

Project Title

From leaving well to living well- Improving accessibility of Palliative Care patients from Tan Tock Seng Hospital to Dover Park Hospice

Project Lead and Members

Project leads: Dr Tricia Yung Sek Hwee and Sister Chia Gerk Sin

Project members:

- Yang Xiu Yu (Nurse Clinician)
- Dr Marysol Iglesias Dalisay-Gallardo (Resident Physician)
- Jade Wong Jade Fui (Pharmacist)
- Sister Pamela Koh (Nurse manager at DPH)
- Edna Lim (Administrative Executive at DPH)

Organisation(s) Involved

Tan Tock Seng Hospital; Dover Park Hospice

Project Period

Start date: Jan 2018

Completed date: Dec 2019

Aims

The objective of this quality improvement projects aims to reduce waiting time for inpatient hospice from 6 to 3 working days over a sustained period of time.

Background

See poster below

Methods

See poster below

Results

See poster below

Lessons Learnt

1. Right siting of care

Evidence has shown that right siting of terminally ill patients from acute hospital to inpatient hospice have shown to reduce medical utilisation of outpatient treatment, intensive care units and emergency department attendance.

By increasing the accessibility of hospice care for terminally ill patients in the acute hospital can help patients and family benefit from hospice care, spending less time in acute hospital.

2. Collaboration between teams and among different healthcare professionals

In order to achieve seamless transition into the hospice, it is important for concerns and expectations to be addressed timely and upstream from the referral sources. Proactively addressing financial concerns can be done by any members of the healthcare team to reduce the waiting time. This can be achieved if all the healthcare members in the team are empowered with knowledge on common financial schemes and subsidies for community partners including inpatient hospice.

Communication between institutions is also essential to ensure a proper conversations handover of the care especially with regards to the goals of care discussion in the event of deterioration in the hospice. This is to continue to spirit of palliative care, where conversations are done continuously.

Conclusion

See poster below

Additional Information

- Recipient of 2019 NHG Quality Improvement Award - Improving and Sustaining Quality and Safety (Merit Award); 2018 NHG Quality Improvement Merit Award
- Presented at the National Palliative Care Quality Improvement project under Singapore Hospice Council
- Presented at the International Forum on Quality and Safety in Healthcare 2019 Nominated for Asian Hospitals Management Award 2019.

Project Category

Quality Improvement, Process Improvement

Keywords

Quality Improvement, Process Improvement, Access to Care, Waiting Time, Cost Savings, Right Siting, Improvement Tool, Care Continuum, End-of-Life Care, Palliative Care, Hospice Care, Care Continuity, Tan Tock Seng Hospital, Dover Park Hospice, Cause and Effect Diagram, Pareto Chart, Financial Counseling

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Appendix 4: Testimonials from families



"You matter because you are you, and you matter to the end of your life." Dame Cicely Saunders

Dear Doven Park Hospice Management & Staff.

Thank You seems so inadequate for the excellent care shown to my beloved father, [REDACTED]

'Words can't express how fortunate & blessed I felt to see him being cared for by such an amazing team that went above & beyond the five months he made the hospice his home.'

Everyone was genuinely caring, compassionate & professional in the best sense.

It's remarkable to see how my deceased father began to adopt a calmer & positive persona with his limited ability to express even when his condition was declining.

On behalf of the family, please enjoy our small token of gratitude for the services rendered during my father's life & for the spiritual support & guidance following his transition. Special thanks to the Level 2 nurses of DPH for the thoughtful card that was meant for his birthday today. I'm deeply touched.

much love,



Dear Dr. [REDACTED] and team and Dedicated nurses,

A big heartfelt thank you all of you for taking such great care of him. We truly appreciate the care and concern that all of you have for her well-being. No words can express our gratitude.

For the past 3 months, Doven Park Hospice has allowed us to spend quality time with her and it has left us good memories which will be etched in our heart forever.

All the best,
From [REDACTED] Family 2018