

Project Title

Unorganised Telephonic Consult Workflow Between Diabetes Nurse Educator (DNE) and patients at SOC A43

Project Lead and Members

Project lead: ANC Masdiana Binte Mohamed Yusof

Project members: NC Praveen Kaur, ANC Jasmine Shew Sew Hong, SSN Ange Lee Peng Hoon, SSN Geng Haiyu, SSN Nurhidah Binte Mahmud, Dr Tiong Yee Sian, Chay Yu Xuan

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Medical, Nursing, Operations

Aims

Reduce the number of non-scheduled referrals for telephonic consult for HMBG reviews to less than 5 a month by establishing a structured telephonic consult workflow.

Achieve a 100% positive Staff Satisfaction from the implementation of the structured workflow for referral of patients for telephonic consult.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

This project has enabled timely review of patients requiring HMBG review. The mode of referral for telephonic consult is more structured as patients were mainly referred from Drs and DNEs and they are given scheduled appointment to review their HMBG records.

The DNE is able to manage the workload for telephonic consults by reducing the number of non scheduled referrals. This has resulted in an increase in patient and staff satisfaction.

Conclusion

See poster appended/ below

Project Category

Technology

Telehealth

Keywords

Telephonic consult, Home Monitoring Blood Glucose (HMBG) Reviews

Name and Email of Project Contact Person(s)

Name: Praveen Kaur

Email: praveen_kaur_gosal@nuhs.edu.sg

UNORGANISED TELEPHONIC CONSULT WORKFLOW BETWEEN DIABETES NURSE EDUCATOR (DNE) AND PATIENTS AT SOC A43

SPONSOR: MS NANCY YEO, ADON, (NURSING), DR KURUMBIAN CHANDRAN (DIRECTOR, SENIOR CONSULTANT, MEDICINE, ENDOCRINOLOGY)
PROCESS OWNER: SNM TAY LEE HIANG (SOC A43)
TEAM MEMBERS: NC PRAVEEN KAUR (SOC A43), ANC MASDIANA BINTE MOHAMED YUSOF (SOC A43), ANC JASMINE SHEW SEW HONG (SOC A43), SSN ANGIE LEE PENG HOON (SOC A43), SSN GENG HAIYU (SOC A43), SSN NURHIDAH BINTE MAHMUD (SOC A43), DR TIONG YEE SIAN (CONSULTANT, MEDICINE, ENDOCRINOLOGY), CHAY YU XUAN (MANAGER, SPECIALITY OPS, SOC)

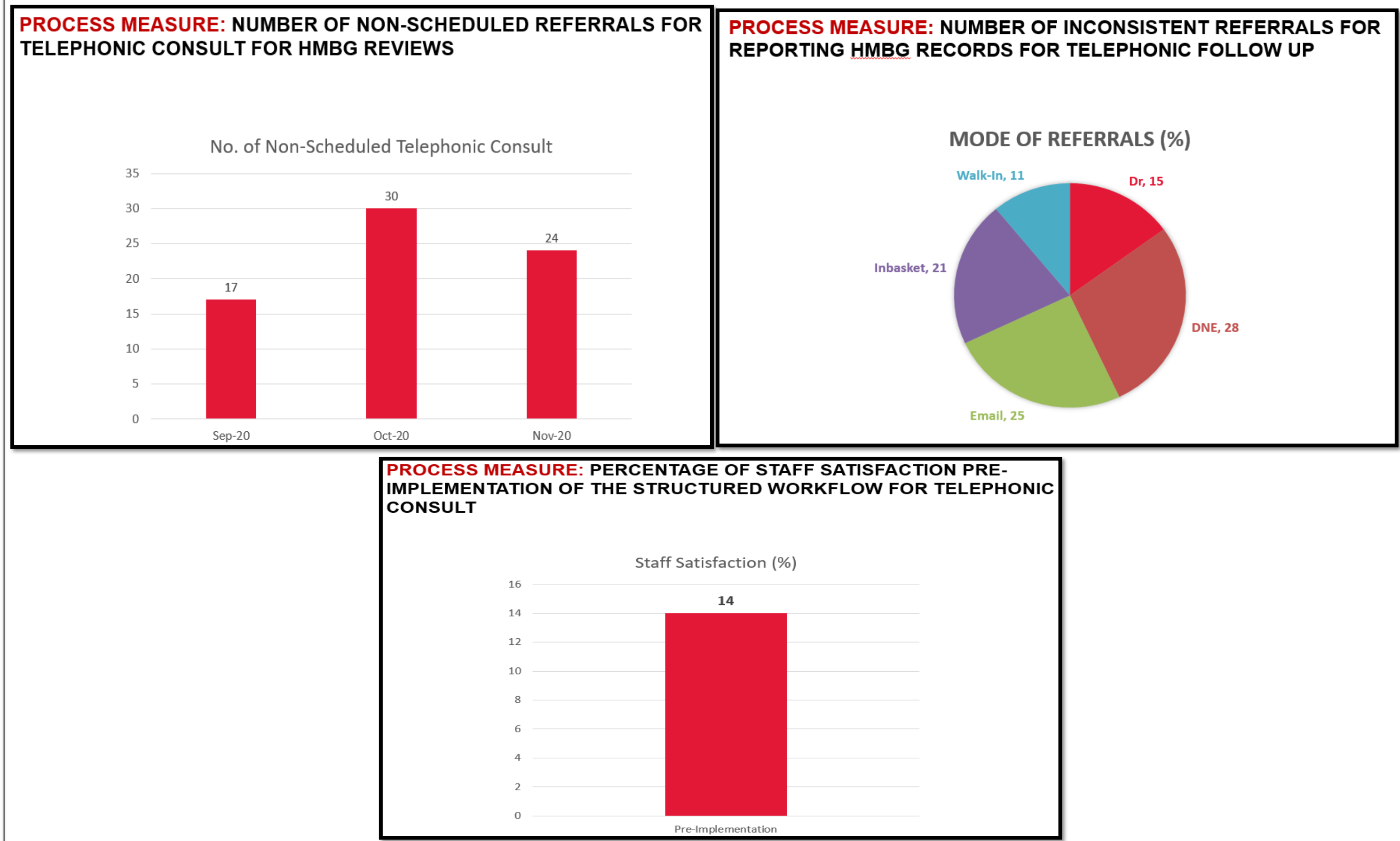
- ✓ SAFETY
- ✓ PRODUCTIVITY
- ☐ QUALITY
- ☐ COST
- ✓ PATIENT EXPERIENCE

Define Problem, Set Aim

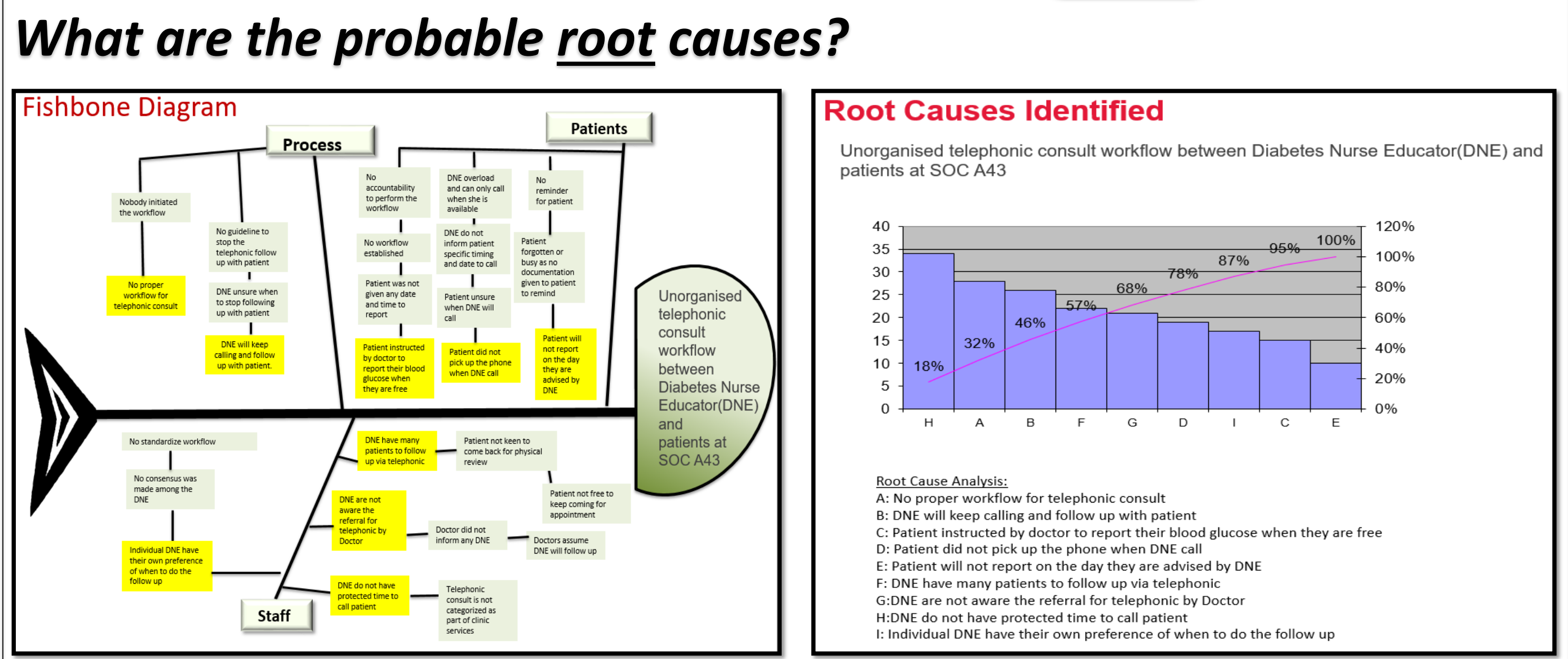
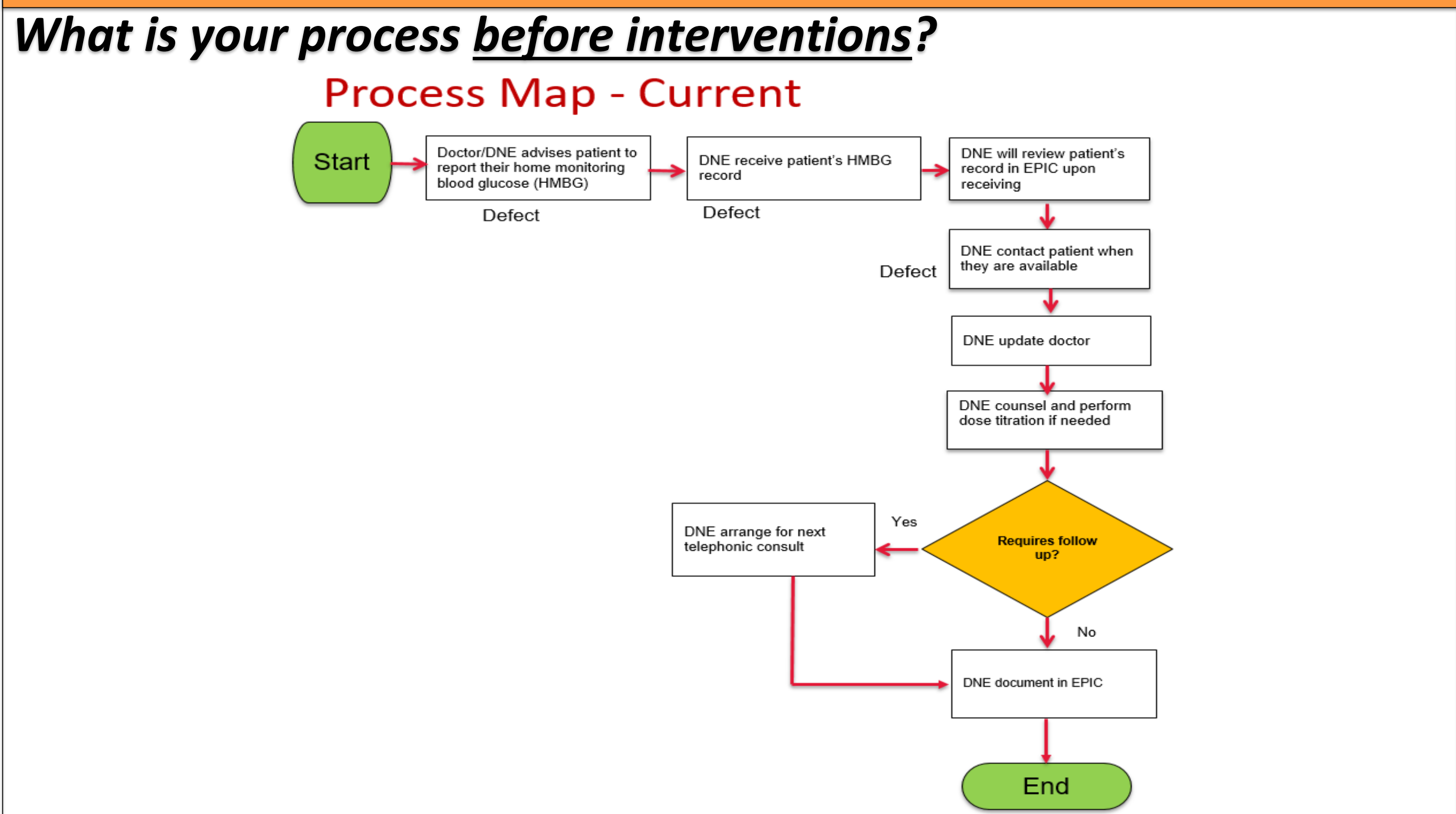
Problem/Opportunity for Improvement
 Diabetes Nurse Educators reported feeling overwhelmed due to the unorganised telephonic consult workflow between Diabetes Nurse Educator(DNE) and patients at SOC A43 .This will result in delay in the review of patient's blood glucose level.

Aim
 Reduce the number of non-scheduled referrals for telephonic consult for HMBG reviews to less than 5 a month by establishing a structured telephonic consult workflow.
 Achieve a 100% positive Staff Satisfaction from the implementation of the structured workflow for referral of patients for telephonic consult.

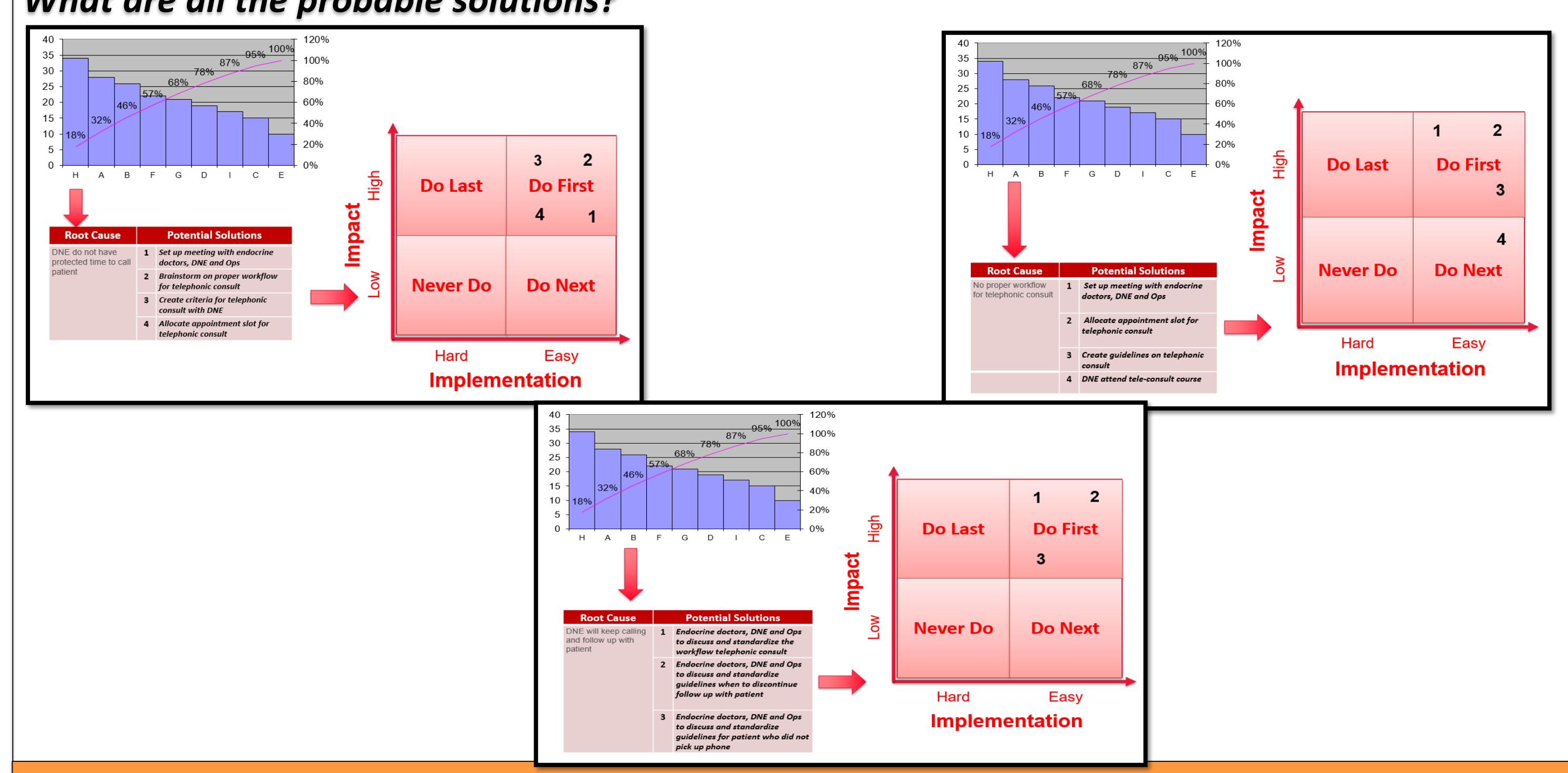
Establish Measures



Analyse Problem

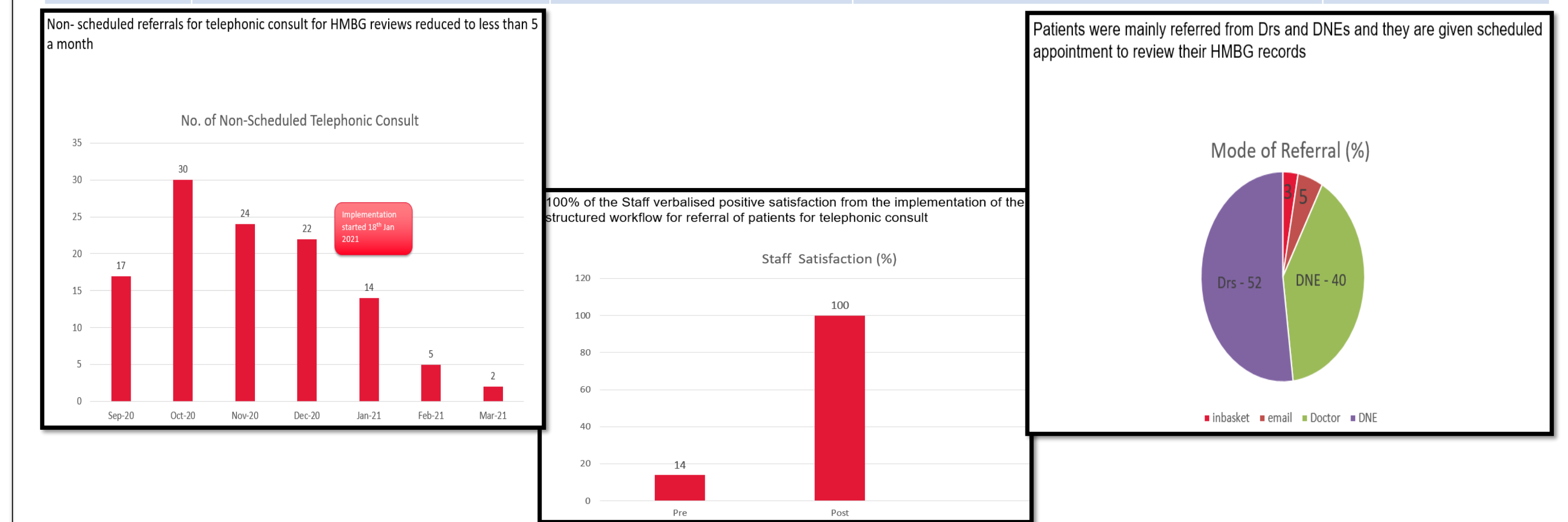


Select Changes



Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1	<p>To test whether the workflow and guidelines created for telephonic consult referrals helps to reduce the number of non scheduled referrals for reporting of HMBG records.</p> <ol style="list-style-type: none"> Set up meeting with Endocrine Doctors, DNE and Ops Create a workflow to improve the process of telephonic consult Create telephonic consult guidelines on the following: <ul style="list-style-type: none"> criteria when to discontinue follow up patients who are uncontactable 	<p>The plan was carried out from January to March 2021 at SOC A43</p> <p>What are the feedback & observations from participants?</p> <p>Patients request for telephonic consultation but force booking is required as only one slot/day is available for telephonic consult.</p> <p>Hence, DNEs and Doctors suggested to use the clinic visit slot for telephonic consult instead of force-booking.</p>	<p>After the implementation of the workflow and guideline for telephonic consult, number of non scheduled referrals for telephonic consult for HMBG reviews reduced to less than 5 a month.</p> <p>The mode of referral for telephonic consult is more structured – patients were mainly referred from Drs and DNEs and they are given scheduled appointment to review their HMBG records</p> <p>DNE are able to cope better as protected time was given to do telephonic consult. 100% of the Staff verbalised positive satisfaction.</p>	<p>To adopt the change</p> <p>What is your plan for the next cycle</p> <ul style="list-style-type: none"> To open more slots for DNE telephonic consult to review HMBG due to increase in demand To charge patient for telephonic consult



Spread Changes, Learning Points

We disseminated the changes to Drs, Nurses, OPs and PSAs in SOC A43. Telephonic consult workflow and guidelines were presented to them during roll call and meetings.

Learning points:
 Diabetes Nurse Educator (DNE) has been overwhelmed by the number of non-scheduled referrals for HMBG reviews. The mode of reporting includes walk-in, E-mail and Inbasket requests and ad-hoc request from doctors and DNE colleagues. The DNEs will have to find their own time in between clinical duties to call patients. This will result in delay in the review of patient's blood glucose level.

This project has enabled timely review of patients requiring HMBG review. The mode of referral for telephonic consult is more structured as patients were mainly referred from Drs and DNEs and they are given scheduled appointment to review their HMBG records. The DNE is able to manage the workload for telephonic consults by reducing the number of non-scheduled referrals. This has resulted in an increase in patient and staff satisfaction.