

Project Title

Lab Tests @ Home

Project Lead and Members

- Nora Bte Salleh, Yap Mei Kei, Diana Puteri Razmara, Dr Adriel Rao

Organisation(s) Involved

Active Global Home & Community Care

Healthcare Family Group(s) Involved in this Project

Nursing

Project Period

Start date: Aug 2022

Aim(s)

- To better serve homebound elderly patients who require blood test monitoring by bringing venepuncture services into their homes
- To save time and costs for patients and caregivers who would otherwise have to travel to, and queue at GP/polyclinics/SOCs for lab tests
- To reduce the burden of hospital SOC visits and primary care visits, especially when wait times are at an unprecedented high
- To reduce infection risk of vulnerable elderly by cutting down visits to high risk areas like hospitals and primary care clinics

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Additional Information

This project was featured at the Central Health Action & Learning Kampung (CHALK) Poster Showcase 2022.

Project Category

Care Continuum

Intermediate and Long Term Care, Home Care

Care & Process Redesign

Access to Care

Keywords

Homebound, Blood Test, Venepuncture

Name and Email of Project Contact Person(s)

Name: TTSH Network Development (Partnerships)

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Lab Tests @ Home

Team Members

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Active Global has secured the necessary licenses and capabilities to help patients with limited mobility have their blood taken at home and results conveyed to patient's primary physicians.

Primary Objective:

To better serve homebound elderly patients who require blood test monitoring by bringing venepuncture services into their homes

Secondary Objectives:

- To save time and costs for patients and caregivers who would otherwise have to travel to, and queue at GP/polyclinics/SOCs for lab tests
- To reduce the burden of hospital SOC visits and primary care visits, especially when wait times are at an unprecedented high
- To reduce infection risk of vulnerable elderly by cutting down visits to high-risk areas like hospitals and primary care clinics

Project Details

- The project is led by Active Global's Medical Director and in house Nursing Team
- Service started third quarter of 2022 after successful application to MOH for off-site clinic licence
- Awareness of the service was raised to hospital teams we have been working with, and referral process shared
- A "Home Nursing" referral will be raised in IRMS (AIC portal) by the referring team
- Hospital contact to receive results will be indicated via a secondary email reminder to the nursing team
- Service provided by our in house nurses' team, and nurse visits usually happen within days after referral is received

- We work with an accredited local medical laboratory where results are conveyed via a secure Biomark platform
- With the patient's consent, the lab results are then shared to the relevant hospital team within 24-48 hours
- In the event of a critical lab result, Active Global will be contacted first by phone, followed by the emergency contact person

Common use cases thus far:

- Monitoring of INR for patients on warfarin
- Monitoring of renal panel for patients on medications that can affect electrolyte levels
- Ad hoc bloods as requested by patient's primary physician

Cost of service:

- Service provided under the "Subsidised Home Nursing" framework, meaning that it is very affordable for most patients
- For example, patients above 75% subsidy on means testing pay \$0 out-of-pocket for the nurse visit (88% of AG's clients pay zero OOP for their Home Nursing visit)
- Patients end up usually paying for only the cost of the lab tests:
 - ▶ FBC ~ S\$10,
 - ▶ Renal panel ~ S\$18,
 - ▶ Coagulation Profile ~ S\$27

Conclusion

- This service started in August 2022 and was very well received by the hospital teams whom we contacted, and by patients.
- Cost and time savings are not easily quantifiable thus far, however we believe that this is a huge value-add to the RHS ecosystem that is a win-win for both providers and patients.

