

Reducing Wait Time For Dental Crowns After Root Canal Treatment

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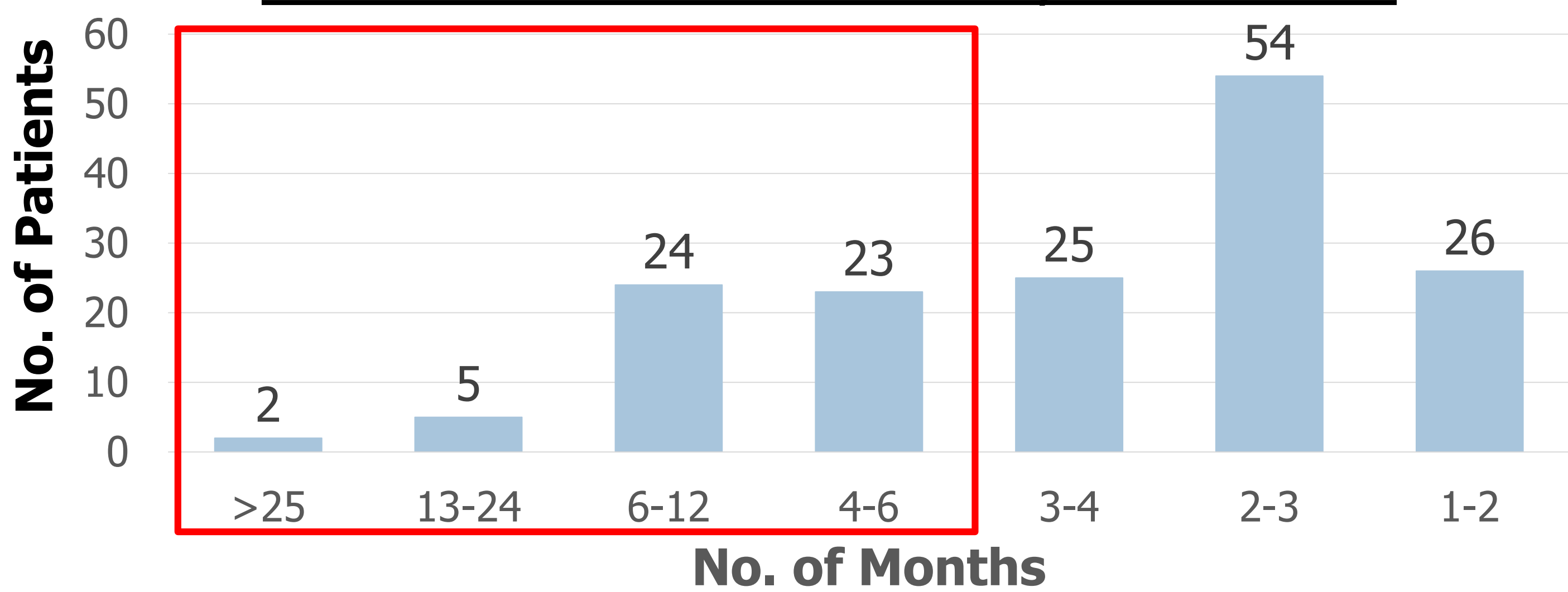
Aim

To reduce the average wait time for Dental Crowns after Root Canal Treatment (RCT) for Prosthodontic patients in the Dental Surgery department, from 145 to 120 days, from Aug 2023 – Feb 2024.

Background

Average wait time for crown after RCT at KTPH is 4.8 months from Jan - Jul 2023. Evidence shows if the crown is done more than 4 months after RCT, it is 3 times more likely to be extracted. 35% of KTPH patients wait more than 4 months for crown, many instances of tooth fracture while waiting.

Wait Time for Crown after RCT, Jan-Jul 2023

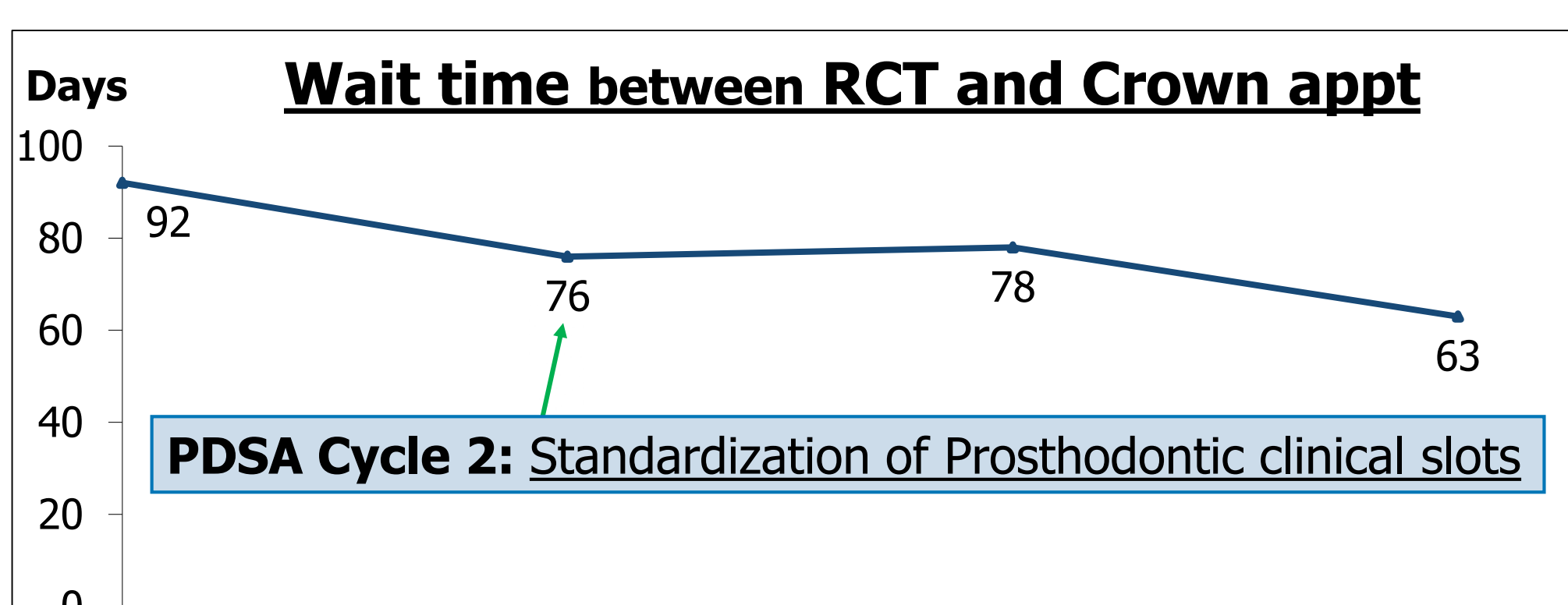
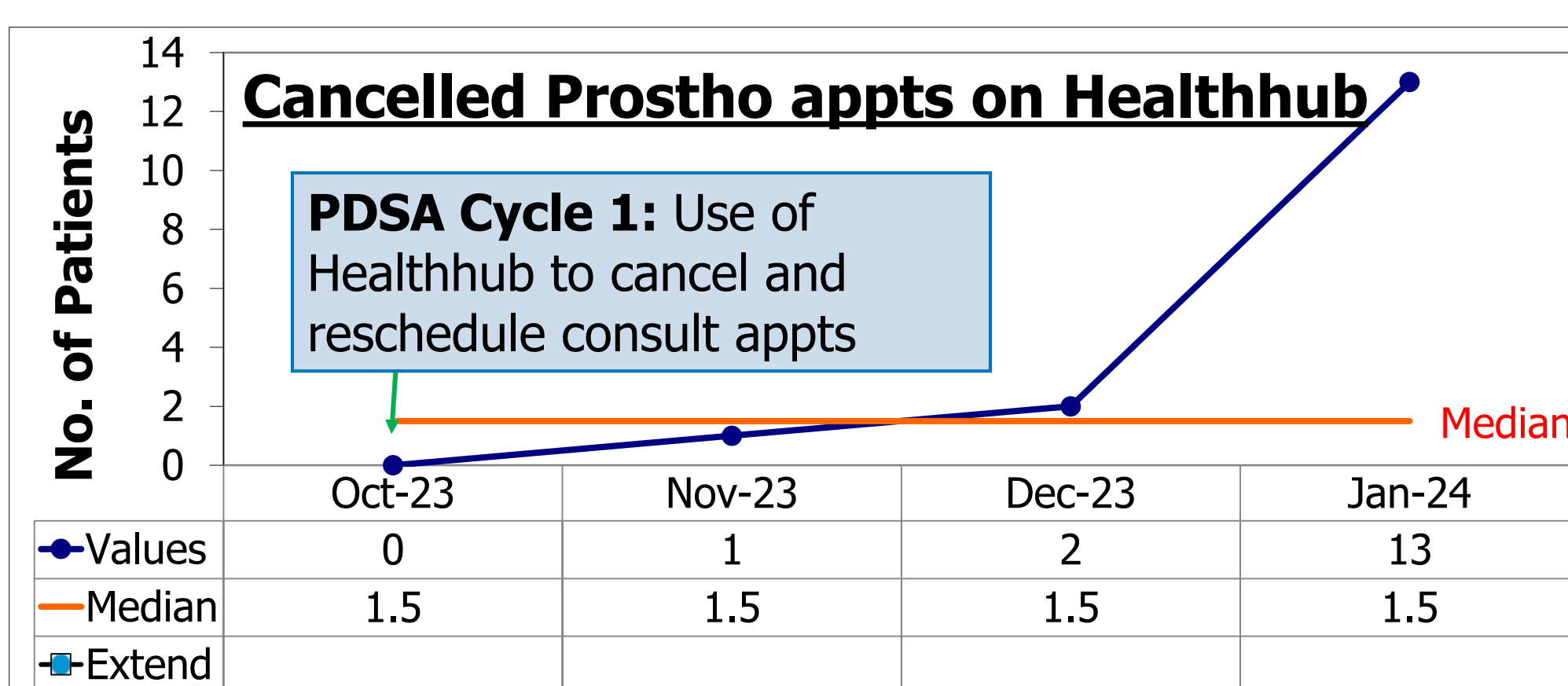
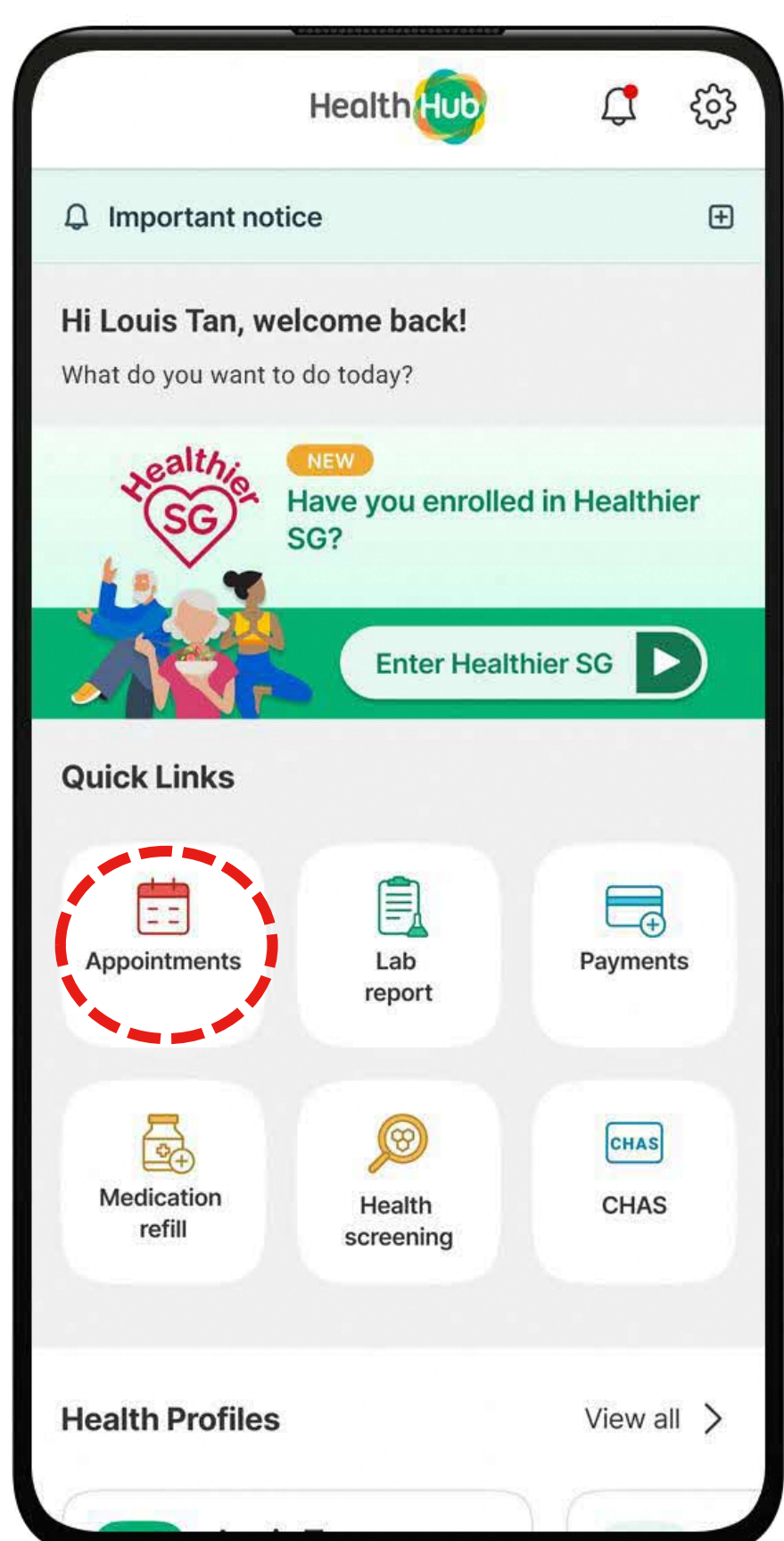


Team Members

Name	Designation	Department
Dr Priscilla Sia	Consultant	Dental Surgery
Dr Sophia Yee	Registrar	Dental Surgery
Saleha Binte Jamian	Executive Assistant	Dental Surgery
Phevie Ann Lucero Projimo	Senior Dental Assistant	Dental Clinic
Diana Dato	Senior Dental Assistant	Dental Clinic
Foo Tock Cheng	Senior Patient Service Associate, Call Centre	Dental Clinic
Murne Bte Rohiman	Patient Service Associate	Dental Clinic

Interventions / Implementation

1. Use Healthhub to cancel and reschedule dental appointments.
2. Standardization of Prosthodontic clinical slots, by ring-fencing for urgent crowns.
3. Call patients to confirm 2 days prior to appointment.
4. Educate Polyclinic dental officers to direct consults to correct specialty.



	13-24 Nov '23	27 Nov - 8 Dec '23	11 - 22 Dec '23	25 Dec - 5 Jan '24
Wait time for crown apt (days)	92	76	78	63
No. of Urgent Crowns referred	0	5	6	4

No urgent crowns referred prior to intervention

Onward 2026

Strategic Priority 1: Assign Patients Into Care Streams:

- By categorising patient's crown by urgency, quicker appointments can be given to the patients who need it the most to prevent tooth fracture.
- Regular education and engagement of the Polyclinic dental officers help to streamline referrals to the correct dental subspecialties so that patients do not have to wait unnecessarily. This will help to improve patient satisfaction.

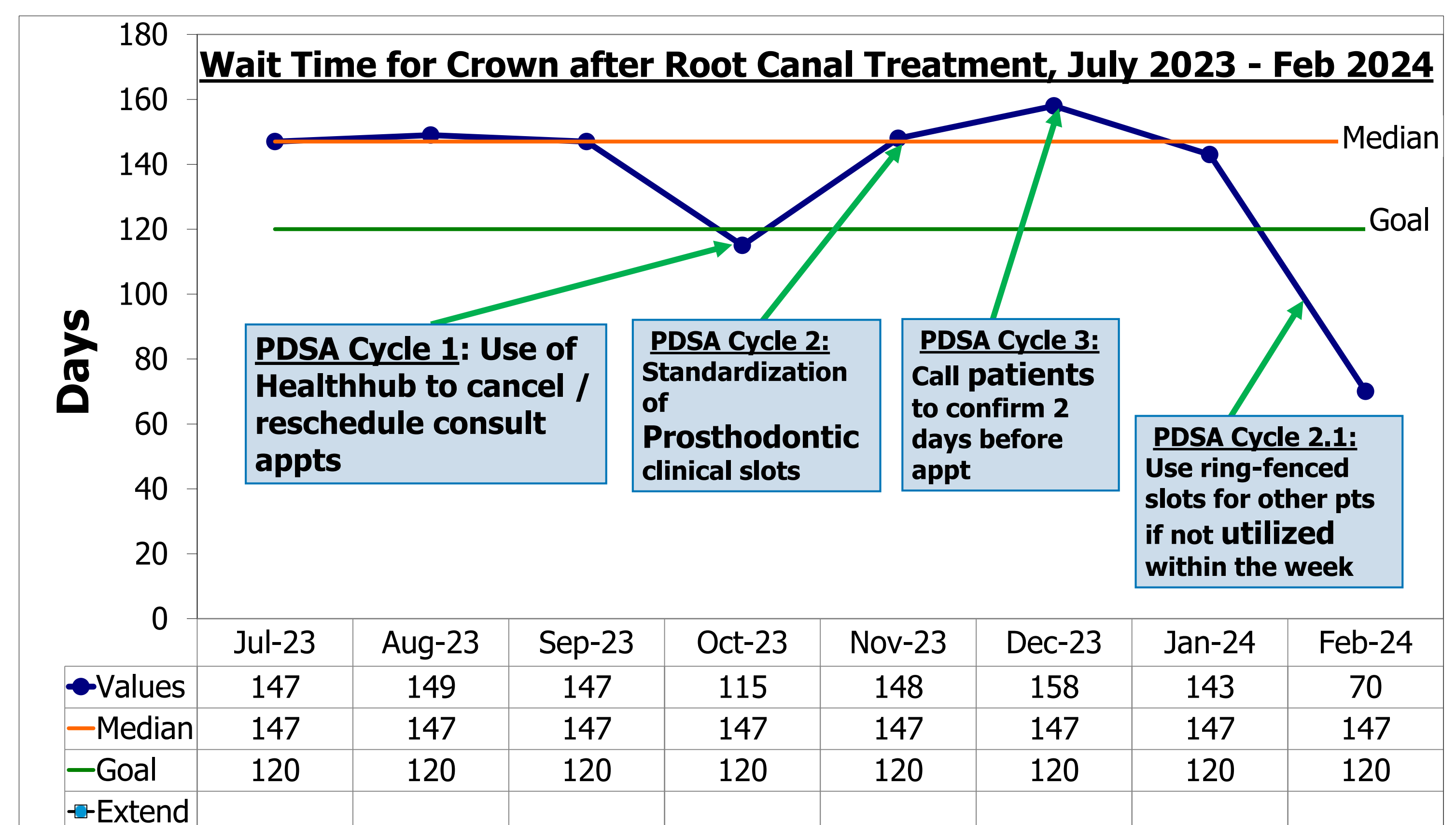
Operational Resilience:

- Reduce wait time for dental crown, increase efficiency of crown appointment scheduling.
- Reduce no show rates by calling patients to confirm and allowing patients to cancel appointments on Healthhub.

Results & Outcomes

Results:

1. Wait time for crown appointment reduced from 92 to 63 days.
2. Number of urgent crowns referred increased from 0 to 3 per week.
3. No show rate decreased from 16.6 to 13.6%.
4. Wait time for crown after RCT reduced from 145 to 70 days.



Cost Savings:

1. If the tooth is extracted, a bridge replacement will cost \$3900 - \$6500 and an implant will cost \$4500 - 6000.
2. If patient request for refund of RCT, \$1350 per tooth, costed to the clinic.
3. Potential cost savings of up to \$7850 per fractured tooth.

Conclusion

- Efficient and prioritized appointment scheduling can decrease wait time for urgent cases, especially with reduced manpower.
- Clear guidelines required for all staff (admin, clinicians) to ensure smooth treatment journey.
- Call reminders reduced no-show rate by 18%, and help to alleviate call centre congestion.