

Timely Chronic Pain Management

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Aim

To increase the percentage of patients FV (First Visit) given appointment within ≤ 60 days (waiting time to FV)* attending C35 Pain Management Clinic from current 0% to 50% within the next 6 months in Khoo Teck Puat Hospital

*Waiting time to FV = time from referral to scheduled FV appointment

Background

- Long wait time is associated with deterioration of HRQL (Health related quality of life), psychological well being and increased depression scores
Pain 2008 May;136 (1-2):97-116
- IASP (International Association for the Study of Pain) recommend wait time < 8 weeks for FV patients
Pain: Clin Updates 2004; 12(4):1-4
- Percentage of FV patients given appointment within ≤ 60 days attending C35 Pain Management Clinic, Khoo Teck Puat Hospital was 0%

Team Members

Name	Designation	Department
Quek C.S.L.	Nurse Clinician	Nursing
Norbani Bte Md Yusof	Senior Staff Nurse	SOC
Lim J.X.	Senior Executive	SOC
Dr Heng D.H.C.	Consultant	Anaesthesia
Dr Bin W.H.	Senior Consultant and Head of Department	Anaesthesia

Interventions / Implementation

PDSA 1:

Problem: Non- interchangeable FV/RV slots
Intervention: Removing ring-fencing of RV slots and increasing FV slots in a session

PDSA 2:

Problem: Limited RV slots
Intervention: Nurse led pain clinic for designated RV patients thereby increasing number of RV patients seen

Abbreviations:

PDSA: Plan- Do- Study- Act (a four-step problem solving model used to implement change)

RV: Repeat Visit

Onward 2026

Operational Resilience:

- Reduced Wait time for SOC visit is a Key Performance Indicator (KPI):
✓ 46.5% FV patients were given appointment within ≤ 60 days

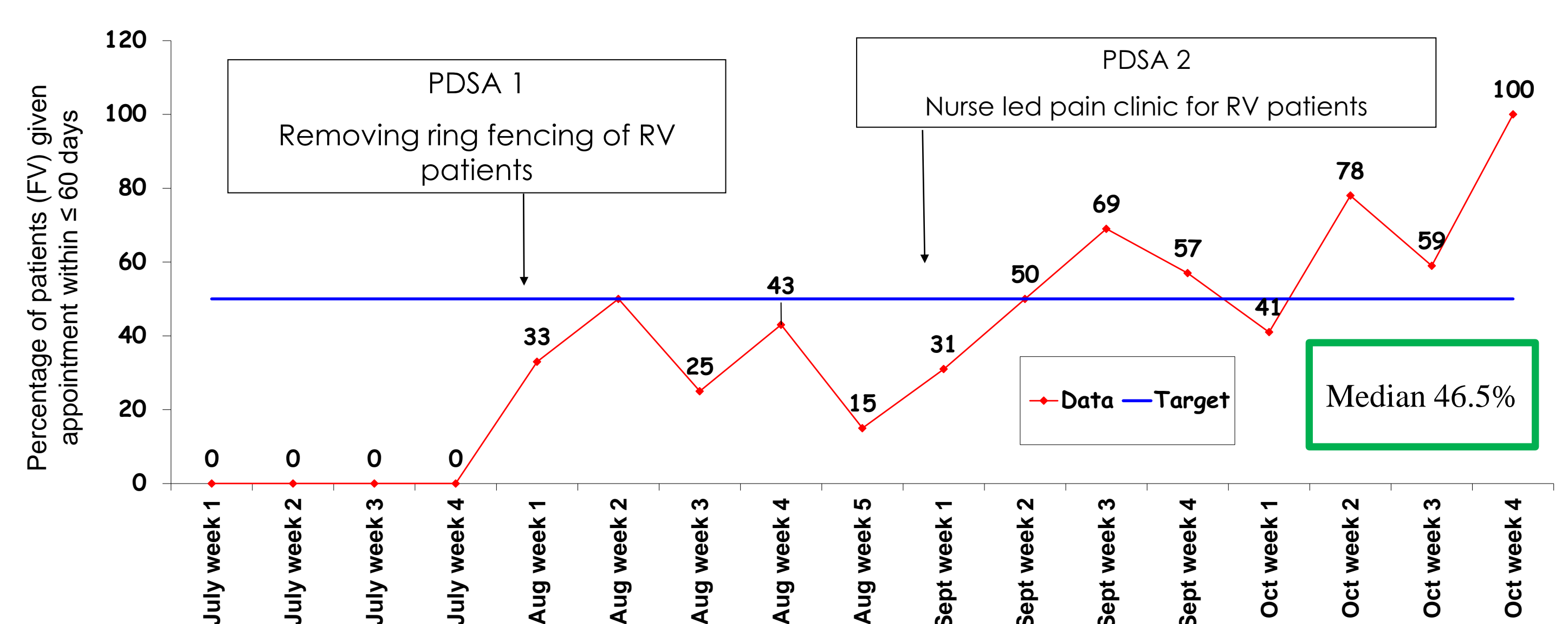
Strategic Priorities:

- Increase Hospital Elective Workload:
✓ Increased number of FV and RV patients seen per session
✓ Increased number of day surgery pain interventions
- Decrease Bed Occupancy Rate:
✓ Avoid ED visits and potential admission by managing patients early in Pain Management Clinic
- Patient Experience Survey:
✓ $>50\%$ patients satisfied with reduced wait time to see a specialist as compared to none before the project

Staff Well-being:

- Staff development- learning and training:
✓ Nurse Clinician trained to assess and manage RV patients in Pain Management Clinic effectively

Results & Outcomes



Cost Savings

	Estimated Cost per visit				Cost savings per year			
	Class A	Class B1	Class B2	Class C	Class A	Class B1	Class B2	Class C
2 patients per month								
ED Visit	\$200							
Total for 2 patients	\$400				\$4,800			
Inpatient stay (per day)	\$600	\$280	\$50	\$40				
1 day (n=2)	\$1,200	\$580	\$100	\$80	\$14,400	\$6,960	\$1,200	\$960
2 days (n=2)	\$2,400	\$1,160	\$200	\$160	\$28,800	\$13,920	\$2,400	\$1,920
3 days (n=3)	\$3,600	\$1,680	\$300	\$240	\$43,200	\$20,160	\$3,600	\$2,880
Total cost savings / year (estimate) : \$48,000 based on 1 month FV data snapshot								

Conclusion

- Removing the ring fencing of RV slots and establishing a Nurse led clinic for RV patients led to 46.5% FV patients given appointment within ≤ 60 days