

## **Project Title**

Implementation of Video Consultation services for Pre-operative Evaluation Clinic (PEC)

## **Project Lead and Members**

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## **Organisation(s) Involved**

Sengkang General Hospital

## **Healthcare Family Group(s) Involved in this Project**

Healthcare Administration, Medical

## **Applicable Specialty or Discipline**

Outpatient Clinic Operations, Anesthesiology

## **Project Period**

Start date: Dec 2020

Completed date: Mar 2022

## **Aim(s)**

- To improve Overall Patient's Experience
- Reduce Risk of Coronavirus disease 2019 (COVID 19)
- Align with the Ministry of Health, Singapore

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Additional Information**

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## **Project Category**

Care & Process Redesign, Quality Improvement, Workflow Redesign

## **Keywords**

Patient Experience, Video Conferencing, Pre-Operative Evaluation Clinic, Anesthesia Assessment, Pre-Admission Test

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# Implementation of Video Consultation services for Pre-operative Evaluation Clinic (PEC)



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## Introduction

- Patients who are scheduled for surgery under General or Regional Anaesthesia are required to undergo a pre-operative anaesthesia assessment and a series of Pre-Admission Tests (PATs) prior to surgery.
- For Specialist Outpatient Clinic (SOC) patients, they are required to visit the SKH Pre-operative Evaluation Clinic (PEC) on a separate day to complete PATs (blood tests, ECG and chest X-ray) and anaesthesia assessment.
- In the COVID-19 pandemic, the need for safe-distancing measures highly encouraged healthcare providers to adopt telemedicine whenever possible to reduce virus transmission.

## Aims



### Improve Overall Patient's Experience

- ✓ Minimizes an additional trip back to the hospital for PEC consultation
- ✓ Increases convenience for the patients as they are able to attend consultation from home
- ✓ All family members may participate in the consultation, with no limitations in numbers.



### Reduce Risk of Coronavirus disease 2019 (COVID-19)

- ✓ Risk of COVID-19 virus transmission and exposure for patients, NOKs and staffs are reduced

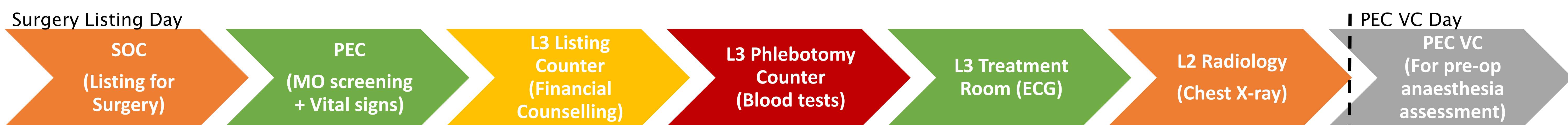
### Align with the Ministry of Health, Singapore

- ✓ To adopt telemedicine such that patient care is not compromised in times of COVID-19
- ✓ Ensures that safe management measures are in place number of patient's physical visits were reduced

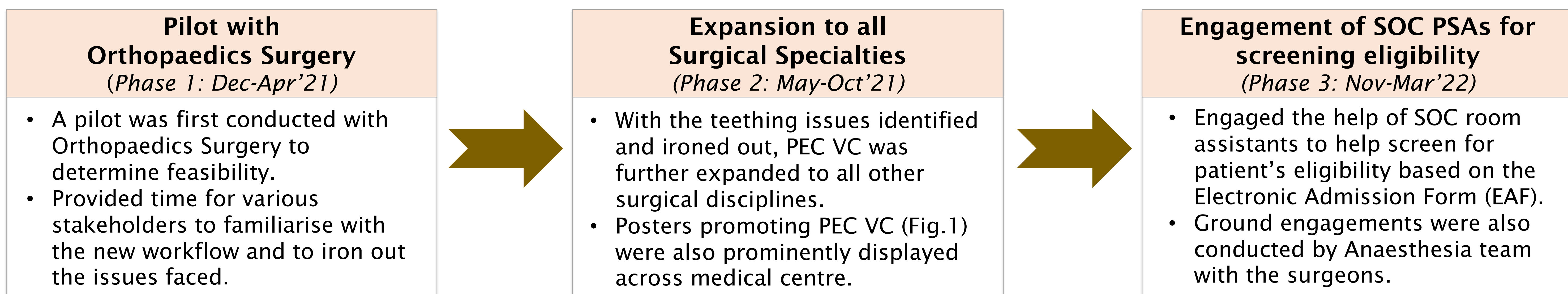
## Methodology

### [1] Streamlined Patient's Journey (Patients complete all PATs on same day):

PEC Video Consultation (VC) eligibility criteria include low risk surgeries (duration < 4 hours with minimal expected blood loss), patient age 21-65 years, American Society of Anaesthesiologists (ASA) class 1 or 2, body mass index < 35 and ability of patient to use Zoom video conferencing.

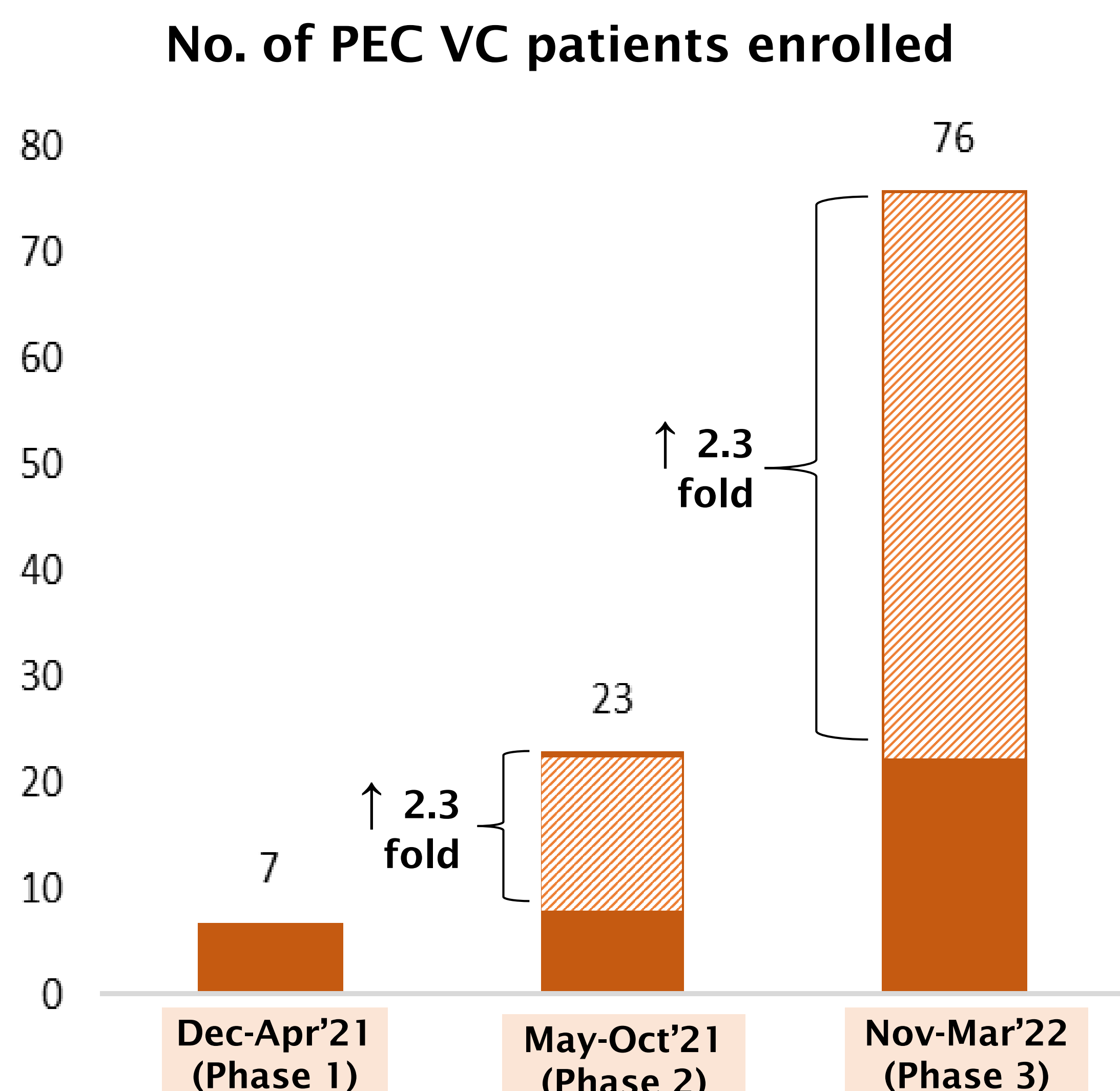


### [2] Key Phases of Project:



## Results

- In Phase 1, 7 patients were enrolled.
- In Phase 2, 23 patients were enrolled (2.3 fold increase).
- In Phase 3, 76 patients were enrolled (2.3 fold increase).
- All enrolled PEC VC patients successfully completed surgeries with 0% surgical cancellation rate.



## Conclusion

- With the implementation of PEC VC, patients were able to reduce an additional trip back to the hospital for PEC consultation.
- This has greatly increased patient's convenience and also reduced the risk of COVID-19 virus transmission/exposure for both patients and staff.
- This has led to overall improved patients' satisfaction and experience in SKH.



Fig.1 Poster promoting PEC VC