Critical Success Factors in Implementing Clinical Pathways/Case Management

J Choo,* B(N) (Melb), M Health Sci Management (Sydney)

Abstract

With the advent of casemix reimbursement implementation, rapid technological changes, an ageing population and changing consumer behaviour, the Singapore health care industry is faced with the impetus to provide a cost-effective and efficient care delivery system. One ubiquitous tool used is the establishment of a clinical pathway/case management programme within the hospital. As the concept of clinical pathway for patient care is a relatively new concept in Singapore, several critical factors must be considered to ensure successful implementation of clinical pathway/case management programme. One key success factor lies in continued clinician support and acceptance. Other factors include top management leadership and support and a dedicated team of case managers, nurses and paramedical professionals.

Key words: Casemix, Patient education, Outcomes

* Senior Nursing Officer, Case Management
Changi General Hospital
Address for Reprints: Ms Janet Choo, Senior Nursing Officer, Case Management, Changi General Hospital, 2 Simei Street 3, Singapore 529889.