

BUILDING SERVICE EXCELLENCE OF DRIVER REHABILITATION SERVICE

Community Rehabilitation Service Support Centre
(CRSSC)



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Bridging the Gap

Rehabaid
Centre

Before 26 Mar 2017

Driver assessment limited to
only vehicles Class 1, 2, 6

Conventional protocol : off-
road & on-road Ax

Long waiting queue

Commercial vehicles ✘

Other HA OT collaboration ✘

CRSSC
QEH



OBJECTIVE

- Expand service scope to cover assessment of commercial vehicle drivers



- Collaborate with HA OT Designated Work Rehab Centres for effective patient flow

- Bring in new technologies for people with disabilities



- Align protocols for off-road assessment across related OT settings



METHODOLOGY

- Cover assessment for all classes of vehicles



- Enrich protocol for cardiac conditions and motorcyclists
- Strengthen rehab parameter by FU drivers requiring adaptations
- Develop with HA OT protocol for “Return to Work for Commercial Vehicle Drivers”
- OTCOC Task Group align patient flow & service quality



- Acquire advanced technological solutions for disabled drivers



RESULT



- Enhanced service provision to patients requiring to drive all classes of vehicles including commercial vehicles, motorcycles and adapted vehicles
- Streamlined workflow and aligned service standards
- Shortened waiting time from 7 weeks to 2 weeks (17/18)
increase intake by 7.6% (17/18)

