Proactive Multidisciplinary Collaboration to Improve Patient Flow

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Aim

To review and improve on step-down care and discharge processes to enhance patient flow and overall patient experience.

Background

1. **Same-day discharges that needed expedited services were highlighted through a less efficient process**. This led to longer response time from allied health and support services, ultimately causing delays in discharge.

2. There was a **delay in communication for patients who no longer need acute care** and require expedited discharges

3. The **care team might not be fully informed of the constantly changing referral criteria and bed availability/transfer turnaround time (TAT) of step-down care facilities**, leading to inaccurate referrals and extended waiting times.

4. **Patients who did not require acute care remained inflight to await their discharge destination**, resulting in additional bed days.

Team Members

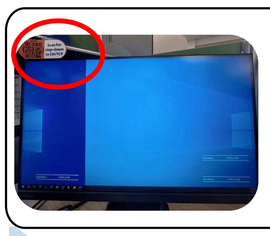
Name	Designation	Department
A/Prof Ng Chong Jin	Head & Senior Consultant	Geriatric Medicine
Dr Lim Chiow Teen	Head & Senior Consultant	General Medicine
Dr Jeremy Chia Yuen Peng	Senior Clinical Pharmacist	Pharmacy
Mdm Nithiya Manickaswami	Manager (Operations)	Pharmacy
Miss Manjit Kaur	Senior Nurse Manager	Nursing Administration
Miss Xu Hongying	Nurse Clinician I	Ward B105
Miss Ng Lih Yen	Head & Senior Principal Physiotherapist	Rehabilitation Services
Miss Ong Phyllis	Senior Medical Social Worker	Medical Social Service
Miss Ismawanty Bte Abdul Razak	Senior Medical Social Worker	Medical Social Service
Mdm Johanna Megan Mustaffa	Senior Medical Laboratory Scientist	Laboratory Medicine

Interventions / Implementation

Multidisciplinary team meetings and workshops were facilitated to evaluate on existing discharge processes and collaboratively develop strategies for improvement.

Briefings were conducted **to enhance care team members' understanding of discharge and step-down care processes**. Additionally, an **information kit** on these processes has been developed and is regularly updated.

Group chats have been established with care team members to facilitate two-way communication regarding medically stable cases and discharge care planning processes.



A QR code containing step-down care information has been created and placed in the Emergency Department and inpatient wards for easy reference by care team members during discharge care planning for patients.

Onward 2026

SP1 (Assign patient into care streams)

Multidisciplinary teams evaluate step-down care and discharge procedures, revising care models to ensure right-siting of patients.

SP2 (Drive Ambulatory and elective surgery)

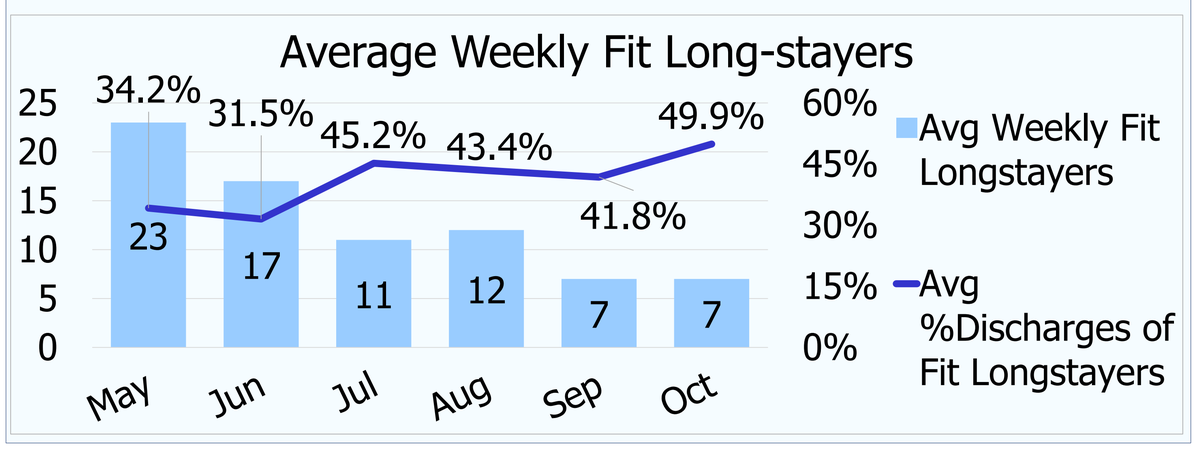
Enhanced step-down care and discharge processes enable timely right-siting of patients, reducing bed turnover time for new patients including elective cases.

Operational Resilience

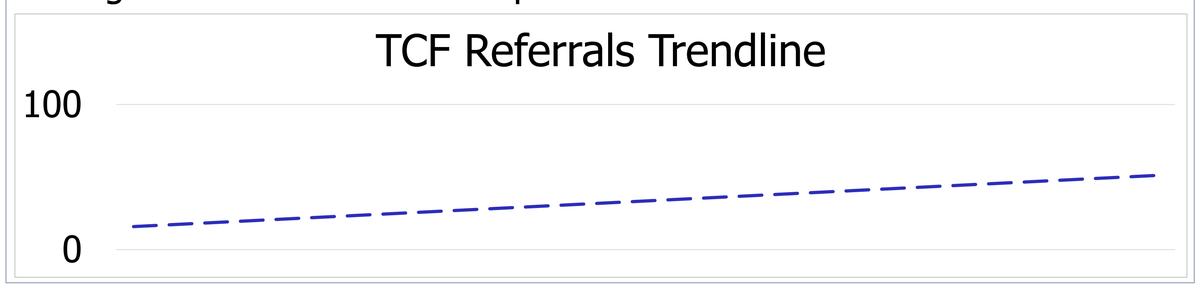
Secured platforms are created over Teams for ease of communication. The multidisciplinary partnerships have also improved efficiency in overall patient flow and bed turnaround time.

Results & Outcomes

1. The **average weekly fit long-stayers dropped** from 23 in May 2024 to 7 in October 2024. Average 41% of these patients were discharged within the week.



2. The **increasing trend in Transitional Care Facility (TCF) referrals** since 2022 reflects heightened awareness and receptiveness among care teams towards step-down care facilities.

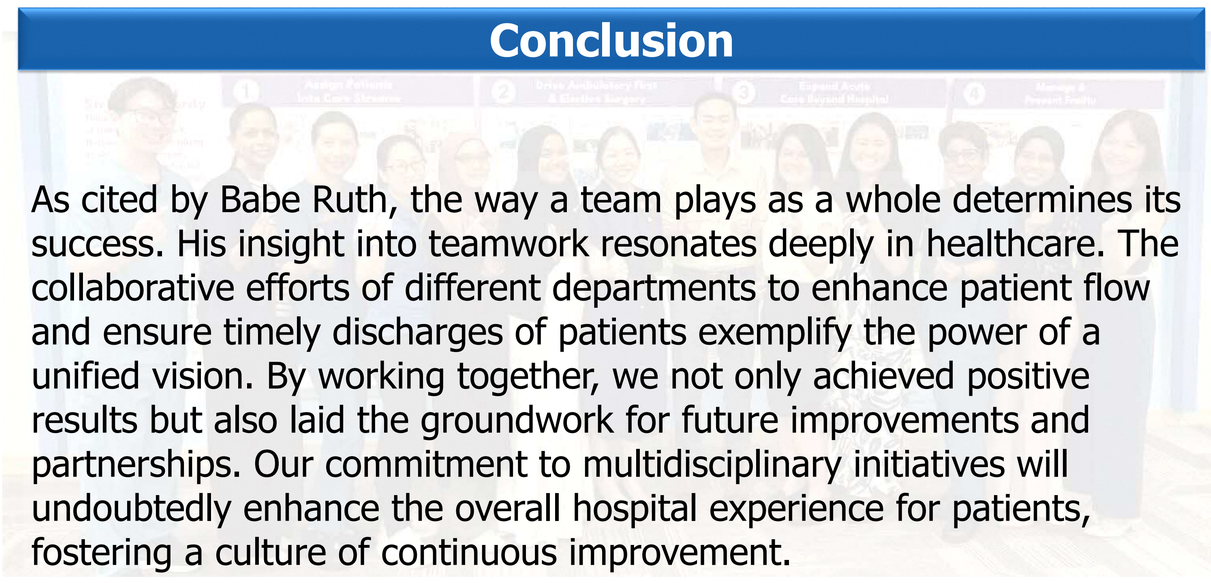


3. From May to October 2024, **clinicians flagged 57 patients** to Inpatient Services to help **expedite their discharge**, achieving a **median discharge time of 6 days**.

4. There were **197 scans of the QR code for step-down care facilities** between May to October 2024. This provides essential information for discharge care planning.

No. of QR Code Scans					
May	June	July	August	September	October
50	16	45	26	28	32

Conclusion



As cited by Babe Ruth, the way a team plays as a whole determines its success. His insight into teamwork resonates deeply in healthcare. The collaborative efforts of different departments to enhance patient flow and ensure timely discharges of patients exemplify the power of a unified vision. By working together, we not only achieved positive results but also laid the groundwork for future improvements and partnerships. Our commitment to multidisciplinary initiatives will undoubtedly enhance the overall hospital experience for patients, fostering a culture of continuous improvement.