Timely Chronic Pain Management

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Mission Statement

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 KTPH

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

Team Members

	Name	Designation	Department
Team Leader	Dr Ashutosh Joshi	Consultant	Anaesthesia
Team Members	Dr Darryl Heng	Consultant	Anaesthesia
	Ms Janice Lim	Executive	SOC
	Ms Norbani Bte Md Yusof	Senior Staff Nurse	SOC
	Ms Claudia Quek	Nurse Clinician	Nursing
Sponsor	Dr Bin Wern Hsien	Head and Senior Consultant	Anaesthesia
Facilitator	Ms Chan Sue Mei	Deputy Head	Nutrition and Dietetics

Thanks to Mr Clarence Chew, Senior Executive, Peri-operative Service

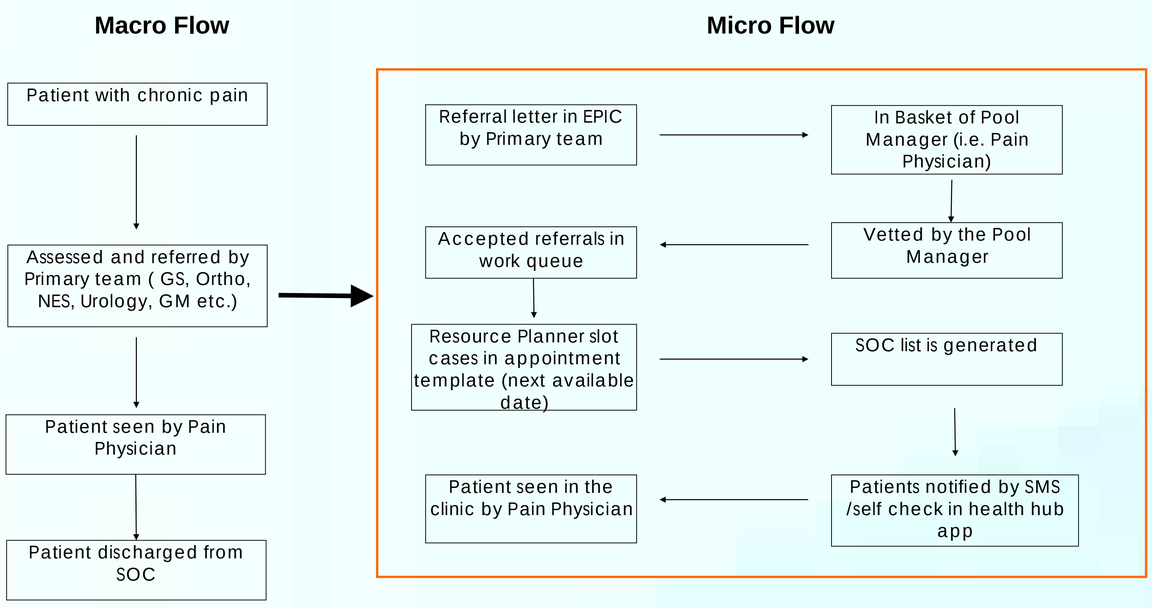
Evidence for a Problem Worth Solving

- Long wait time is associated with deterioration of HRQL (Health related quality of life), psychological well being and increased depression scores *(Pain 136 (2008) 97–116)*
- IASP (International Association for the Study of Pain) recommend wait time < 8 weeks for FV patients

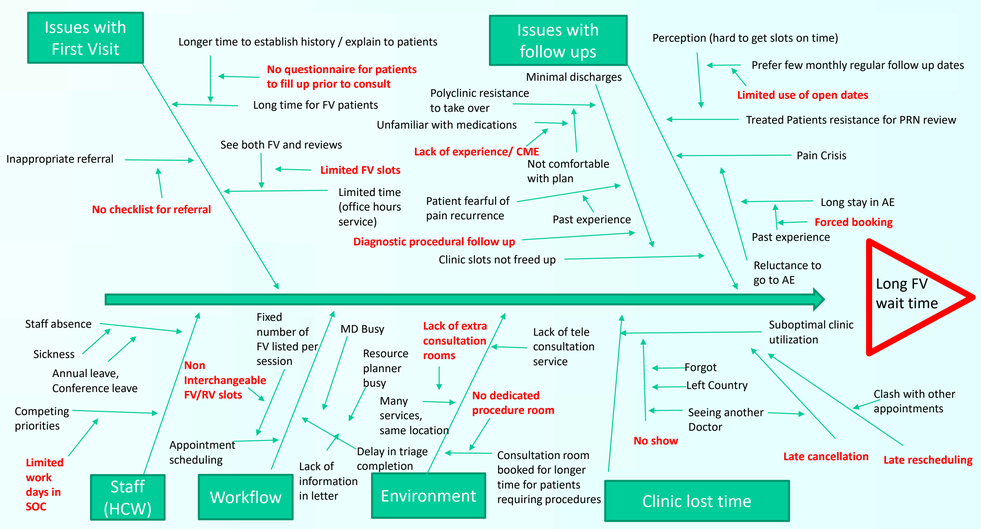
Current Performance of a Process

- Percentage of FV patients given appointment within ≤ 60 days attending C35 Pain Management Clinic, Khoo Teck Paut Hospital was 0%

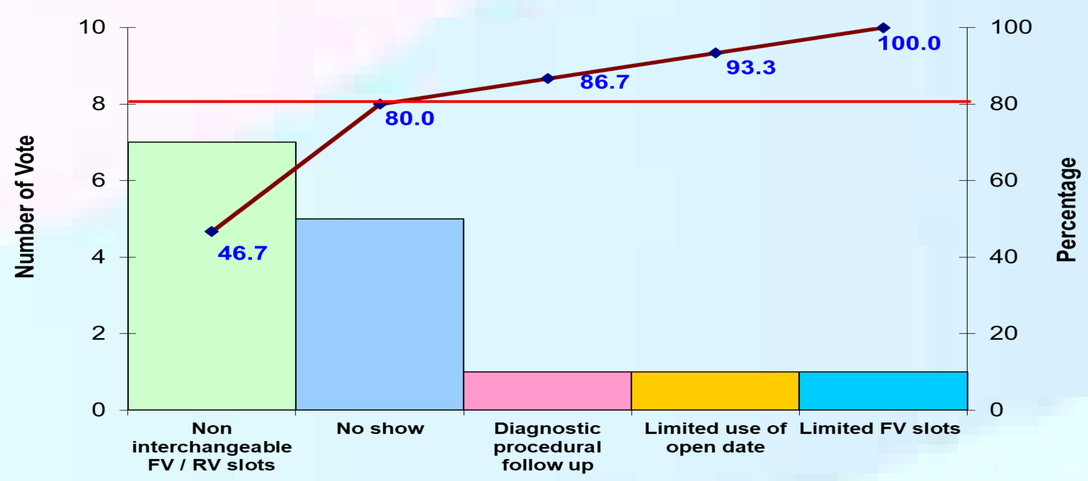
Flow Chart of Process



Cause and Effect Diagram



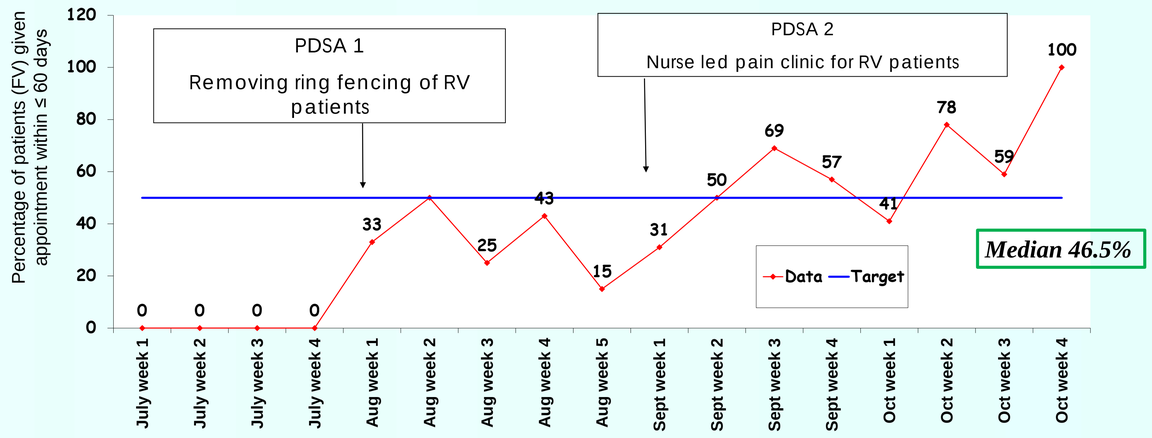
Pareto Chart



Implementation

PROBLEM	INVERVENTION	DATE OF IMPLEMENTATION
Non – interchangeable FV/ RV slots	Removing ring fencing of RV slots	1 Aug 2023
Limited RV (Repeat Visit) slots	Nurse led pain clinic for designated RV patients	1 Sept 2023

Results



Requests scheduled < 60 days	0	0	0	0	5	2	3	3	2	4	7	9	4	7	7	10	12
Total number of requests	12	7	10	12	15	4	12	7	13	13	14	13	7	17	9	17	12

Cost Savings

	Estimated Cost per visit				Cost savings per year			
2 patients per month	Class A	Class B1	Class B2	Class C	Class A	Class B1	Class B2	Class C
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

Problems Encountered

- Busy schedule – difficult to coordinate meetings
- Communication within team
- Deployment of Nurse Clinician / Pain Nurse to ICU in view of manpower shortage

Strategies to Sustain

- Regular Audits
  - ✓ FV wait time
  - ✓ Bookings in Nurse led clinic based on criteria
- Keep Pain dept. team members regularly updated about the new workflow