Improved Efficiency of Occupational Therapy Service Delivery in Palliative Care Unit

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Introduction
In order to enhance the existing occupational therapy services in the palliative care unit, a service review was conducted between April 2012 and December 2013. From the review, we found out that around 50% of our patients can be discharged home/POAH, however, the average occupational therapy intervention period was relatively short. Therefore, measures have been taken to reinforce our efficiency, effectiveness and quality in service delivery.

Objectives
(1) To deliver our services according to the needs of patients and caregivers (2) To enhance smoothness of service delivery for facilitation of early discharge (3)To improve efficiency and standards in patient assessment and documentation

Methodology
(1) Patient and caregiver's choice of service, readiness for home care are acknowledged through the use of Canadian Occupational Performance Model (2) Services are delivered in accordance with the Early Discharge and Home Support Program Flowchart developed by HA OTCOC PC(SG) 2013/14 (3) Initial assessment, Early Discharge and Home Support Program assessment forms are developed

Result
(1) Services are delivered according to patients’ needs, improved confidence and readiness to be discharged are noted (2) Improved smoothness in service delivery by following the flowchart (3) Completed trial use of assessment forms. Shortened documentation time, reinforced standardization in documentation and communication among staff are observed.