

Project Title

Right-Siting of Care to Community Partners

Project Lead and Members

Project lead: Sng Siok Yen Melissa

Project members:

- Dr Pamela Ng Mei Yuan
- Wong Pei Sze Angeline
- Poo Kuei Poi Reena
- Ang Kai Yee Clare
- Choo Lai Peng
- Valentina
- Sherlyn Seah

Organisation(s) Involved

Institution of Mental Health (IMH)

Healthcare Family Group(s) Involved in this Project

Ancillary Health, Nursing

Applicable Specialty or Discipline

Medical Social Work, Community Care

Project Period

Start date: 01 July 2019

Completed date: 30 September 2021

Aims

To increase the acceptance rate of patients with *MORS 5 by Community Partners (CPs), for cases referred by Community Mental Health Team (CMHT), from 20% to 60% in 6 months.

*MORS: Milestones of Recovery Scale of level 5 (Ineffective coping & engaged with healthcare provider)

Project Attachment

See poster attached/below

Background

See poster attached/below

Methods

See poster attached/below

Results

See poster attached/below

Conclusion

See poster attached/below

Additional Information

Accorded the NHG Quality Day 2022 (Category D: Building Strong Partnerships in Improvement Work) Merit Award

Project Category

Care & Process Redesign

Value-Based Care, Discharge Planning

Keywords

Community Partner, Community Mental Health

Name and Email of Project Contact Person(s)

Name: Ms Sng Siok Yen, Melissa

Email: siok_yen_sng@imh.com.sg

Community Mental Health Team (CMHT)

Mission Statement

To increase the acceptance rate of patients with *MORS 5 by Community Partners (CPs), for cases referred by Community Mental Health Team (CMHT), from 20% to 60% in 6 months.

*MORS: Milestones of Recovery Scale of level 5 (Ineffective coping & engaged with healthcare provider)

Team Members

	Name	Designation	Department
Team Leader	Sng Siok Yen Melissa	Nurse Clinician	CMHT East Region
Team Members	Dr Pamela Ng Mei Yuan	Consultant	East Region
	Wong Pei Sze Angeline	Nurse Educator	Nursing
	Poo Kuei Poi Reena	Senior Case Manager	Case Management Unit
	Ang Kai Yee Clare	Senior Occupational Therapist	West Region
	Choo Lai Peng	Senior Medical Social Worker	Medical Social Work
	Valentina	Deputy Head	Singapore Association of Mental Health
	Sherlyn Seah	Executive	West Region
Sponsor	Dr Wei Ker-Chiah	Head	CMHT West Region
Facilitator	Doris Koh	Assistant Director of Nursing	Nursing

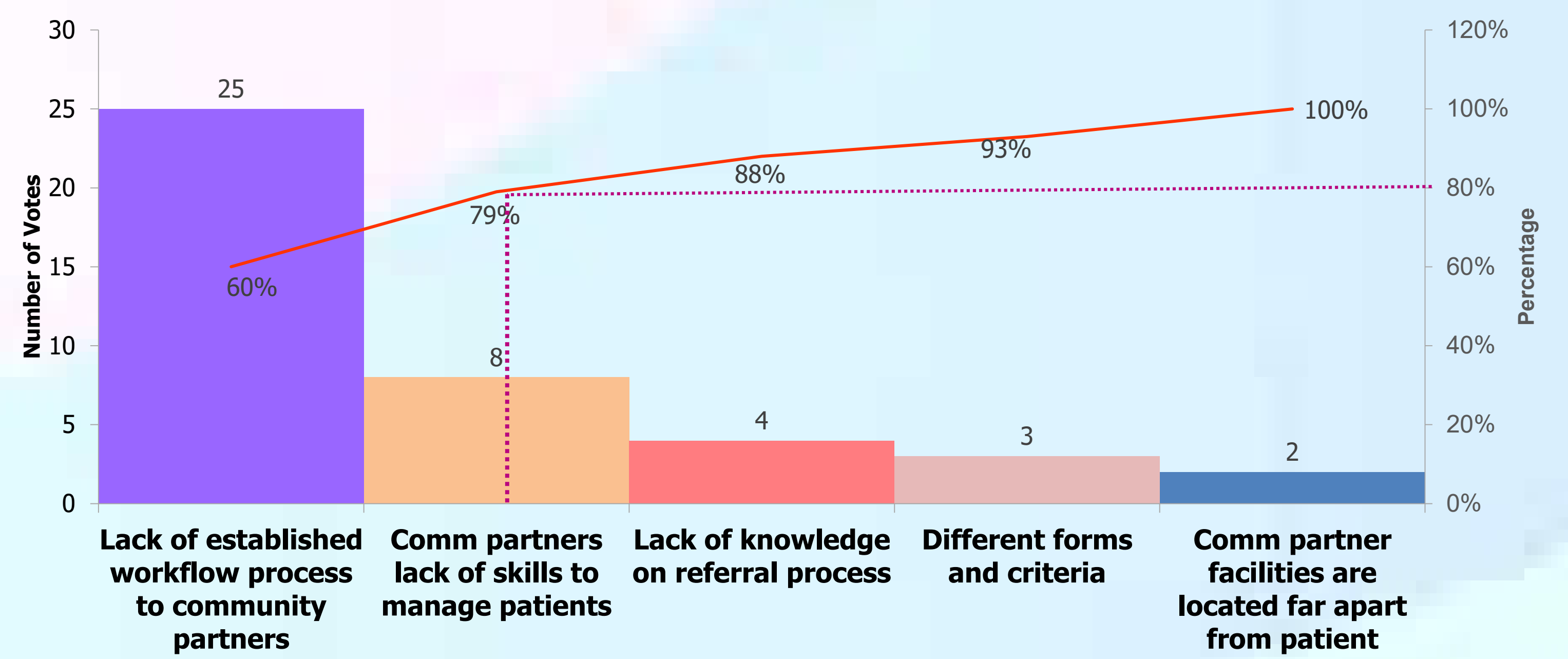
Evidence for Problem Worth Solving

"Patients are most vulnerable to relapses after they have recovered and are discharged from hospitals".¹

A survey conducted showed that 80% of the existing CMHT patients were satisfied with the services provided by Community Partners (CP). Some of the benefits were:

- Decreased symptoms
- More fulfilling lifestyle
- Positive relationships, gained employment etc.

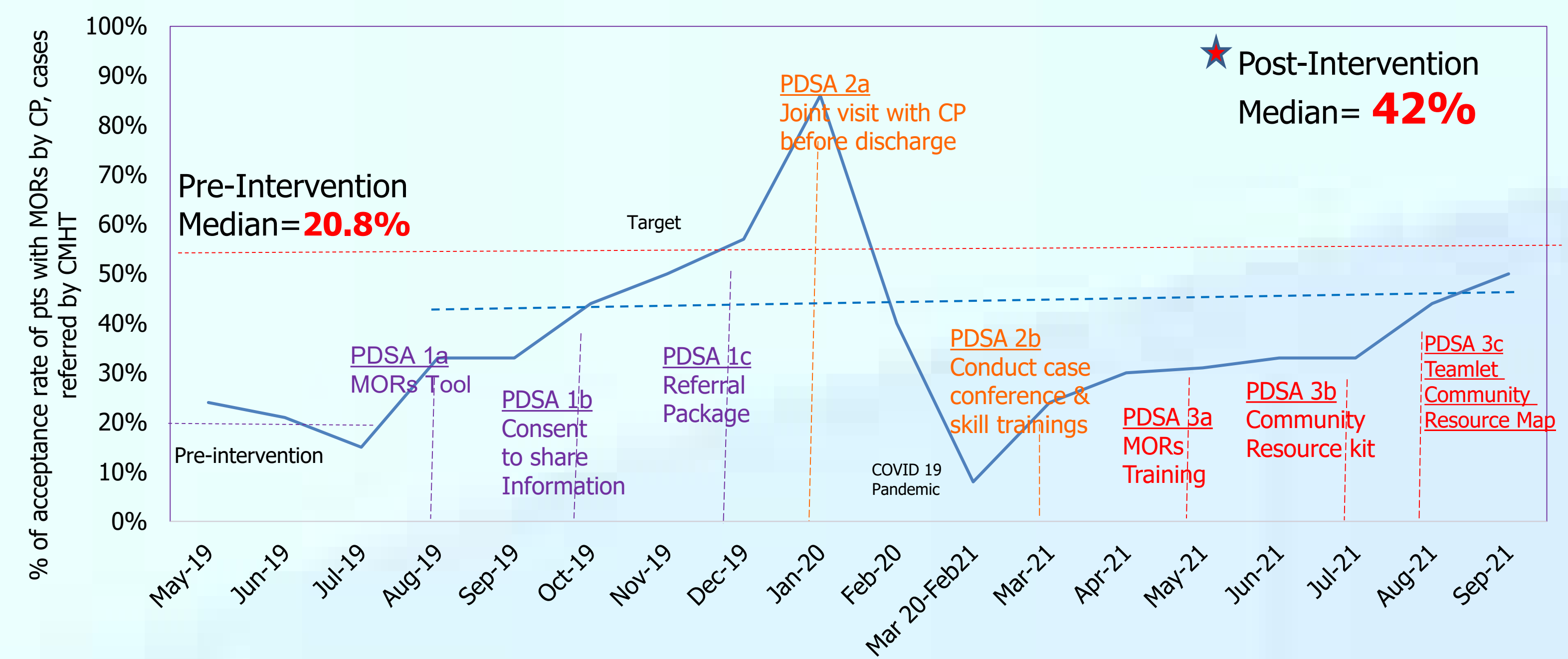
Pareto Chart



Implementation

Root cause	Interventions	Date
Lack of established workflow process to community partners	PDSA 1a: Set criteria and assessment tool for discharged patients eligible for CP (MORs)	5 Aug -1 Dec 2019
	PDSA 1b: To included consent to share information in the workflow process	
	PDSA 1c: Develop referral package for clients during first visit	
CP lack of skills to manage patients	PDSA 2a: Collaboration through joint visits with CP	6 Jan 2020-5 Mar 2021
	PDSA 2b: Conducted skills training and case conferences with CP	
Lack of knowledge on referral process	PDSA 3a: Conducted MORS training with CMHT	24 May-30 Aug 2021
	PDSA 3b: Sharing of the updated community resources to CMHT	
	PDSA 3c: Created a simple chart of community resources mapped according to individual regional teamlet for CMHT	

Results



Cost Savings

Estimated cost per patient re-admitting: (incl. operating costs from CMHT, Mobile Crisis Team & Emergency Room & C-class ward expenses for 30-days)	SGD 1350
Total number of MORS 5 patients successfully referred & accepted by CP: <i>Note: patients with CP support has no re-admission rate for next 6-months</i>	42%-20.8% =21.2% (46 patients)
Total Estimated Cost Savings:	46 patients x \$1350=\$62,100

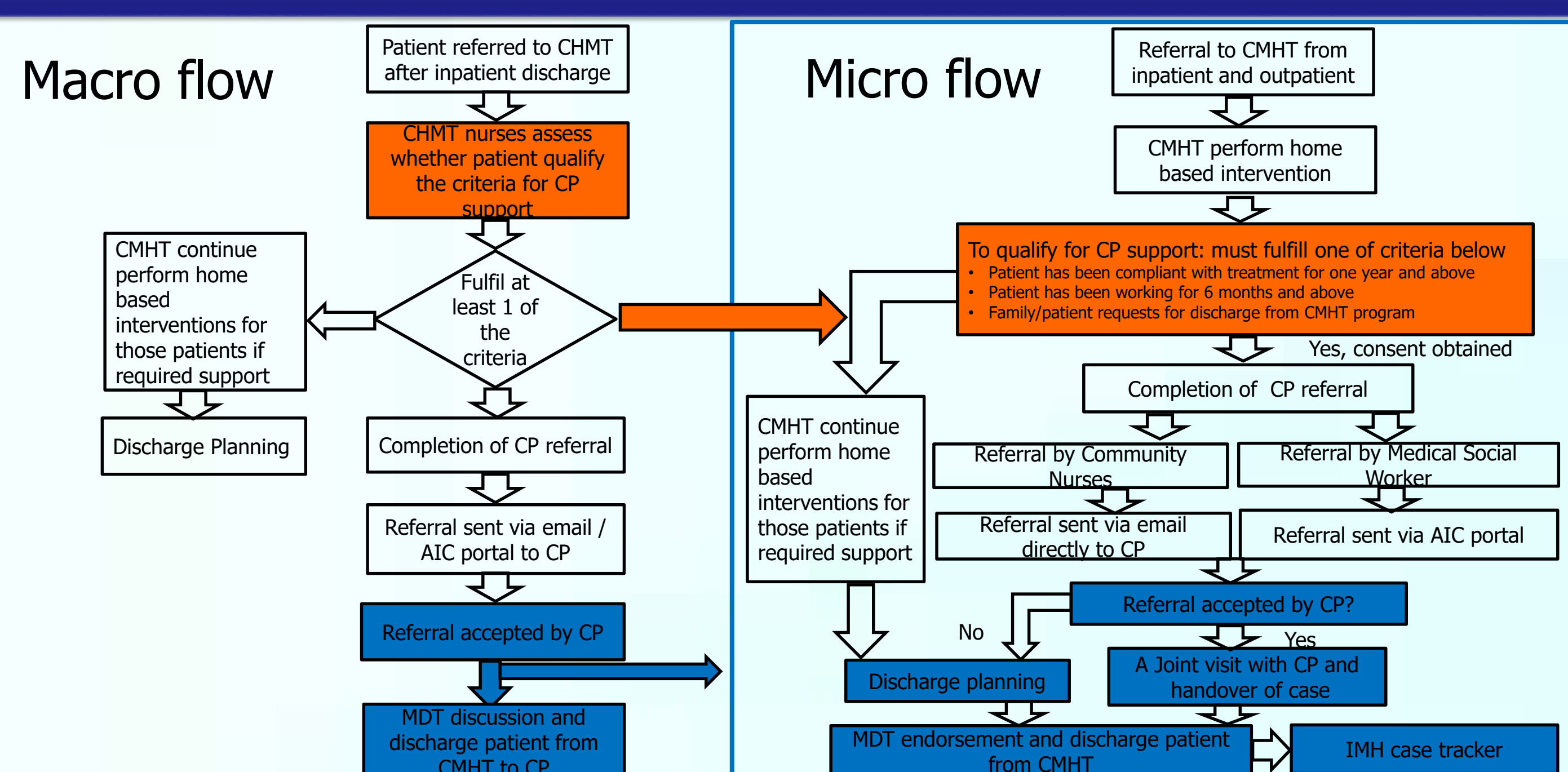
Problems Encountered

1. Difficulty in getting consent from patients to share information with community partners
2. Patients and caregivers declined community partners support
3. Limited physical joint visits with community partners during COVID pandemic
4. Limited staff available to support due to deployment during COVID pandemic

Strategies to Sustain

- Conduct annual MORS training for CMHT
- Conduct more skills training and networking session with community partners
- Orientate and precept new staff on the referral processes
- Update the community resource kits and chart yearly and conduct sharing sessions to the team

Flow Chart of Process



Cause and Effect Diagram

