

Project Title

Eliminating Preventable Re-Admissions in A Vulnerable Group of Dermatological Patients

Project Lead and Members

- Dr Joel Lim
- Sister Brenda Lim
- Agnes Chong
- Sophia Xu

Organisation(s) Involved

National Skin Centre

Healthcare Family Group(s) Involved in this Project

Allied Health, Medical, Nursing

Applicable Specialty or Discipline

Dermatology Department

Project Period

Start date: Nov 2019

Aim(s)

All this aims to break the cycle of preventable re-admissions and save resources and cost for the centre and healthcare community at large.

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

Value Based Care, Patient Satisfaction

Productivity, Cost Saving

Keywords

NSC – Programme SALVE

Name and Email of Project Contact Person(s)

Name: Dr Joel Lim

Email: joellimhl@nsc.com.sg

Eliminating preventable re-admissions in a vulnerable group of dermatological patients through an accessible, low-cost model

Joel Lim¹, Agnes Chong², Brenda Lim², Xu Jing³

Medical¹, Nursing², Care and Counselling³, National Skin Centre, Singapore



BACKGROUND

- An underserved demographic of frequent hospital re-admitters was identified in the Dermatology ward.
- These patients have extensive skin disease dermatoses that respond well to intensive inpatient skin care.
- However they are frail, cognitively/visually impaired, have no social/financial support and poor insight into disease.
- As such they cannot manage their skin diseases independently back in the community.
- Existing community nursing resources cannot accommodate their high nursing needs.
- Unfortunately, these patients fall through our social safety nets and are “in limbo” until they deteriorate further to be eligible for ILTC placement.

SOLUTION

- The solution required for these patients needs to be:
 - 1 Simple to adhere to;
 - 2 Affordable;
 - 3 Accessible
- **Programme SALVE** (Skin Aid for the Vulnerable and Elderly) was conceived to help these patients.
- Frequent re-admitters are identified through set criteria.
- Through funding from the NSC Healthcare Endowment Fund, Programme SALVE bears the following costs:
 1. Transportation to and from the patients' home to NSC.
 2. Nurse-led outpatient day care treatment (e.g. wet wrap treatment, medication application and paring).
 3. Medications and items from a rationalised inventory.
 4. Motivational counselling to improve medication adherence and confidence in self care.

RESULTS / OUTCOMES

- 15 patients have been enrolled into Programme SALVE since its inception in November 2019.
- Since then, we have achieved:
 - ❖ **Successful prevention** of dermatology-related re-admissions for all 15 patients;
 - ❖ **Improved quality of life** for these patients through the elimination of unnecessary hospital stays and improved skin health. This was conveyed anecdotally from the patients and their next-of-kins;
 - ❖ **Cost savings** of approximately \$200,000 in form of manhours, admission stays and other healthcare resources which would have been otherwise spent on these patients;
 - ❖ **Improved staff satisfaction/morale** as they are able to see the tangible benefit of their care reinforcing their value as a healthcare provider.
 - ❖ Discharge of stable cases back to community resources.
- Below are some photos of our patients who benefited from the Programme.



Psoriasis. Marked improvement of psoriatic keratoderma



Eczema with 2x/week daycare



Pemphigus Vulgaris with 1x/week dressing



Eczema with 2x/week daycare

CONCLUSION

- Multidisciplinary care re-design through Programme SALVE has brought accessible and high value care, to a unique and helpless subset of patients, through a low cost, outpatient based, nurse-led care model.
- There are concrete plans to make this Programme sustainable and have a greater reach into the community.