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1 Physiotherapy, 2 Rehab AHS, 3 Occupational Therapy, 4 Department of General Medicine

Mission Statement

To increase percentage of appropriate new occupational therapy and physiotherapy referrals from department of GM (Ward 5B) from 71% to 100% within 6 months

Team Members

	Name	Designation	Department
Team Leaders	Tee Lee Huan	Principal PT	Physiotherapy
	Shirlene Toh	Principal OT	Rehab AHS
Team Members	Christina Chia	Principal PT	Physiotherapy
	Evelyn Kong	Senior OT	Occupational Therapy
	Ashish Anil Sule	Senior Consultant	General Medicine
	Aissa Althea Flavier	Principal Resident Physician	General Medicine
	Benedict Azucena	Principal Resident Physician	General Medicine
	Oliver Josefina	Senior Resident Physician	General Medicine
	Li Lihong	Nurse Clinician	Nursing
	Sponsors	Doreen Yeo	AHS Chairperson
	Prof Jackie Tan	Senior Consultant	General Medicine

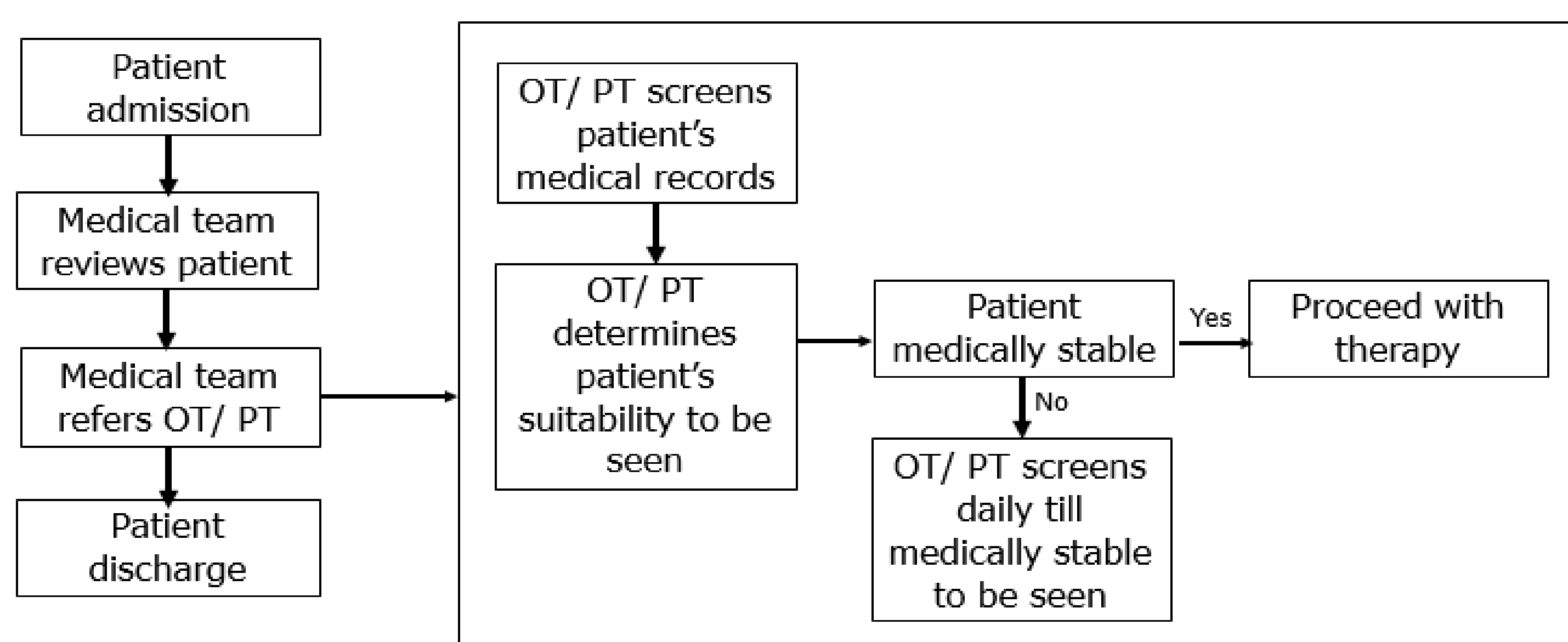
Evidence for a Problem Worth Solving

- 15% of occupational therapy (OT) and physiotherapy (PT) referrals were inappropriate and 80% of the inappropriate referrals were bundled referrals to both OT and PT.
- 16 hours (2 therapists) spent daily to screen and see inappropriate new referrals.
- Inappropriate referrals resulted in system waste, non-value added services and unnecessary cost to patients.

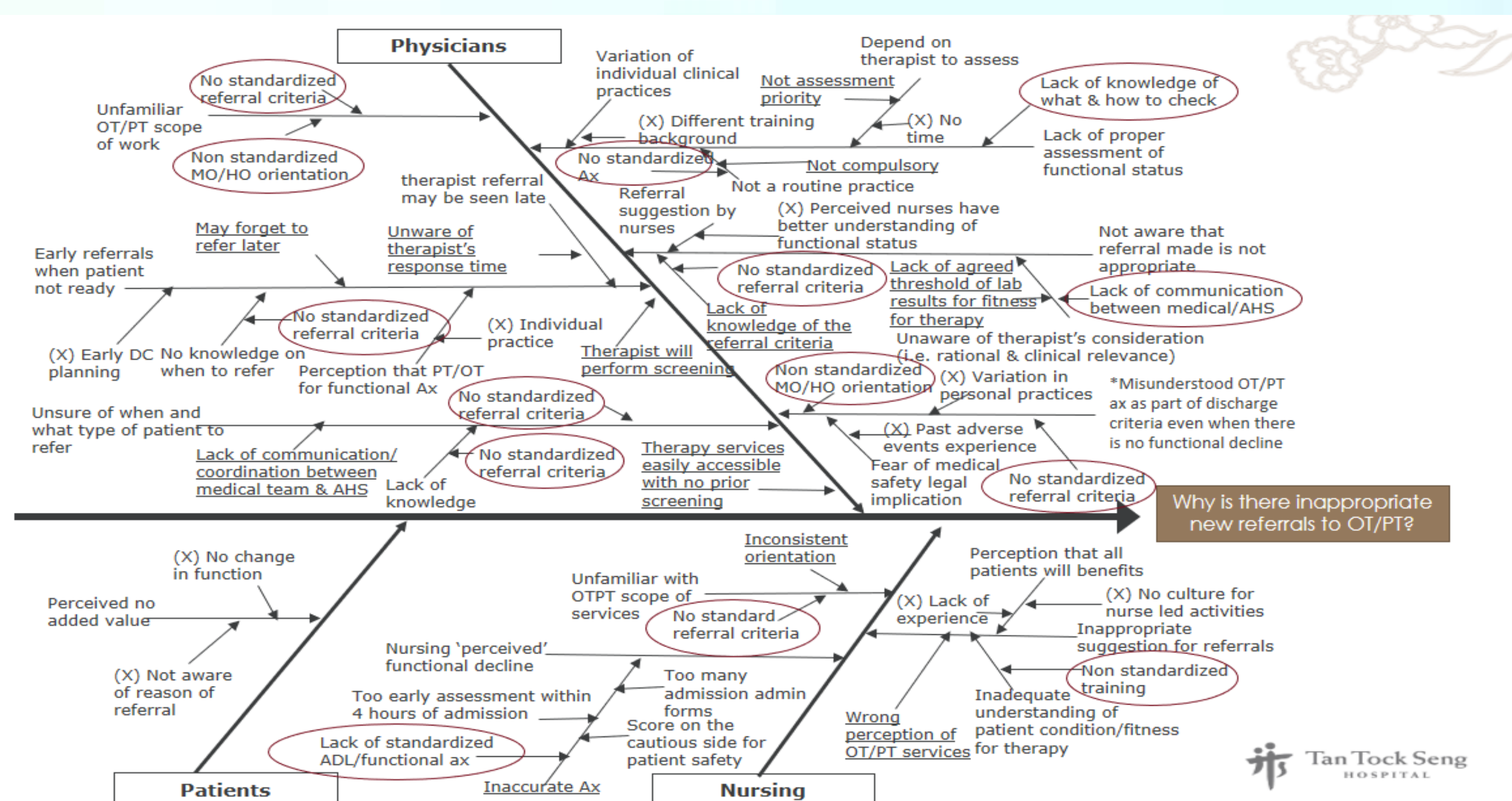
Current Performance of a Process

- The baseline median of inappropriate referrals to OT and PT was 29% (n=22/78) from the department of GM at ward 5B in a 3 weeks data collection from 2-6 July 18 and 4-15 August 2020.
- Intervention was piloted with Department of GM at level 5B, where a larger percentage of inappropriate referrals were made.

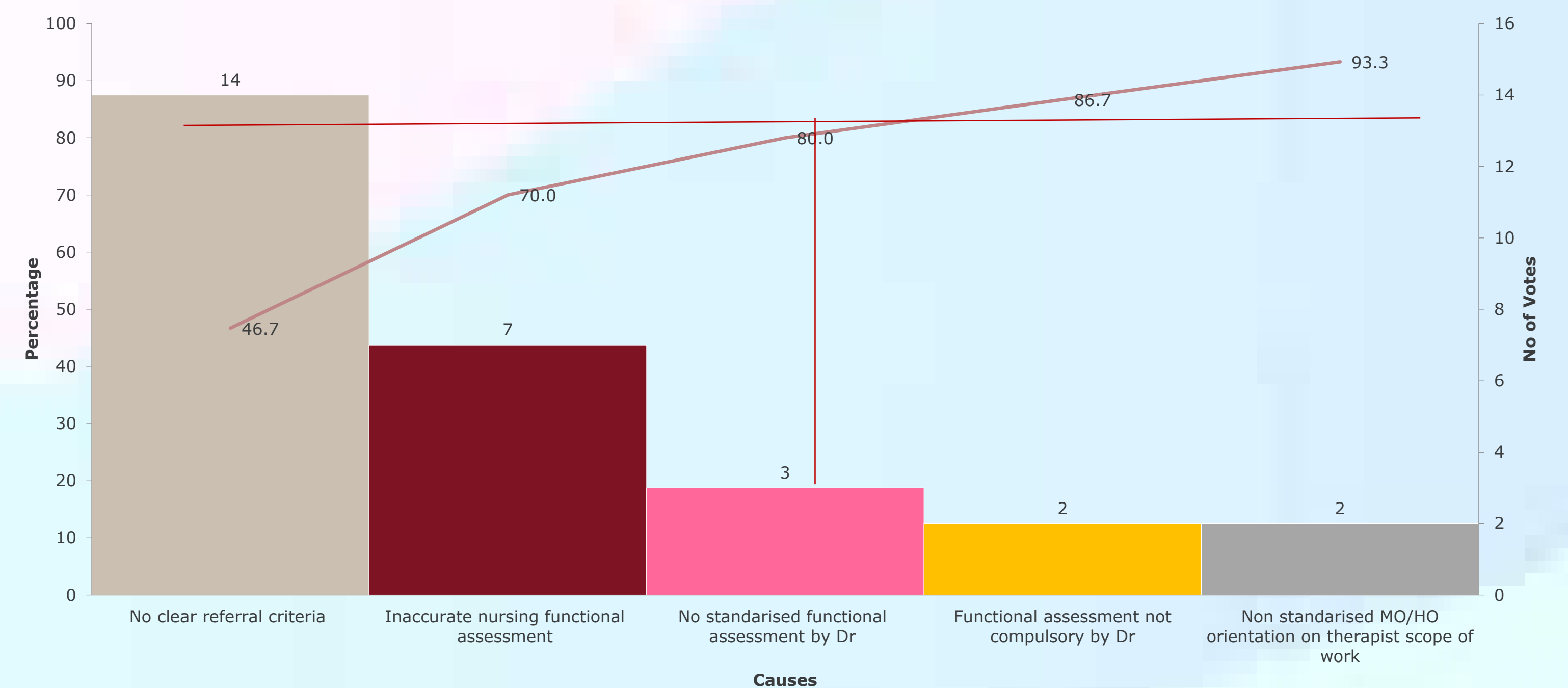
Flow Chart of Process



Cause and Effect Diagram



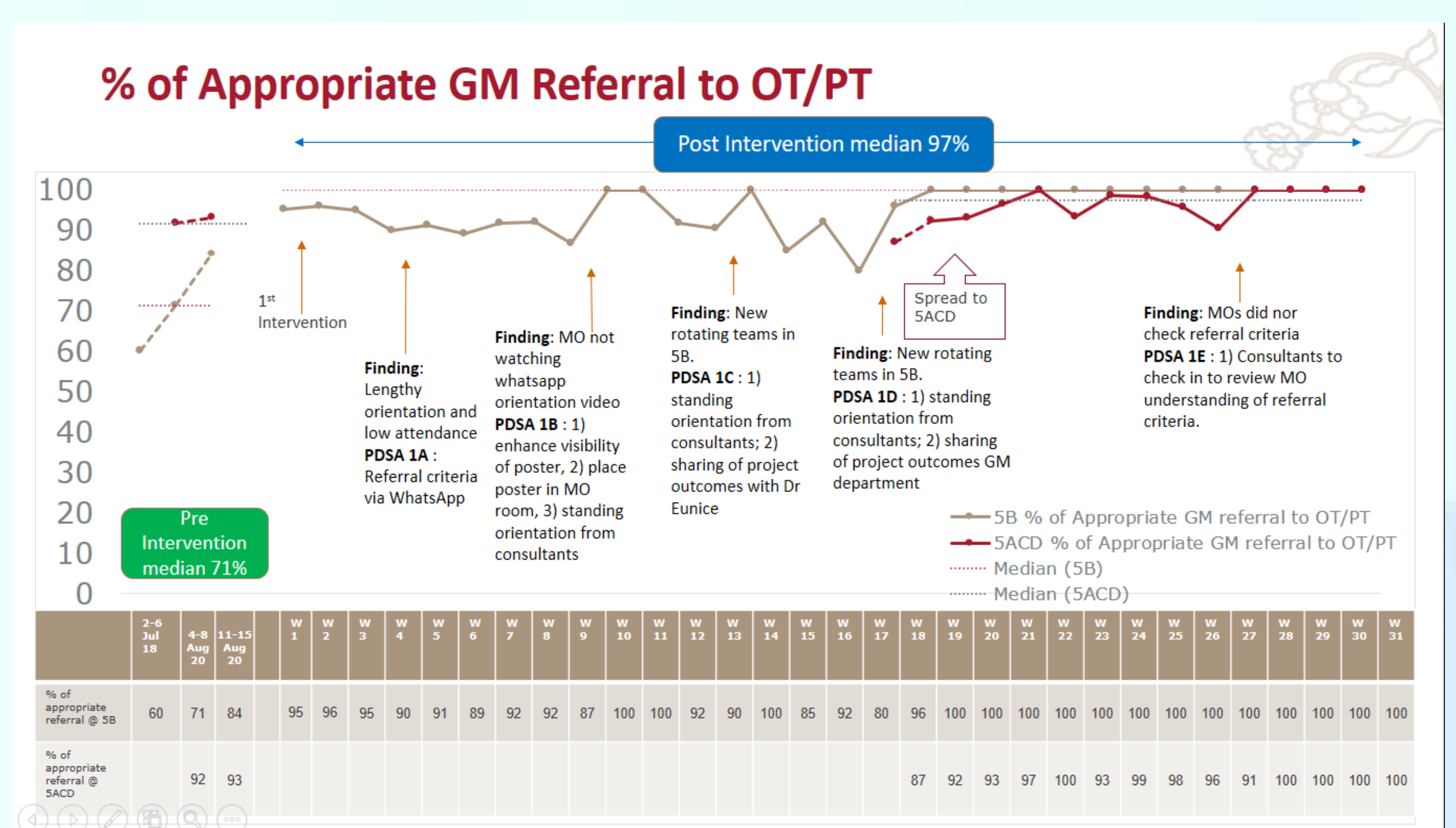
Pareto Chart



Implementation

Problems	Intervention	Date of Implementation
Lack of therapy referral criteria	Developed therapy referral criteria	July 2020
	Shared with GM doctors and L5 nursing officers	11-14 Aug 2020
	Shared referral criteria video with GM doctors via WhatsApp chat group	31 Aug to 5 Sep 2020
	Visual infographics of referral criteria placed on COWs and MO room in ward 5B	29 Sept to 5 Oct 2020
	Standing orientation of referral criteria by GM consultant/ physician	Oct 2020
	Spread to wards 5ACD	21 Dec 2020

Results



Cost Savings

- 100% of appropriate new OT and PT referrals from Department of GM were referred from baseline of 71%.
- 16 hours or 2 therapists working hours saved daily (Monday to Saturday).
- Estimated \$37, 152 saved annually.
- Resources saved can be translated to increased capacity of therapists to see patients who will benefit from therapy or patients who will require more frequent rehab.

Problems Encountered

- Quarterly orientation to new rotating doctors
- Intervention and data collection was affected during COVID clusters where there were deployment of staff and closure of wards.

Strategies to Sustain

- Visual infographics of referral criteria in the wards for reminders
- Therapists to inform doctor on reasons of sign off and to re-refer for therapy when medically stable