

Dr Wu Jingkai Lawrence, Yishun Polyclinic

## Mission Statement

To increase the provision rate of written asthma action plan (WAAP) in asthma patients aged 6 and above who are on preventer inhalers in Yishun Polyclinic from 40% to 100% over a 6 month period.

## Team Members

	Name	Designation	Department
<b>Team Leader</b>	Dr Lawrence Wu	Family Physician	Medical
<b>Team Members</b>	Goh Poh Suan	Nurse Clinician	Nursing
	Dr Teo Yi Lyn	Family Physician	Medical
	Dr Patrick Ee	Family Physician	Medical
	Jayasudha D/O Arumugam	Care Manager	Nursing
	Ng Sze Ern	Care Manager	Nursing
	Jenny Ong	Care Coordinator	Nursing
	Foo Mui Pin	Patient Care Associate	Operations
<b>Sponsor</b>	Dr Lim Ziliang	Family Physician, Consultant	Medical
<b>Facilitator</b>	Dr Jeremy Foo	Family Physician, Associate Consultant	Medical

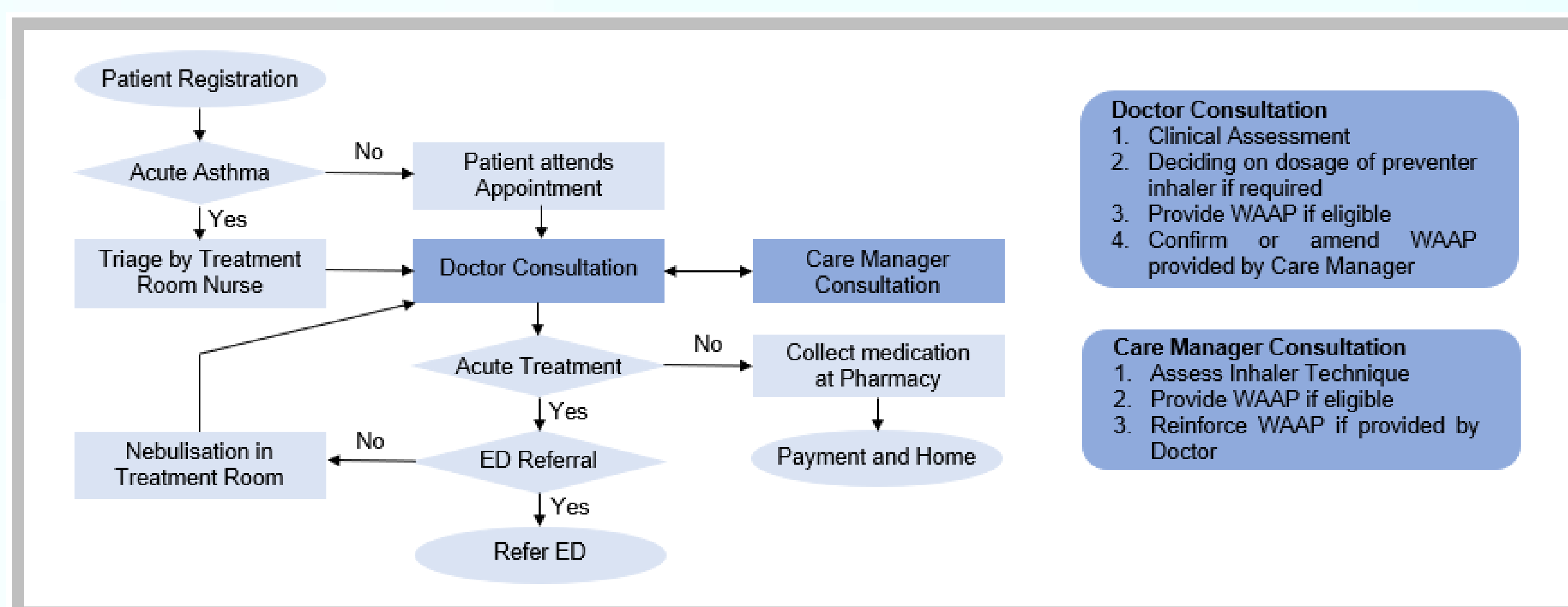
## Evidence for a Problem Worth Solving

- Both GINA and MOH recommend that all asthma patients be provided with a WAAP to show patients how to recognise and respond to worsening asthma symptoms.
- Education of asthma patients in asthma self-management, including the provision of a WAAP, reduces unscheduled doctor visits and days missed from work or school in both adults and children.

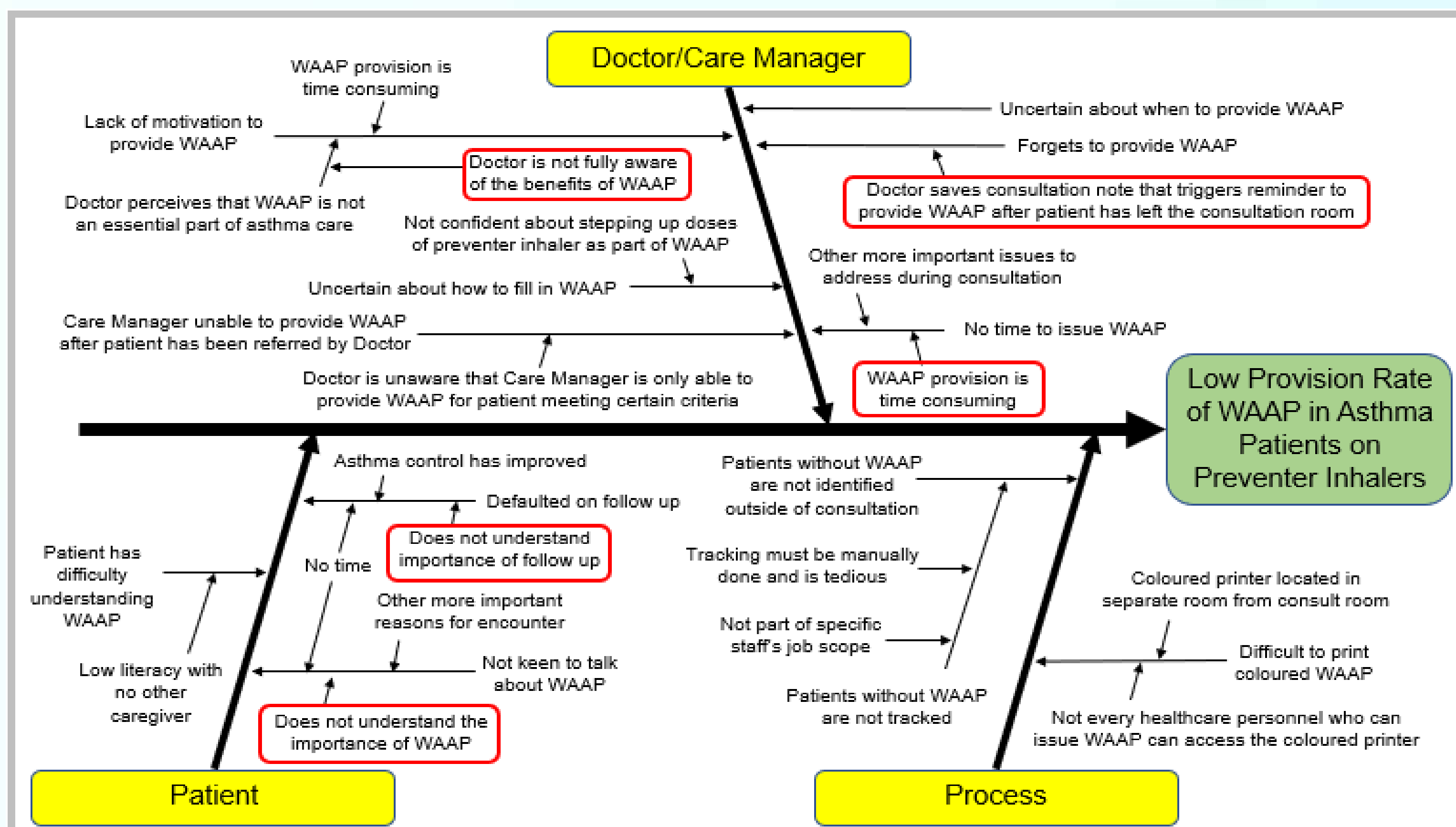
## Current Performance of a Process

Using data obtained from 4 March 2019 to 1 September 2019, the baseline provision rate of WAAP in asthma patients on preventer inhalers in Yishun Polyclinic was calculated to be approximately 40%.

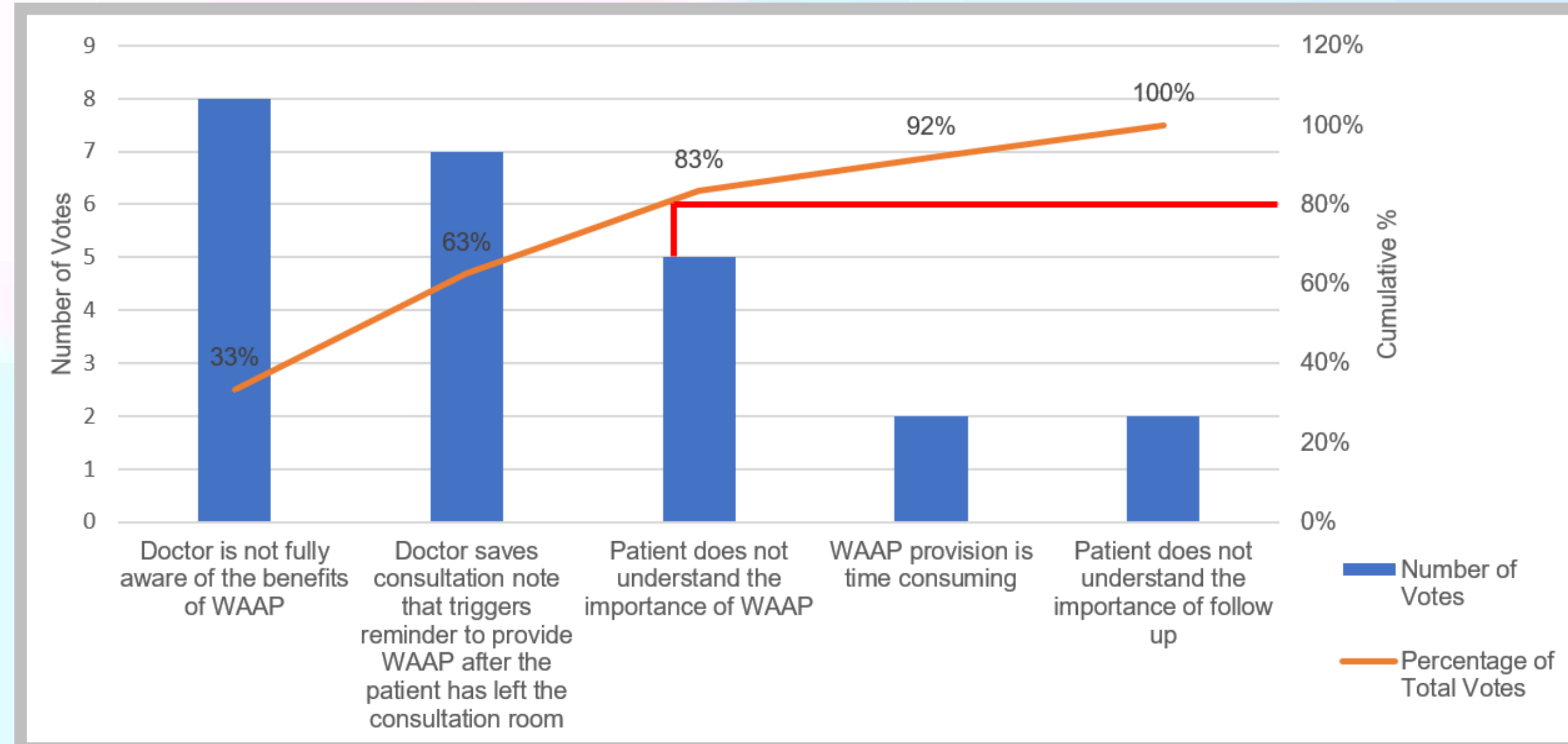
## Flow Chart of Process



## Cause and Effect Diagram



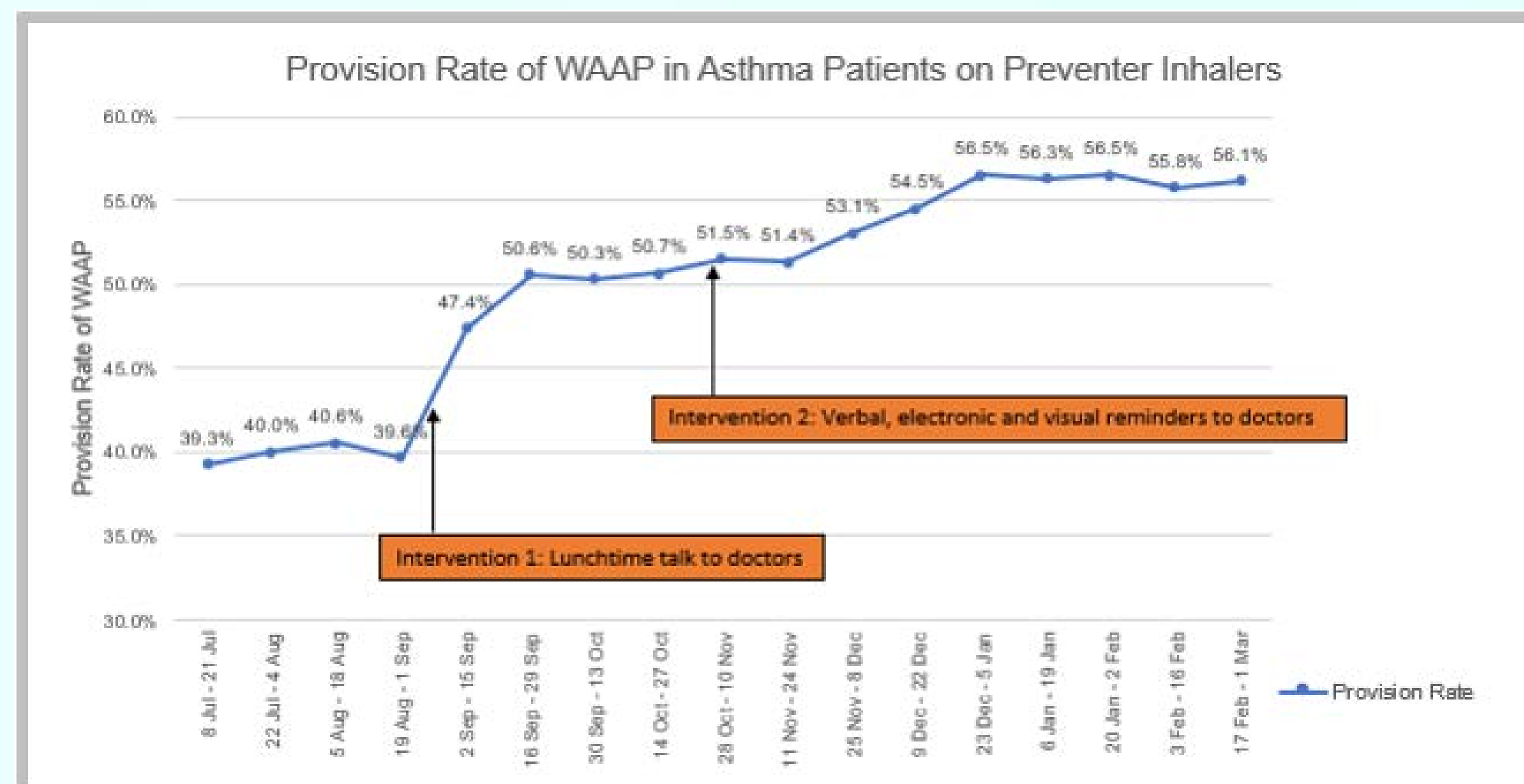
## Pareto Chart



## Implementation

Problem	Intervention	Date of Implementation
Doctors are not fully aware of the benefits of WAAP	Lunchtime talk to doctors explaining the benefits of the WAAP for asthma patients	First week of September 2019
Doctors save consultation note that triggers reminder to provide WAAP after asthma patient has left consultation room	Verbal and electronic reminders to doctors to save consultation note prior to asthma patient leaving the consultation room	First week of November 2019
	PDSA 4 weeks later: Addition of visual cues to remind doctors	First week of December 2019
Patients do not understand the importance of WAAP	Brochures to be given to asthma patients explaining the benefits of WAAP	Planned for implementation in January 2020, but eventually not carried out due to COVID-19 pandemic response

## Results



## Cost Savings

Increasing the number of asthma patients with a WAAP can potentially reduce unscheduled doctor visits thereby reducing patient healthcare spending.

## Problems Encountered

- The distribution of brochures to asthma patients explaining the benefits of WAAP was held off due to the public healthcare response to the COVID-19 pandemic.
- Each eligible asthma patient's electronic medical record had to be accessed manually to determine if they had a WAAP provided, making the monitoring of the WAAP provision rate time consuming.

## Strategies to Sustain

- Regular reinforcement to healthcare providers about the benefits of WAAP in asthma patients.
- The strategy of reminding healthcare providers to provide a WAAP for asthma patients has been implemented in one teamlet in Yishun Polyclinic and this led to an improvement in that teamlet's WAAP provision rate. Yishun Polyclinic is looking at implementing this in its other teamlets too.
- A service code that all healthcare providers can key in whenever they provide a WAAP has been created in the NGEMR. Tracking this service code has made the monitoring of the WAAP provision rate less time consuming and more sustainable.