



Service Priorities and Programmes Electronic Presentations

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Streamline the acceptance of inter-hospital palliative care inpatient referrals by Palliative Care Nurse Coordinator

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Introduction

As evidence of efficiencies in service provision, the OLMH Palliative Care (PC) Team is committed to effectively develop plans to build capacity for new admissions and reduce long waits for specialized inpatient PC.

Objectives

1. To assess the increase in the new case acceptance of inter-hospital PC inpatient referrals
2. To evaluate the waiting time of inter-hospital PC inpatient referrals after
3. To review the reasons behind failure to transfer the accepted new cases from other hospitals

Methodology

From 1 April to 30 June 2015, a total of 209 new patients were referred from other hospitals for inpatient PC. The percentage of transfer cases increased from 23% to 32%. The mean phone contact time dropped from 2.9 to 1.6 days. The time interval between referral screening to admission decreased from 5.9 to 5.7 days. The mean waiting time from phone contact to admission was only 4.1 days.

Result

There is an ever-growing demand for inpatient PC from different hospitals. As a result of service coordination, a remarkable increase in the new case admission, significant reduction of phone contact time and comparatively shortened waiting time were achieved.