

Improve the Provision of Therapy Assistants (TA) Led Occupational Therapy Follow-Up Sessions

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Department of Occupational Therapy

Mission Statement

To improve the provision rate of therapy assistant led (TA led) sessions from median 17% per week to 50% in main TTSH* in 6 months

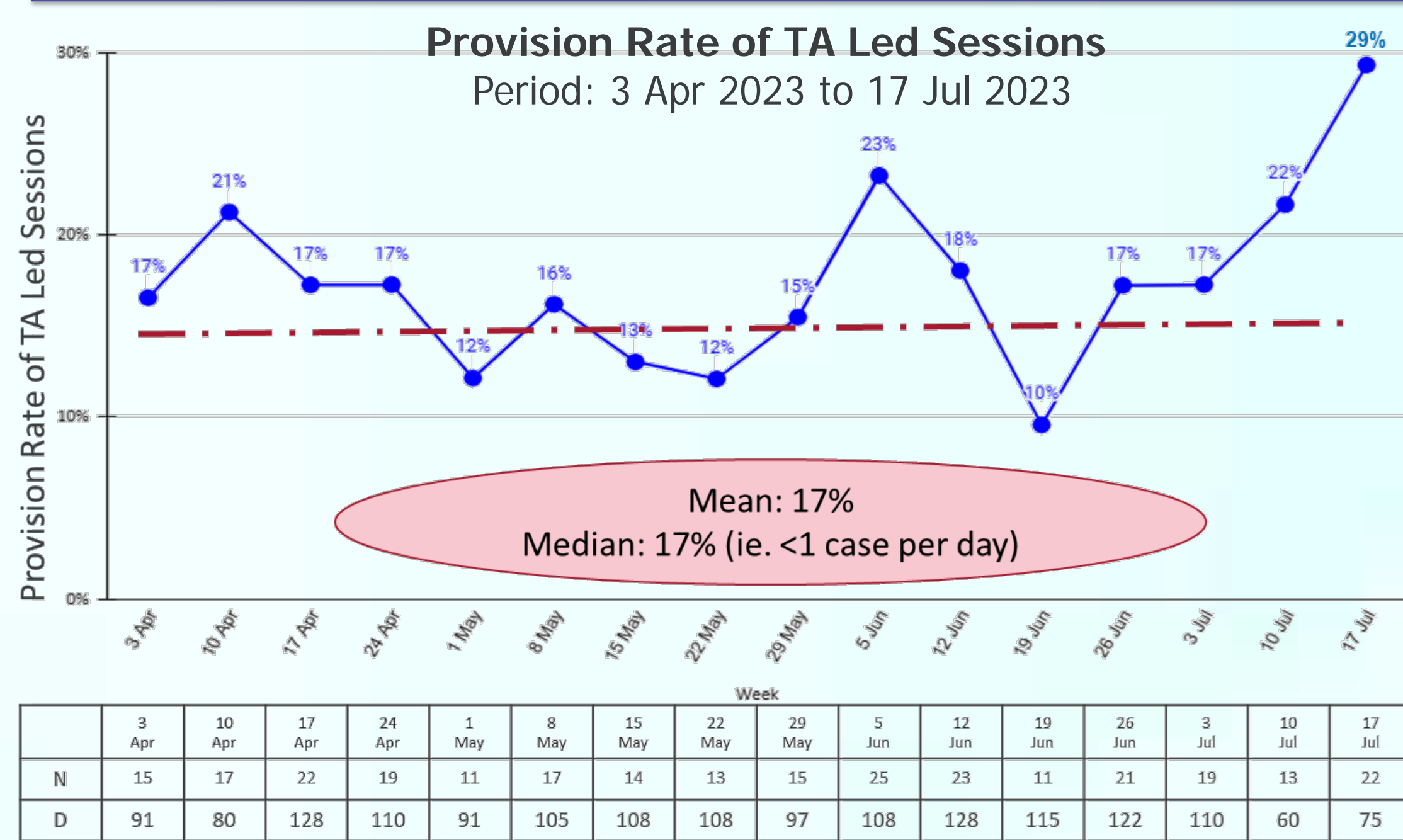
#Stretch goal of 75% (Change of management may need time)

*exclude Renci Subacute

Team Members

	Name	Designation	Department
Team Leader	Ms Huang Huixin	Principal Occupational Therapist	Occupational Therapy
Team Members	Ms Wong Mei Xue	Senior Occupational Therapist	
	Ms Lum Wei Peng	Senior Occupational Therapist	
	Ms Tuieng Wei Ting	Occupational Therapist (OT)	
	Ms Poh Kuat Hong	Therapy Support Associate	
	Mr Ng Wen Jean	Senior Therapy Assistant	
	Ms Tan Suee Ann	Executive	Ops Allied Health
Sponsors	Ms Florence Cheong and Ms Lim Hui Hui (Head of Occupational Therapy)		

Evidence for a Problem Worth Solving

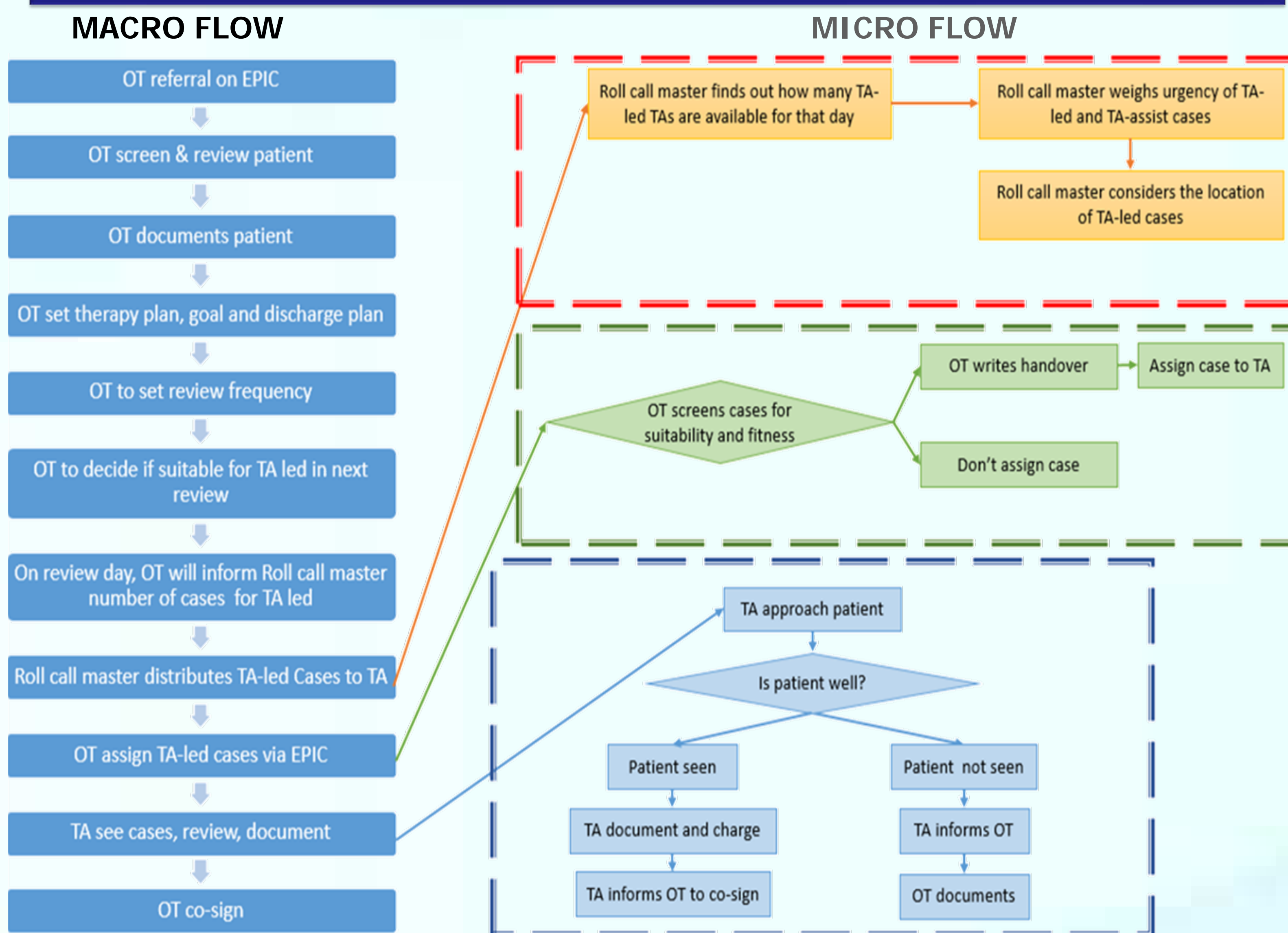


Provision Rate of TA Led Sessions from 3 Apr to 17 Jul 2023
Mean & Median = 17%
(ie. <1 case per day)

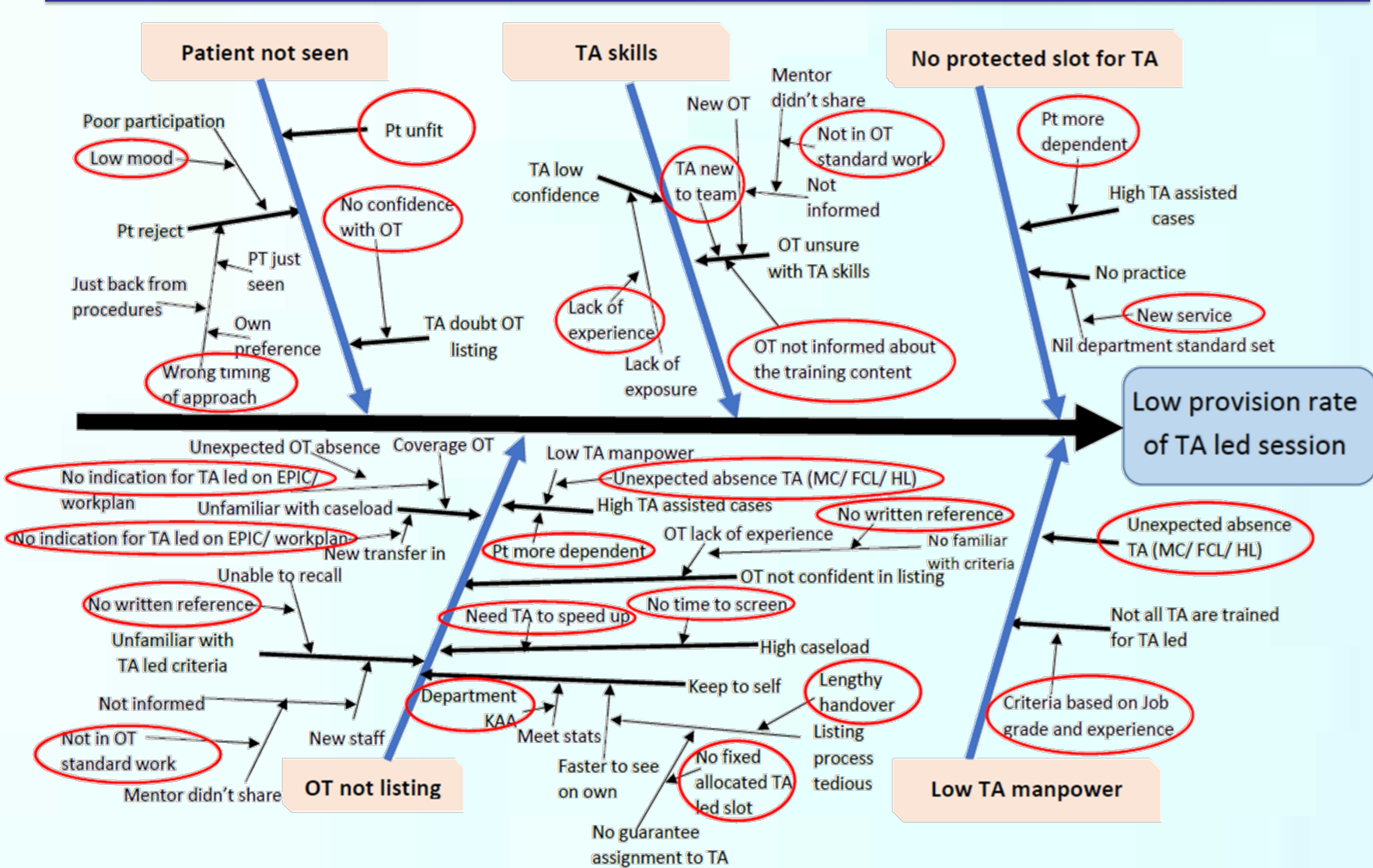
Note:

- Numerator (N) = Total number of TA-led cases actualized per week
- Denominator (D) = Maximum number of TA led cases can be seen based on the available TA can see
- Calculation for Provision Rate = $N/D \times 100\%$

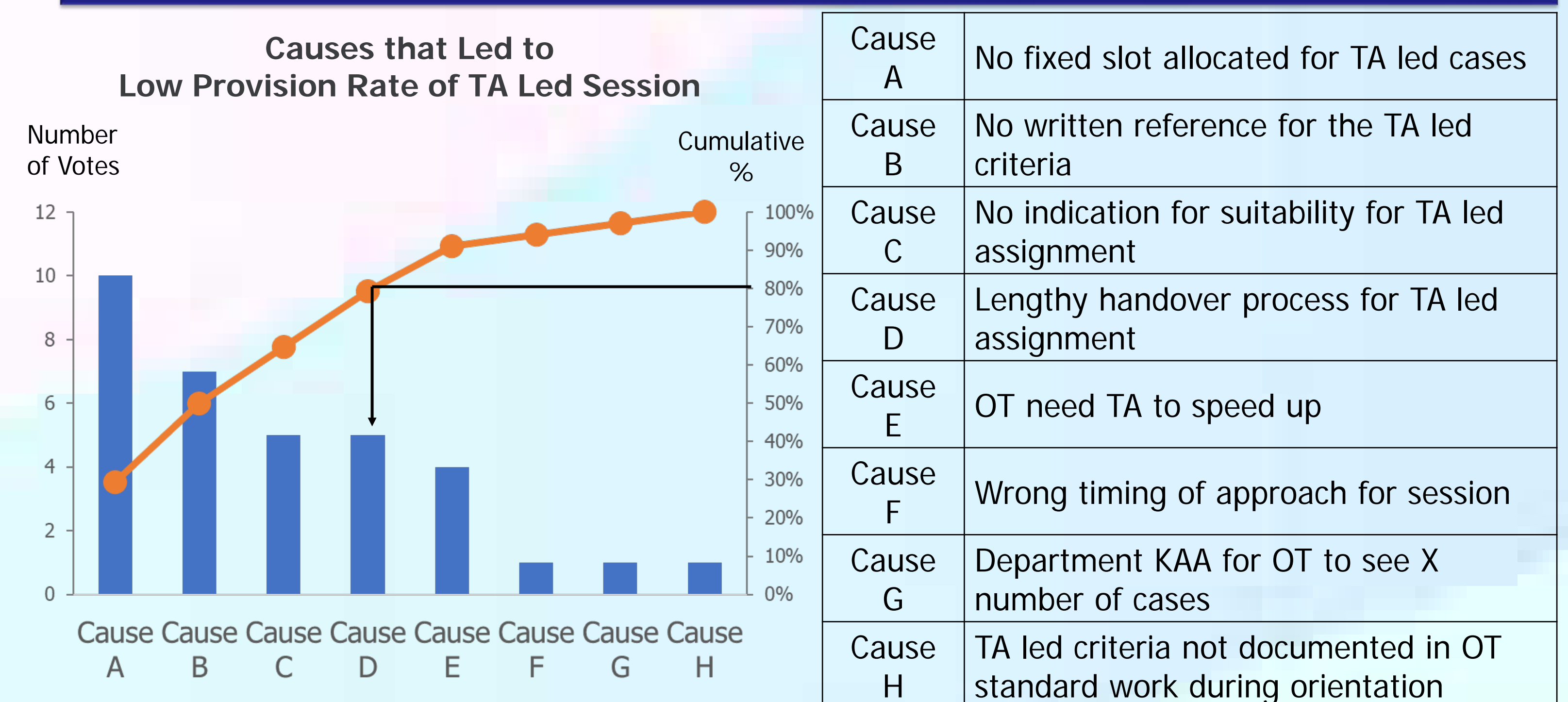
Flow Chart of Process



Cause and Effect Diagram



Pareto Chart



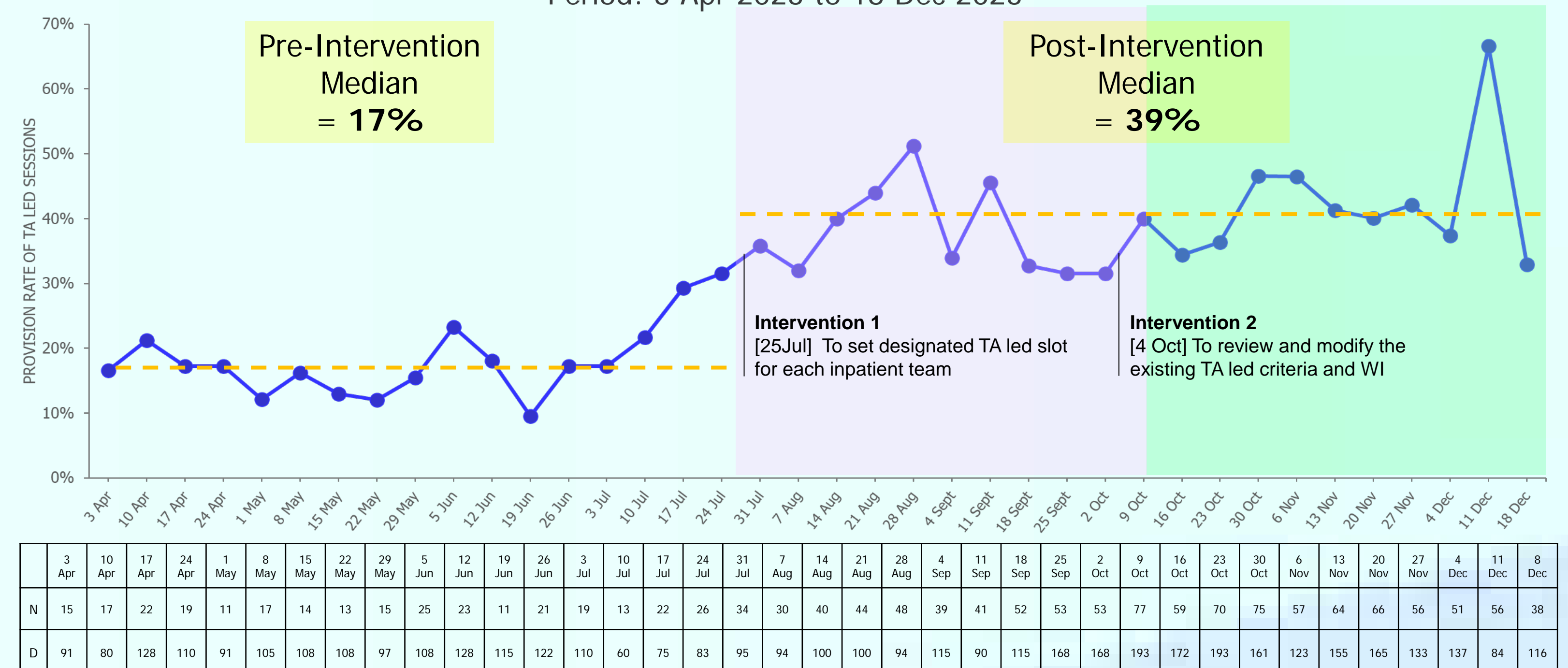
Implementation

CAUSE	INTERVENTION	DATE OF IMPLEMENTATION
Root Cause A: No fixed slot allocated for TA led cases	1. To set designated TA led slot for each team.	25 Jul 2023
Root Cause B: No written reference for the TA led criteria	2. To review and modify the existing TA led criteria and WI <ul style="list-style-type: none"> To broadcast the criteria to department via Tigerconnect/MS team channel. To standardize where to indicate TA led on workplan and EPIC on WI. To print physical posters in the department To interview ward OT I/C with low TA led cases 	4 Oct 2023
Root Cause C: No indication for suitability for TA led assignment.		

Results

Rate of Provision of TA led session

Period: 3 Apr 2023 to 18 Dec 2023



Cost Savings

	Before Intervention	After Intervention
OT Time (per patient)	129 mins	77 mins
Difference in OT Time (per patient)		52 mins
Manpower Cost Saved (per patient)		$52 \times \$1.38 = \71.76
Manpower Cost Saved (per week)		$\$71.76 \times 53 = \3803.28
Manpower Cost Saved (annualized)		$\$3803.28 \times 52 = \$197,770.56$

Problems Encountered

- Competing demands for TA assisted cases versus TA-led cases
- Fluctuating TA assist manpower (Nesting ICH and WHC TA leaving)
- Learning to entrust non-complex cases to our TA
- Provision rate is influenced by the presentation of the patients warded. e.g. more dependence or aggressive

Strategies to Sustain

- To incorporate TA led WI reference in new/rotation staff's standard work at 5th month or after confirmation for mentor to go through with new staff
- To work with the department eLearn team aka OTTER on putting up the information related to TA led session in Inpatient module
 - Criteria
 - Tasks to be listed in TA led session