

Project Title

One Stop Eye Surgery at DSOT

Project Lead and Members

- Ms. Cheng Hong Tan
- Ms. Guat Kheng Ong
- Ms Yiew Chin Thai
- Ms Dina Mohandas
- Ms Wang Meijuan

Organisation(s) Involved

Alexandra Hospital

Healthcare Family Group(s) Involved in this Project

Medical

Applicable Specialty or Discipline

Eye Surgery

Project Period

Start date: 20 February 2019

Completed date: 31 December 2022

Aim(s)

- Improve patient experience
- Efficient utilization of resources and manpower

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

Quality Improvement, Workflow Redesign

Keywords

Eye Surgery, Day Surgery, Operating Theatres

Name and Email of Project Contact Person(s)

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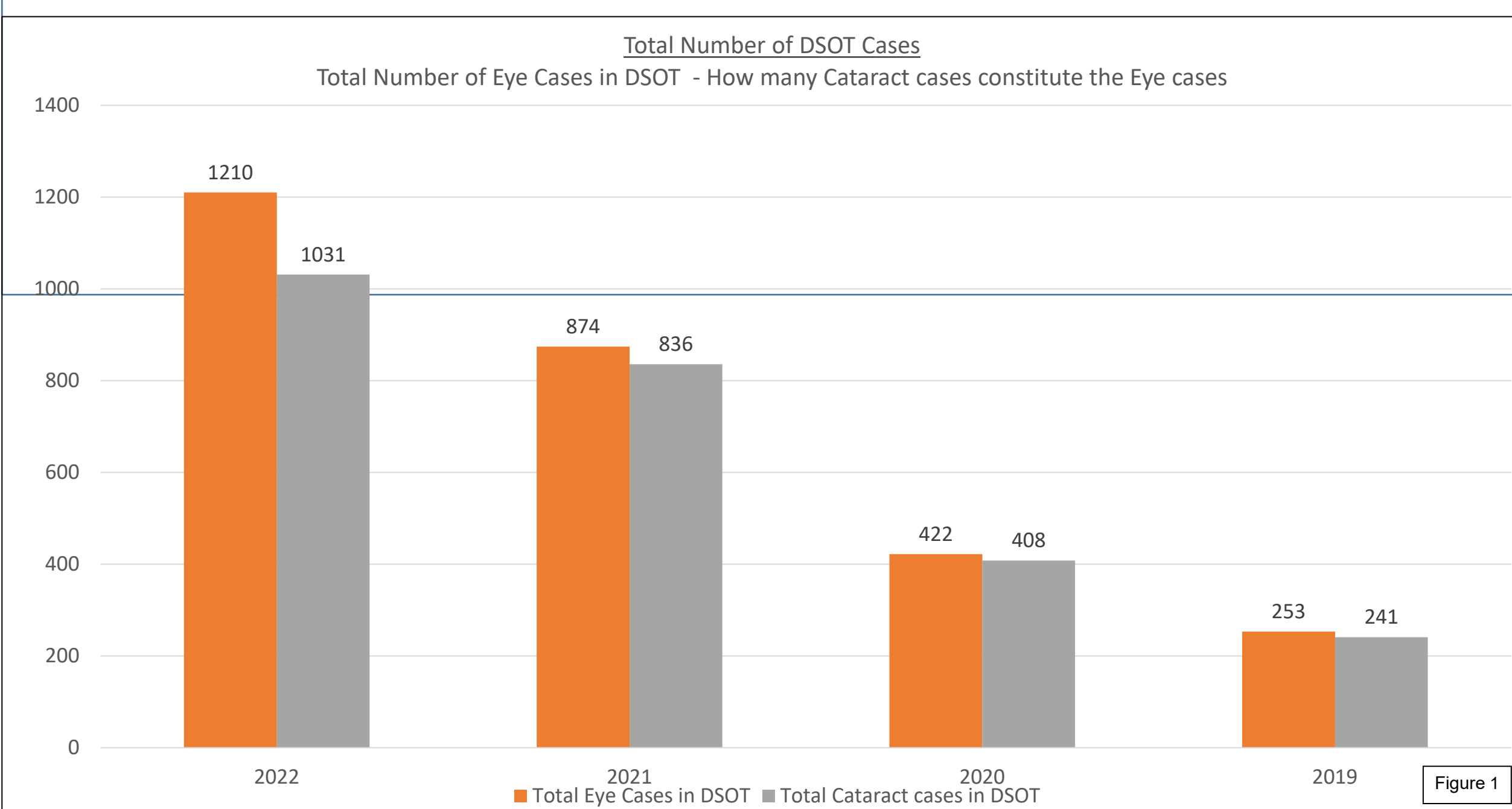
ONE STOP EYE SURGERY AT DSOT

A project initiated by the OT team in Alexandra Hospital

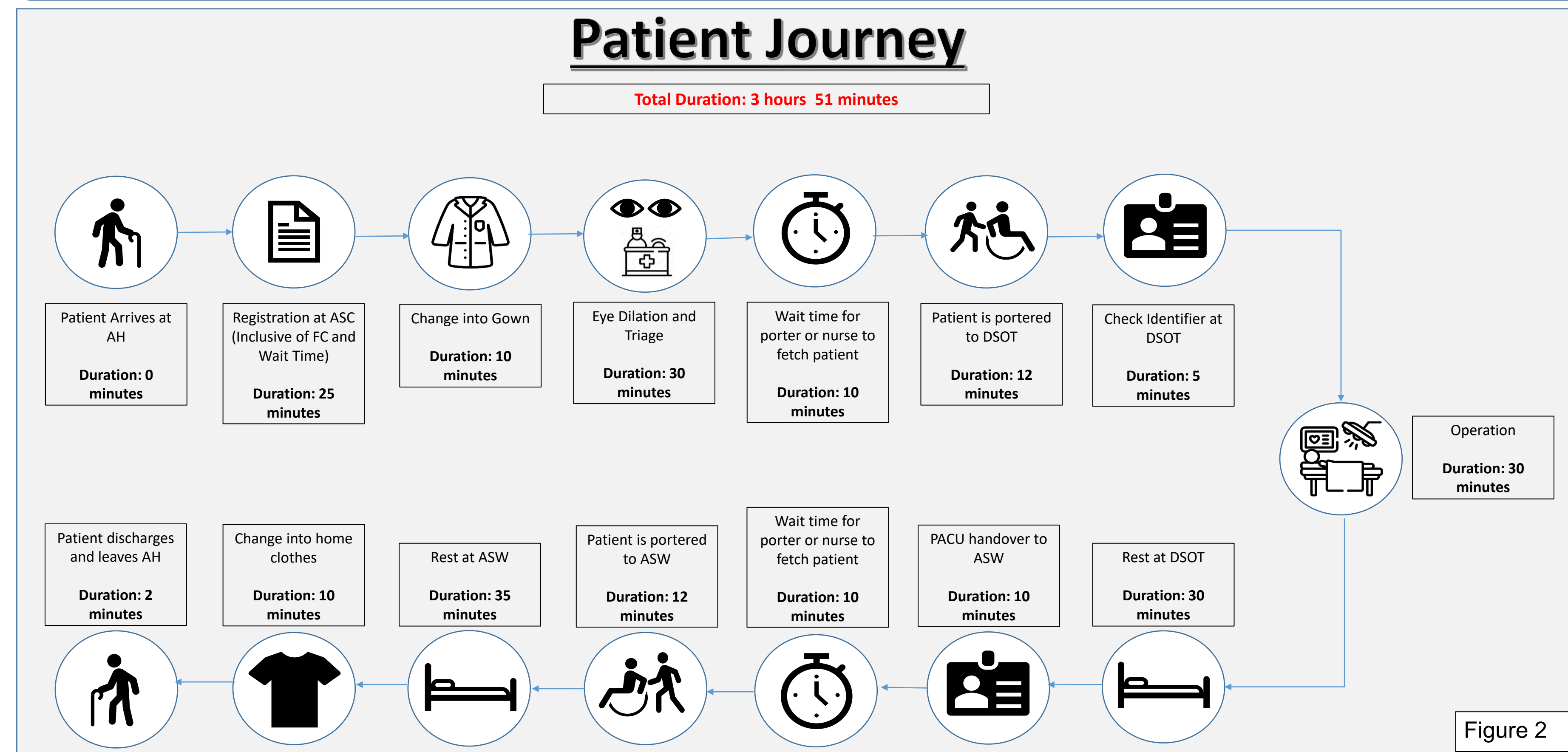


Introduction

- Alexandra hospital (AH) offers eye services from July 2018, as part of early identification and intervention of the functional decline in the vision of our ageing population. It strives to provide seamless and comprehensive care for the population of Singapore.
- Taking reference from NUH, a Cataract procedure takes around 4.5 hours, AH's Day Surgery Operating Theatres (DSOT) team felt that we can further streamline the process. .
- Since 2019, DSOT has taken in large volumes of cataract cases (Figure 1).
- By focusing our care on one stop eye surgery at DSOT, we will be able to achieve improvement in both patient and staff satisfaction level



Pre-Implementation's Estimated Patient Journey



DID YOU KNOW?
One Stop Eye Surgery at DSOT was implemented on AH's first cataract patient on **20/02/2019**.

- With no Pre-Implementation Data available, AH's DSOT Team visited various PHIs, mainly TTSH, KTPH, NUH, JMC and SNEC to learn more about their cataract patient journey.
- Learning points were gathered and analyzed.
- AH's team drew reference to NUH's workflow and estimated an average cataract's patient journey. The estimated Patient journey as shown (Figure 2).

Aim of the initiative

- 1 Improve patient experience
- 2 Efficient utilization of resources and manpower

How was this initiative implemented?

Planning Phase

AH has the advantage of customizing our infrastructure to suit our workflow.

Considering the high volume of cataract cases in DSOT, we designed the layout of the DSOT to fit our workflow. We planned for a registration counter, pre-op area and post-op care unit to be located under one roof in DSOT.

Execution Phase

- 1) Registration Counters were in place for patients to register directly at DSOT.
- 2) Recliners were catered for post-operative care which allows patient to rest and discharged within the premises.
- 3) Common consumables used in various eye procedures are pre-packed into customized packs. Time is saved from having to open multiple items into the sterile field. This is important as majority of eye surgeries are of short duration thus fast turnover rate.

Stakeholders such as surgeons, anesthetists, operations, nursing and pharmacists met regularly to ensure the success of this workflow.

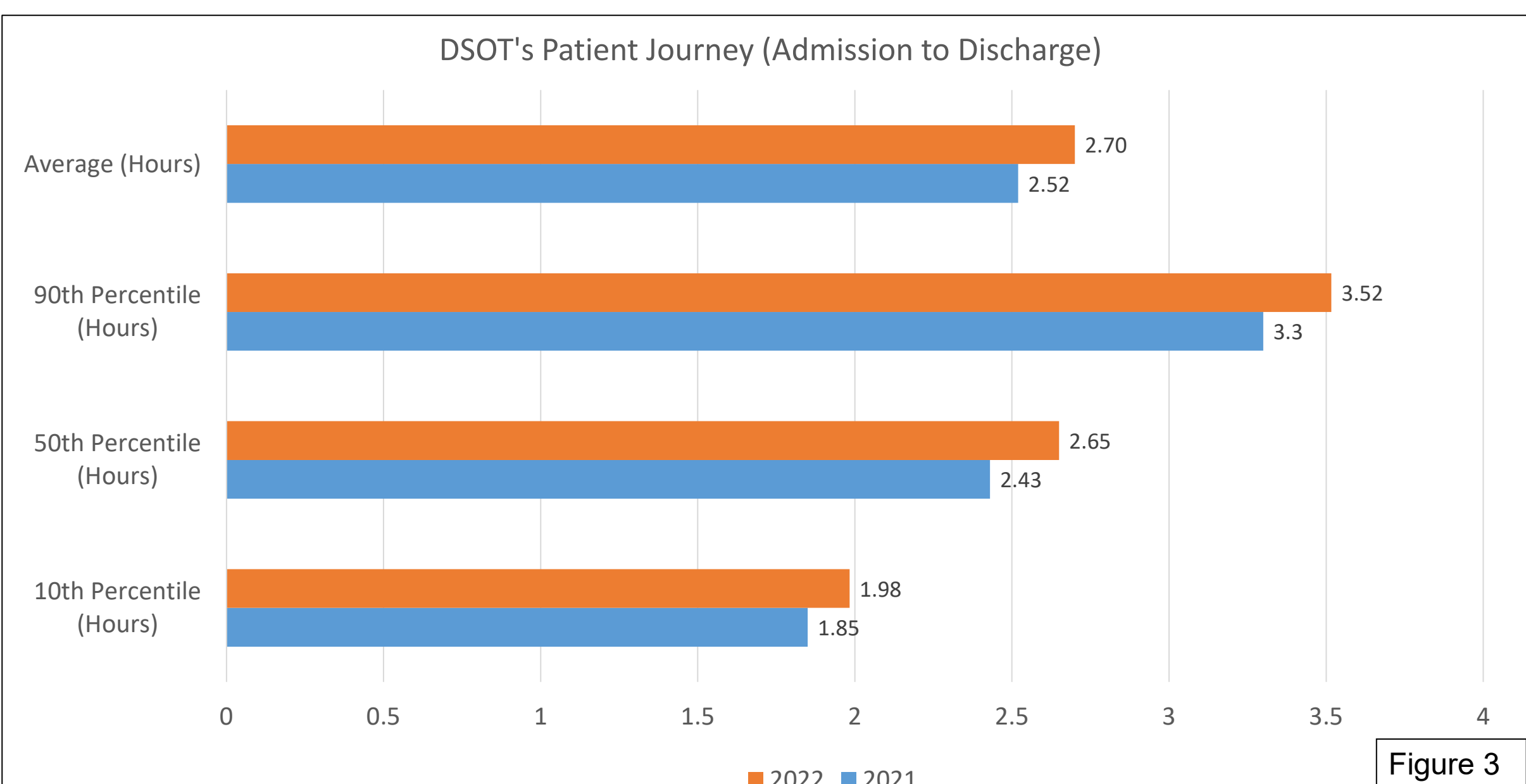
Post-Execution Phase

The stakeholders gathered to discuss the bottlenecks faced during implementation and made changes to the initiative.

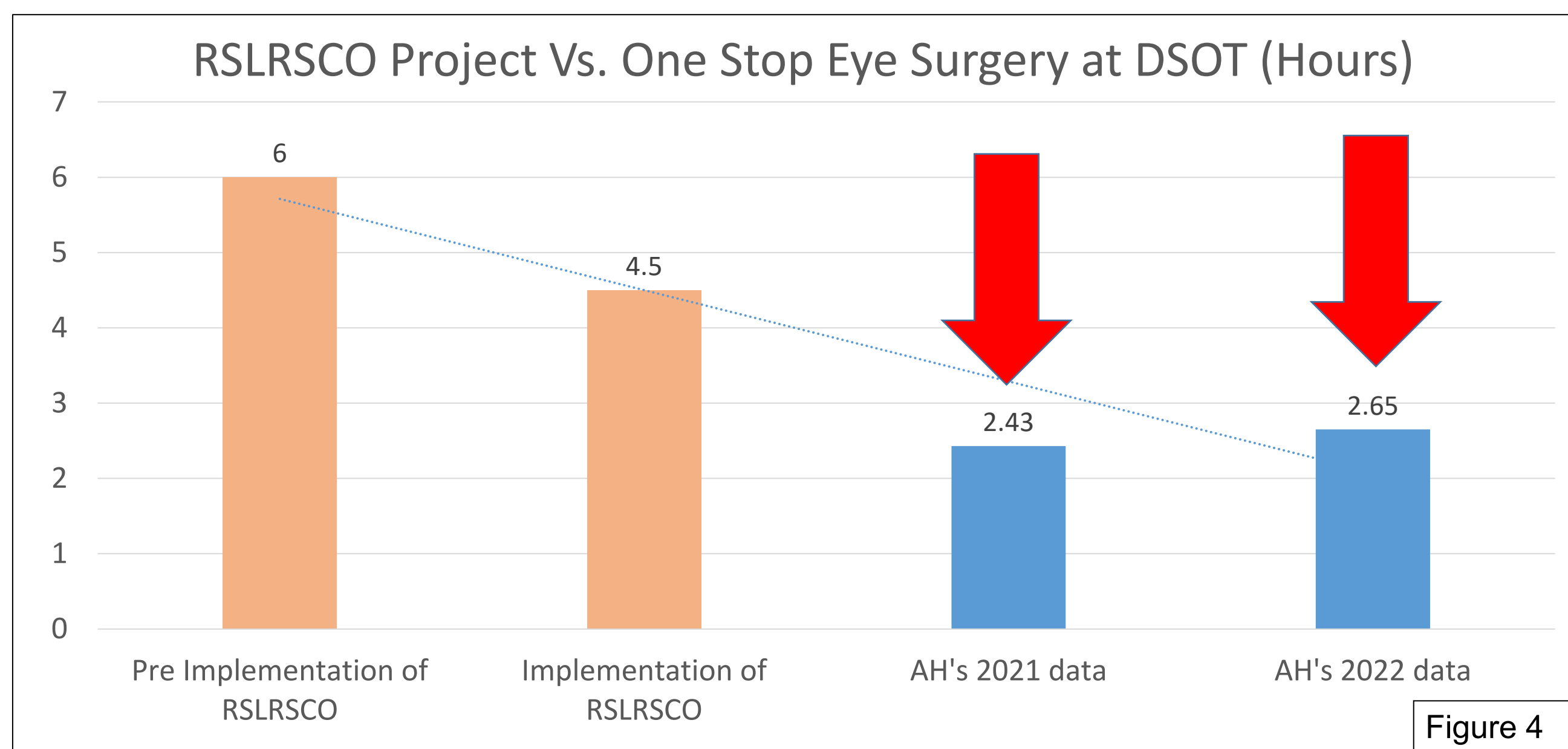
- 1) A standing order with guidelines was approved for nurses to administer eye dilation upon registration.
- 2) Infection Control Department was engaged and they have given approval for cataract patients to don a gown over their street wear and they were able to wear their footwear.

Outcome

Cataract Patient's Live Data (2021 and 2022)



NUH's Project RSLRSCO vs AH's Implementation



2021

There is a **46%** reduction in patient journey from 4 hours 30 minutes to 2 hours and 26 minutes.

2022

There is a **41%** reduction in patient journey from 4 hours 30 minutes to 2 hours and 39 minutes.

DSOT received 0 complaints from cataract patients.

Final Estimated Patient Journey in Charts

Patient Journey

Total Duration: 2 hours 02 minutes

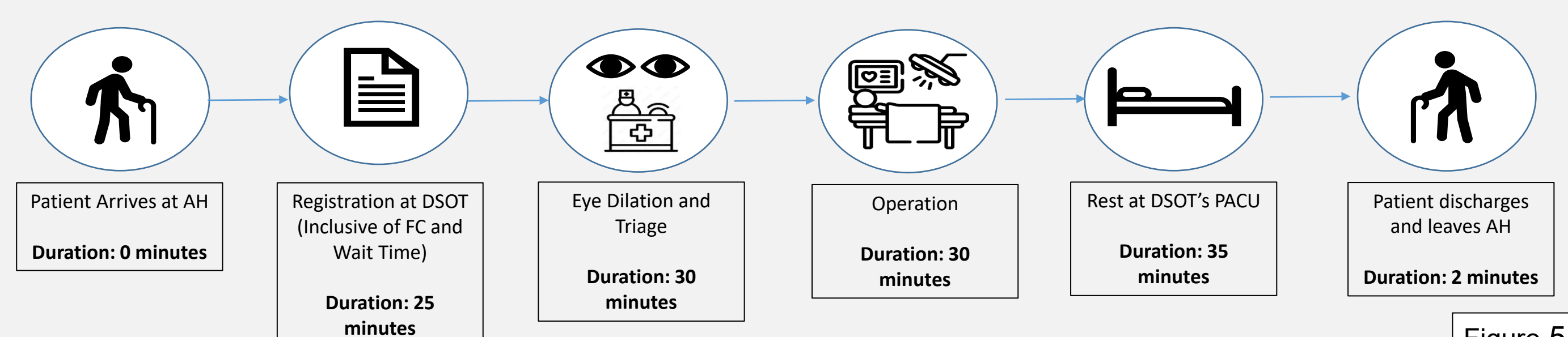


Figure 5

Future Plans

The team plans to scale this initiative wider as we embark on the planning phase for IGH in 2028. The future IGH has 12 DSOT theatres, of which 2 will be allocated for eye surgery. With that in mind, the team has exclusively planned for the new DSOT to be properly equipped, so that we can continue "One Stop Eye Surgery at DSOT" for all our patients in IGH. We aim to spread this initiative to other disciplines such as GS and Orthopaedics and this will further reduce our waiting time for patients for other disciplines in the future.

Team Members of this project

Tan Cheng Hong, Ong Guat Kheng, Lui Pek Lian, Yiew Chin Thai, Dina Mohandas, Wang MeiJuan