

## **Project Title**

Increase Rate of Decant for Eligible Patients Requiring Admission from TTSH  
Emergency Department to Alexandra Hospital

## **Project Lead and Members**

Project lead: Dr Chia Yih Chong Michael

Project members: Dr Lee Chiao Hao, Dr Loi Tsuan Hao, ANC Qiu Hong, Ethel Kan Kwai  
Lam, Ng Sheh Li, Charlene Tey Zhi Min, Dr Zulkarnain bin Ab Hamid, Chew Ying Siang  
Shane, Nurul Azura Binte Hamidi

## **Organisation(s) Involved**

Tan Tock Seng Hospital, Alexandra Hospital

## **Healthcare Family Group(s) Involved in this Project**

Medical, Nursing, Healthcare Administration

## **Applicable Specialty or Discipline**

Emergency Medicine, Operations, Bed Management Unit, Financial Counselling,  
Urgent Care Centre

## **Project Period**

Start date: July 2019

Completed date: December 2019

## **Aims**

TTSH has the busiest emergency department (ED) in Singapore. With a high clinical load, access block (bed block) is a constant, daily issue in TTSH. One of the strategies to mitigate access block is to decant patients requiring admission to other hospitals, e.g. Alexandra Hospital, so that access to care could be provided to patients in a timely manner.

This project aims to increase the rate of successful decant from Tan Tock Seng Hospital Emergency Department to Alexandra Hospital from 56% to 80% for eligible patients over 6 months.

Eligible patients are:

1. Patients requiring admission.
2. Patients fulfil assessment of suitability to be decanted.
  - a. Admission to general medicine discipline.
  - b. Exclude specialty medical care, e.g. cardiology, neurology, nephrology, gastroenterology, surgery and orthopaedics.
3. Patient / NOK agrees to decant to Alexandra Hospital.

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Lessons Learnt**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Additional Information**

NHG Quality Improvement 2021: Building Strong Partnerships in Improvement Work (Best Award)

### **Project Category**

Care & Process Redesign, Quality Improvement, Workflow Redesign, Access to Care, Waiting Time, Value Based Care, Productivity, Cost Savings, Care Continuum, Inpatient Care, Acute Care

### **Keywords**

Patient Decanting, Root Cause Analysis, Affinity Diagram, Pareto Chart, Plan Do Study Act, Cause and Effect Diagram

### **Name and Email of Project Contact Person(s)**

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