

Project Title

Emergency Ambulatory Surgery (ACES) Bringing Care to Patients' Homes

Project Lead and Members

Project lead: Dr Jerry Goo Tiong Thye

Project members: Lee J.1, Lim W.W, Shobhit S, Ong Y.J, Kang M.L, Lee C.C, Lee N.L,
Wong S.M, Tew C.W

Organisation(s) Involved

Yishun Health, Khoo Teck Puat Hospital

Healthcare Family Group(s) Involved in this Project

Surgery, Nursing, Medical, Allied Health

Applicable Specialty or Discipline

Emergency Medicine, Surgery

Project Period

Start date: June 2022

Completed date: Dec 2023

Aims

- Assess, diagnose and treat patient, with early discharge within 24 hours
- Reduce inpatient emergency surgery admissions: 80% patients to be discharged home from ACES
- Improve overall patient experience: ALL patients to receive senior clinician review with at least 85% reviewed within 4 hours and at least 75% within 2 hours.

Background

See poster appended/below

Methods

See poster appended/below

Results

See poster appended/below

Conclusion

- ACES initiative in KTPH is effective in reducing length of stay, improved patient experience, saved hospital beds and costs through increase in same-day discharge for the selected surgical patients.
- ACES workflow, the 1st of its kind in local context, has integrated itself within KTPH workflow and become an essential part of the pathway to right site surgical patients to the best possible care.

Project Category

Care & Process Redesign

Value Based Care, Length of Stay, Patient Satisfaction, Productivity, Cost Saving

Keywords

Surgical patients, General Surgery, Patient experience, Sustainable

Name and Email of Project Contact Person(s)

Name: Dr Jerry Goo Tiong Thye

Email: goo.jerry.tt@ktph.com.sg

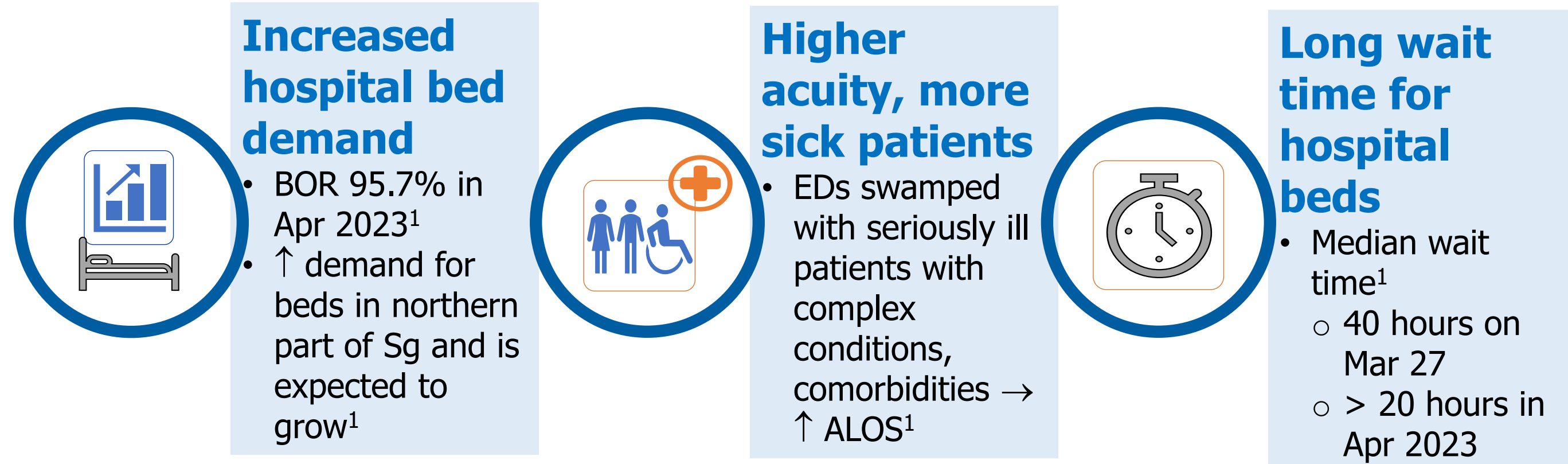
Emergency Ambulatory Surgery (ACES): Bringing Care to Patients' Homes

Goo J.T.T.¹, Lee J.¹, Lim W.W.¹, Shobhit S.², Ong Y.J.³, Kang M.L.¹, Lee C.C.⁴, Lee N.L.⁴, Wong S.M.⁴, Tew C.W.⁴

¹General Surgery, ²Acute & Emergency Care, ³Nursing, ⁴THINK Centre
Khoo Teck Puat Hospital

Background/Aim

Challenges for healthcare sector:



Need to focus on meeting future demand – “Beyond Hospital to Community”²

- Acute surgical conditions contributes to a significant portion of the GS department workload (2021):
 - ~ 2500 patients/year admitted via the ED
 - ~ 1360 patients (54%) were discharged within 72 hours
- This calls for a paradigm shift in clinical practice and a rethinking of the traditional approach to acute surgical patients with an increased focus on ambulatory care for uncomplicated general surgical conditions → **ACES** - Ambulatory Care in Emergency Surgery was formed

AIMs:

- Assess, diagnose and treat patient, with early discharge within 24 hours
- Reduce inpatient emergency surgery admissions: 80% patients to be discharged home from ACES
- Improve overall patient experience: **ALL** patients to receive senior clinician review with at least 85% reviewed within 4 hours and at least 75% within 2 hours.

Methodology

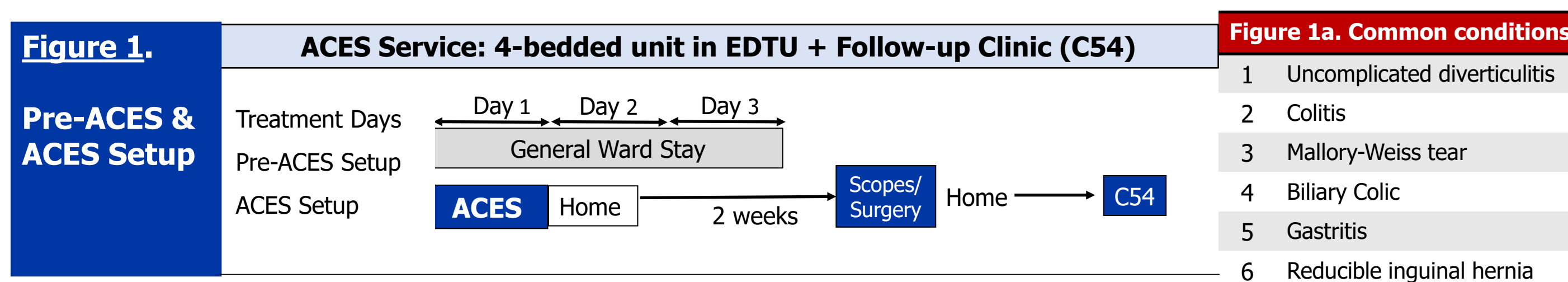
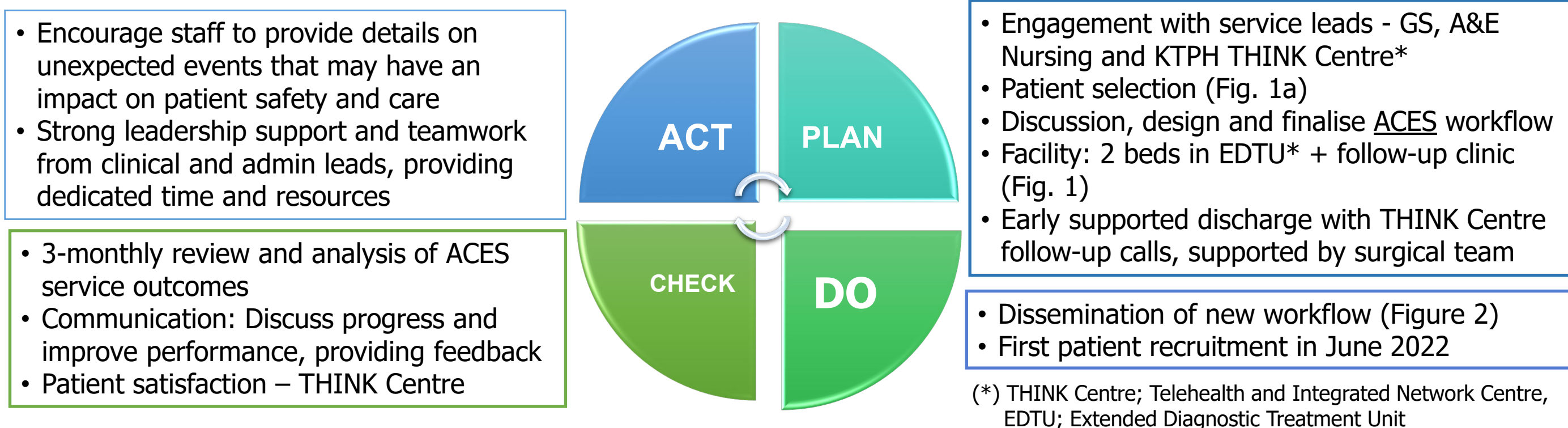
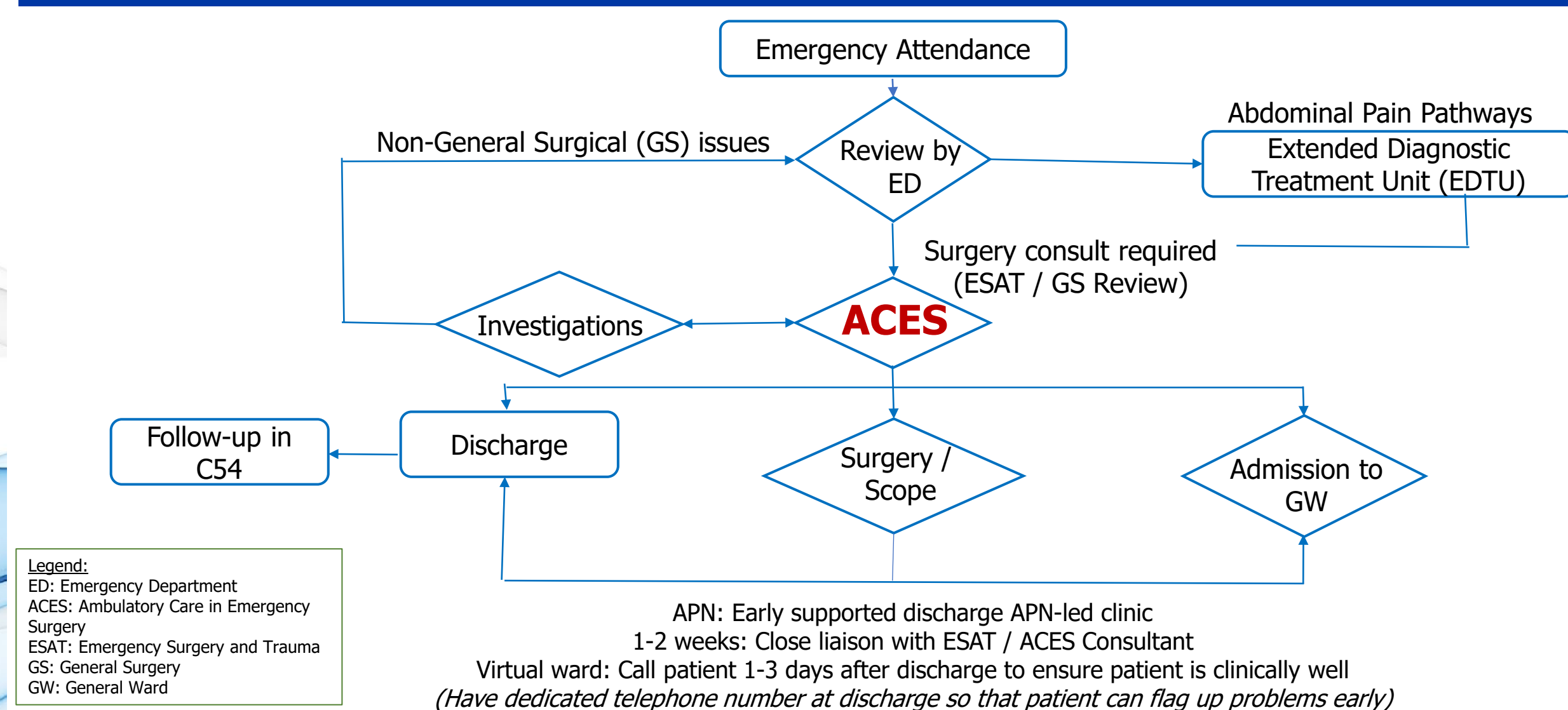


Figure 2. KTPH ACES Referral Flow Diagram

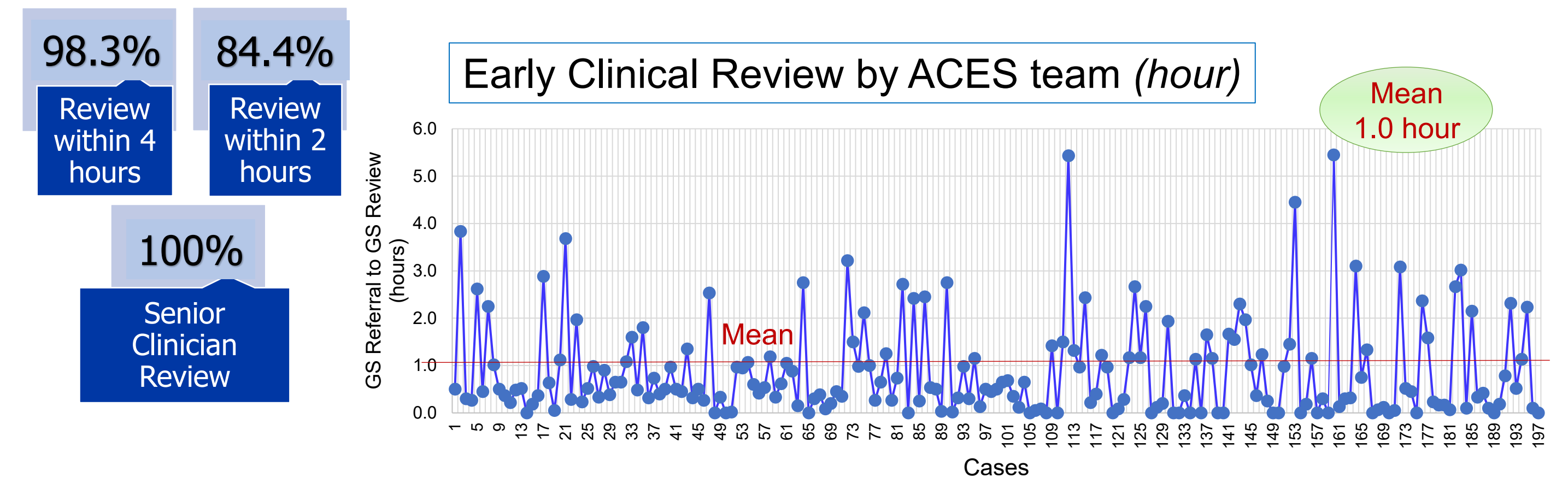


ACES initiative is a pilot service for the management of acute surgical conditions under the department of GS led by the ESAT team in tandem with ED and KTPH Think Centre

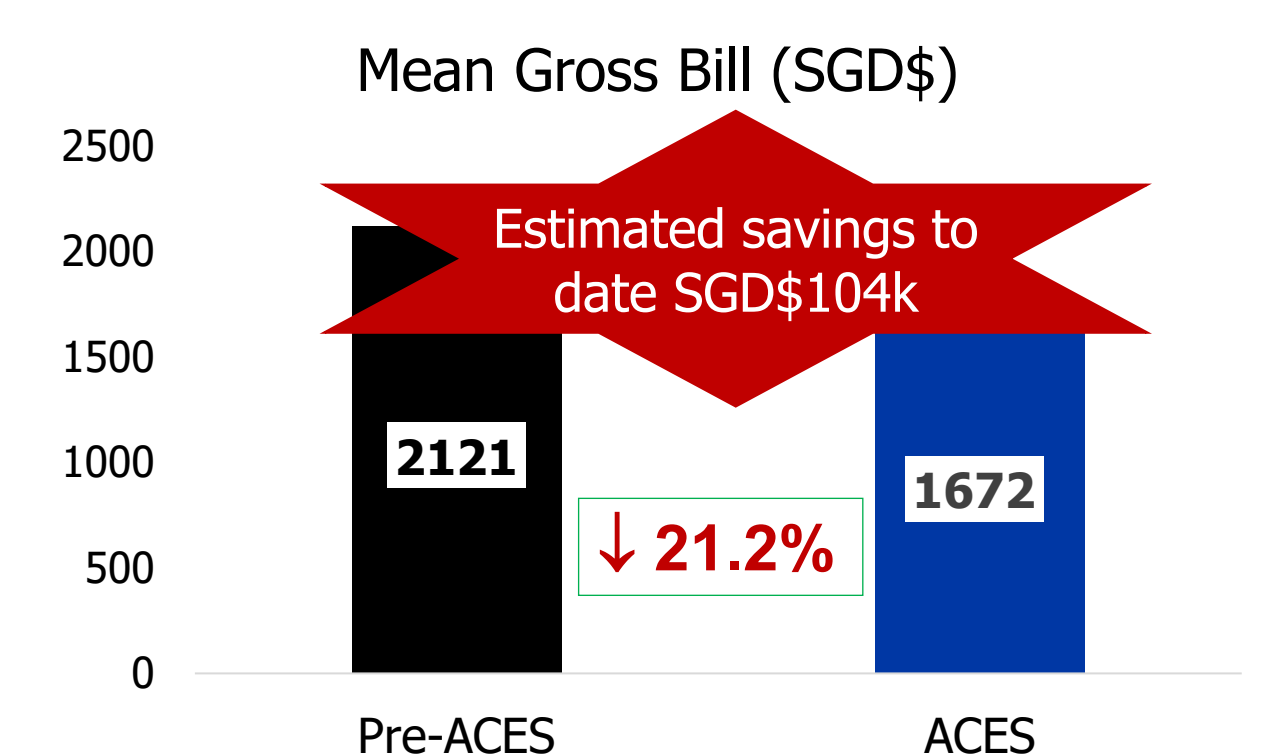
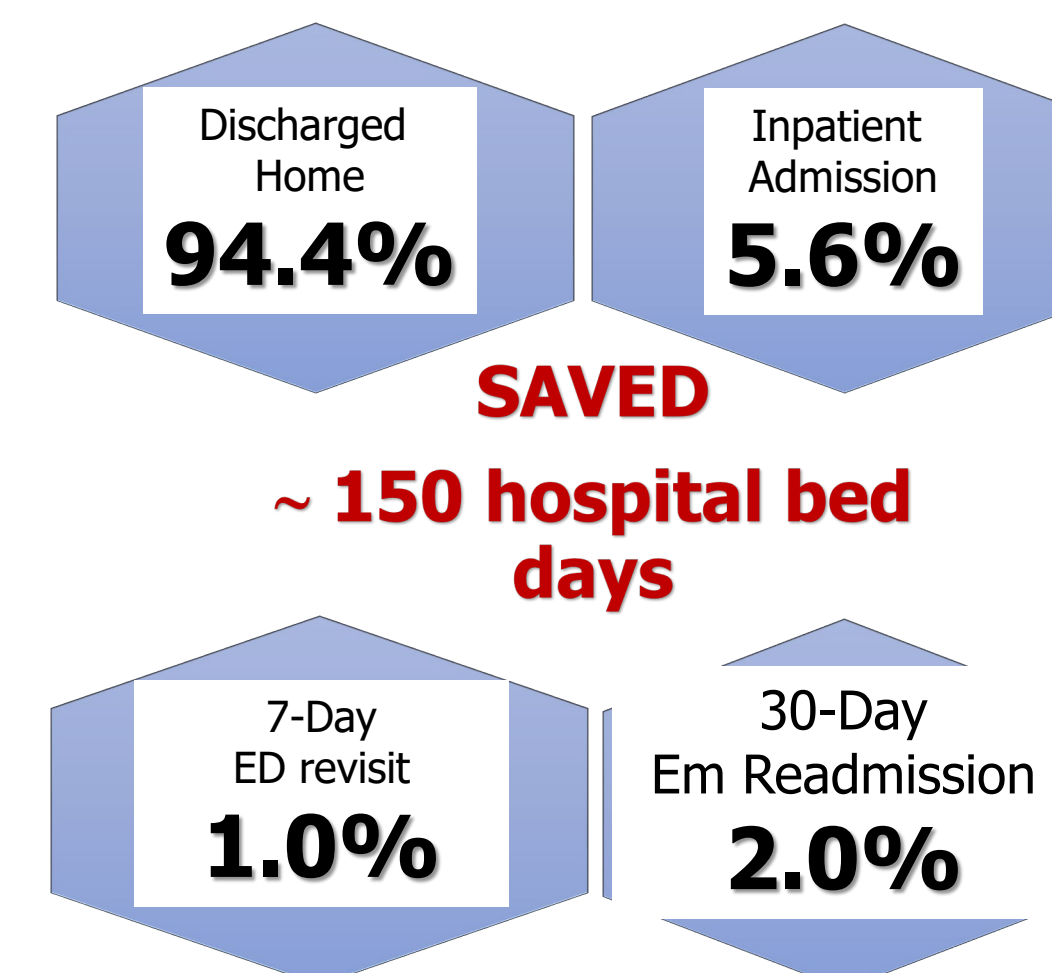
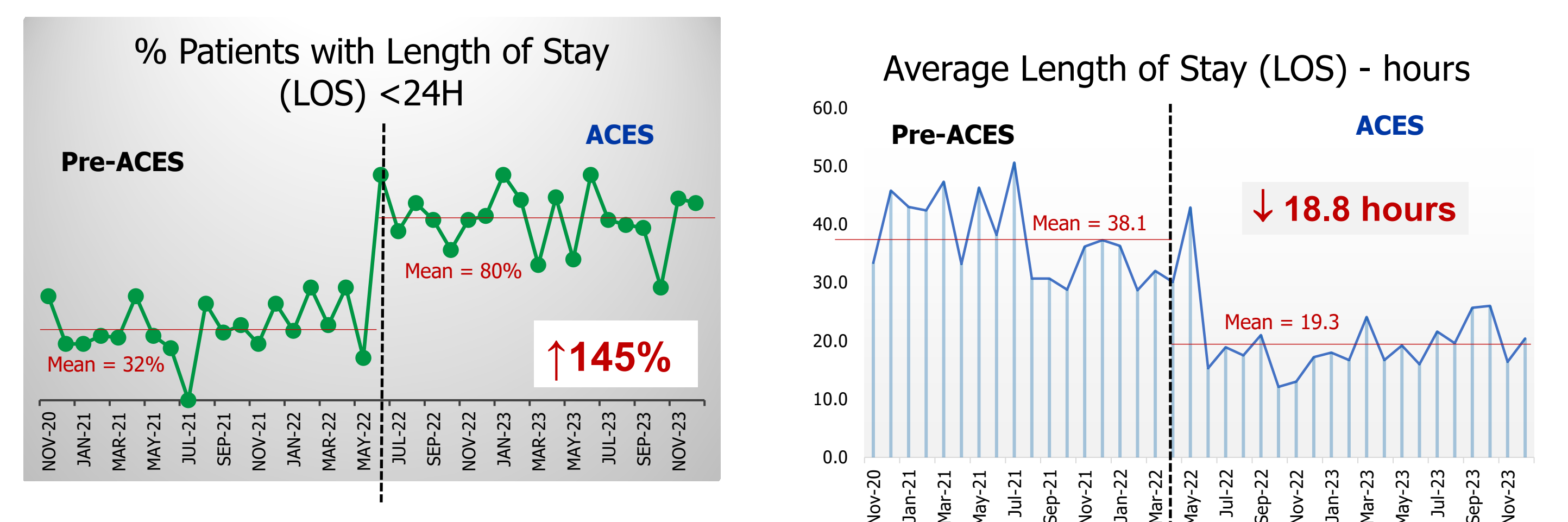
Conclusion

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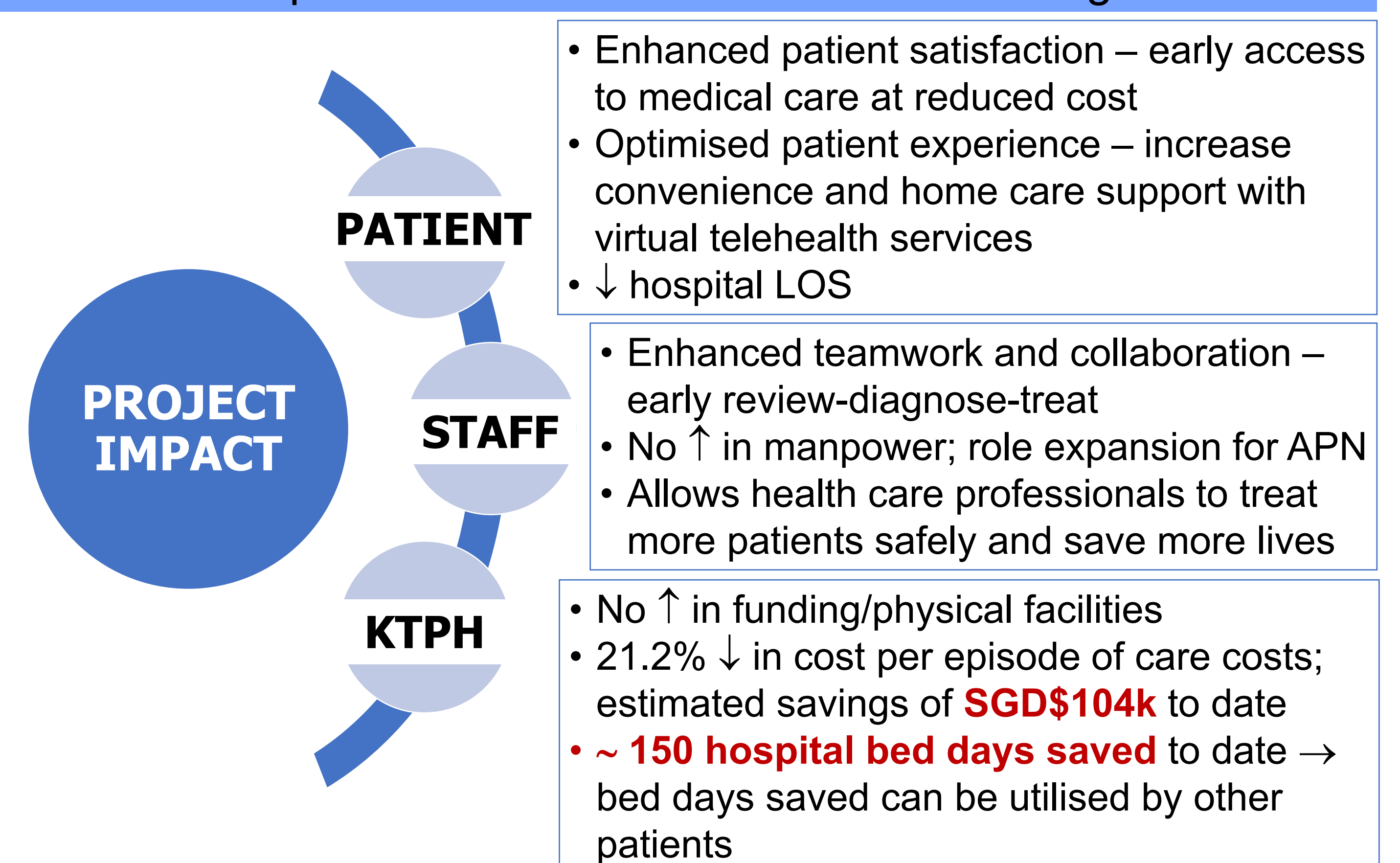
Results & Project Impact



Pre-ACES	November 2020 – May 2022, <i>n</i> = 200
ACES	June 2022 – December 2023, <i>n</i> = 197



Operational Resilience & Staff Well-being



Strategies to Sustain

- The ACES model of care is achievable and sustainable:
 - it uses existing manpower and physical facilities and
 - integrates with existing workflows → improve uptake by clinicians
- KTPH is an early adopter of this system, being the 1st in Singapore to implement it. It may be used as a basis for other restructured hospitals in Singapore.
- Continuous review/audit of ACES with analysis of patient load, occupancy rates, and areas for improvement.
- Since its inception, ACES has expanded:
 - to include other diagnosis such as symptomatic inguinal hernia
 - increased bed capacity
 - developed information booklet for patient education

Reference

1. Longer waiting times for beds in some hospitals, but treatment not delayed: MOH. The Straits Times 21 Apr 2023. Accessed on 26 July 2023
2. Singapore hospitals trial bringing care to patients' homes. Hospital Management Asia 10 June 2021