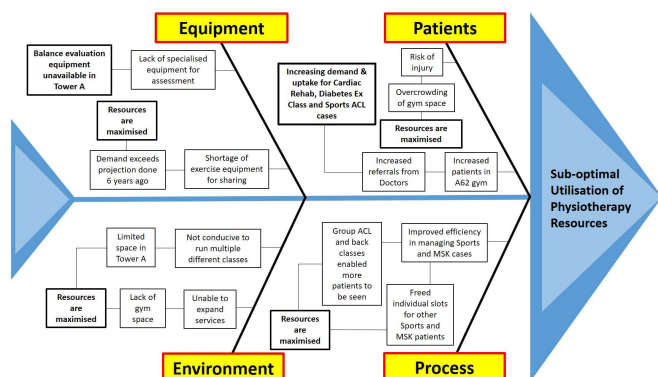


## Analyse Problem

### Current Process



### Probable root causes



## Select Changes

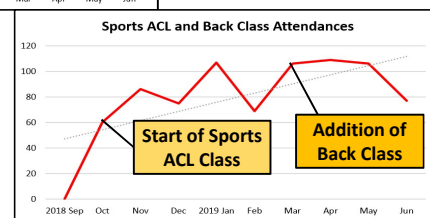
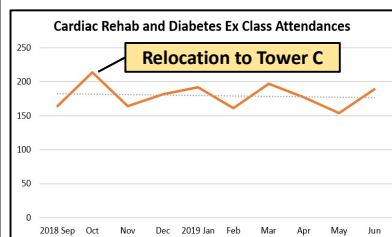
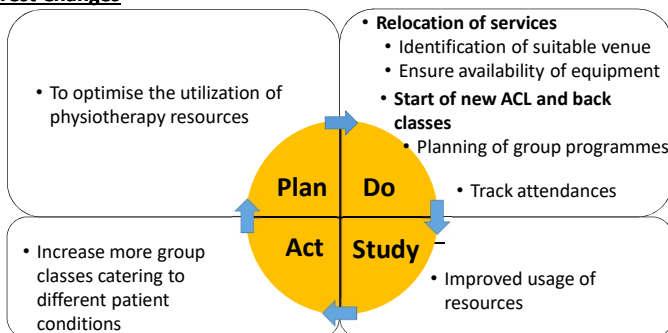
### Solution

- Relocation of selected PT services to Tower C

Root Cause	Potential Solution
a) Increasing demand and uptake for Cardiac Rehab, Diabetes Ex Class and Sports ACL cases	Relocate selected PT services requiring similar equipment to Tower C <ul style="list-style-type: none"> <li>Cardiac Rehab</li> <li>Diabetes Ex Class</li> <li>Pulmonary Rehab</li> </ul>
b) Resources are maximised	

## Test & Implement Changes

### Test Changes



## Spread Changes/ Learning Points

### What are the strategies to spread change after implementation?

Communication was done to allied health division and ground staff. Relocation to maximize resources and good patient feedback on conducive environment were shared.

### What are the key learnings?

We should constantly review the requirements and demand of our current services.