

REDUCING DOCUMENTATION TIME THROUGH THERAPY ASSISTANT UPSKILLING

in Day Rehabilitation Centre (DRC)

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1. WHY IT MATTERS



Increasing client service utilisation and the transition from paper documentation to the ECCARE digital platform increased documentation demands on Physiotherapists (PTs).



Higher administrative workload resulted in reduced clinical efficiency and less time for direct patient care.

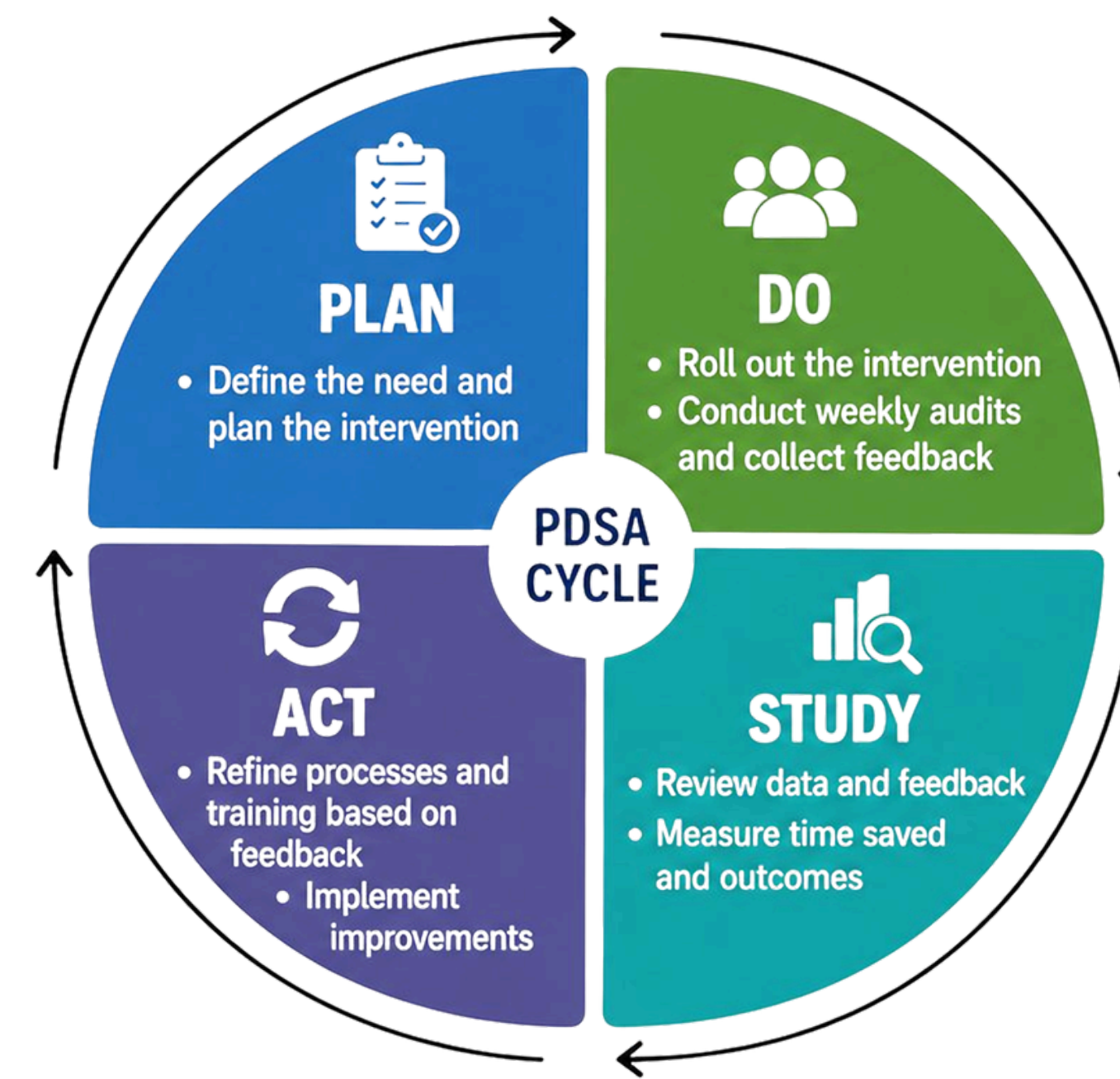
GOAL:



- Upskill Therapy Assistants (TAs) to support clinical documentation
- Improve workflow efficiency
- Empower TAs to take on expanded responsibilities
- Enable PTs to dedicate more time for patient care

2. METHODOLOGY

The project adopted the Plan-Do-Study-Act (PDSA) approach to test and refine the solution.

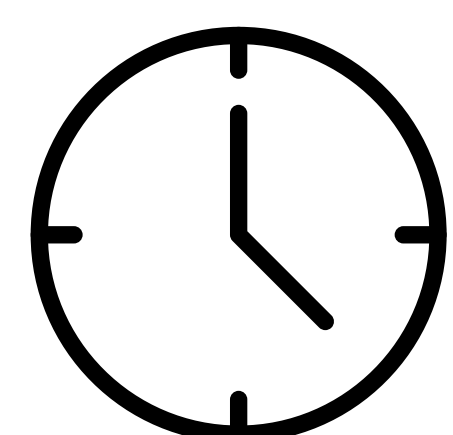


KEY INTERVENTIONS

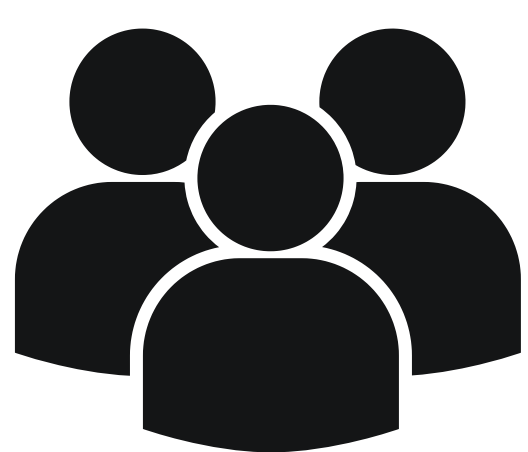
- 1 Simplified documentation template for TAs
- 2 ECCARE platform training for TAs
- 3 Training on documentation and clinical matters
- 4 Training for all DRC TAs and PTs on new processes

Timeline: 2 – 3 months

3. RESULTS



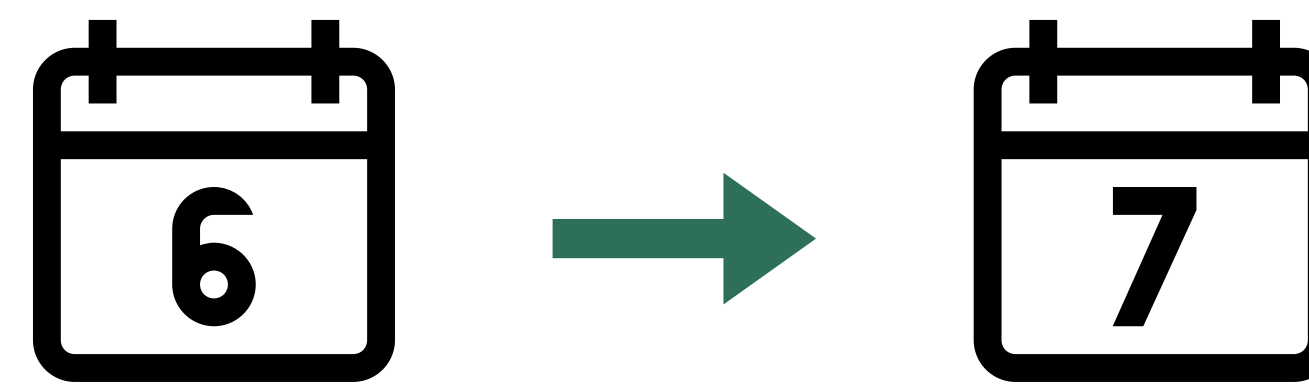
~ 53 MINUTES SAVED
per PT daily on documentation
(Average across 3 days)



Time reallocated to patient care, liaison and case management

MORE PATIENTS SEEN

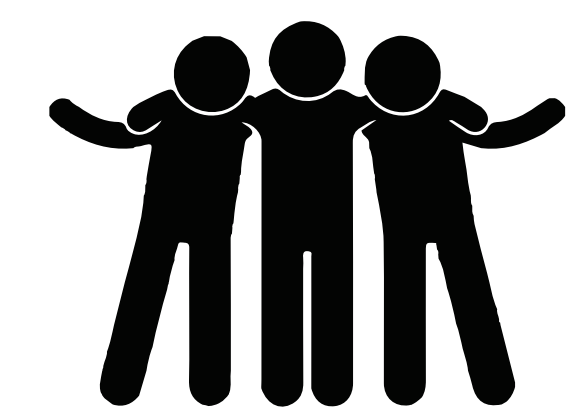
Therapist capacity increased from 6 slots to 7 slots over 4 workdays



More clients served, improving access to rehabilitation

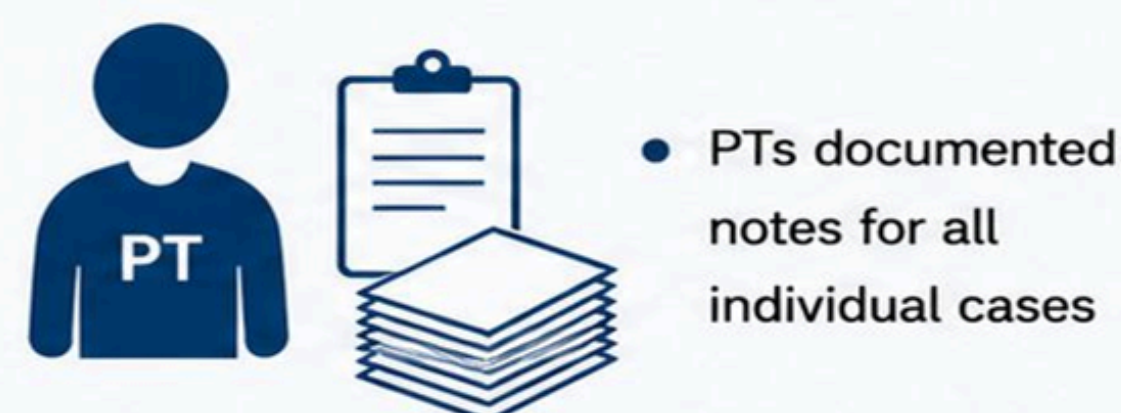
100% COMPETENCY ACHIEVED

All 6 TAs passed competency audit



Consistent and accurate documentation on ECCARE

BEFORE ECCARE (Hardcopy Workflow)

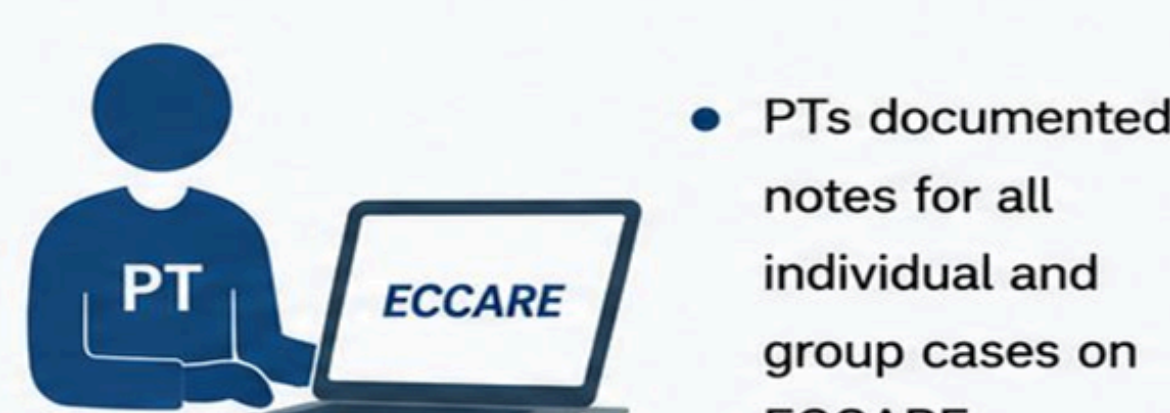


- PTs documented notes for all individual cases

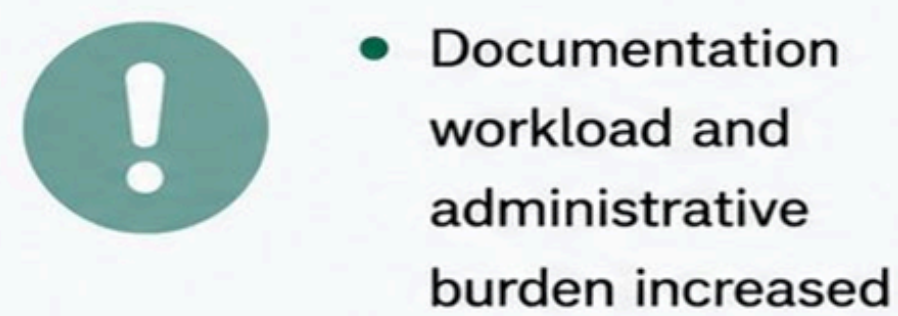


- TAs assisted with recording vitals and completing group therapy forms

TRANSITION TO ECCARE (Challenge Identified)

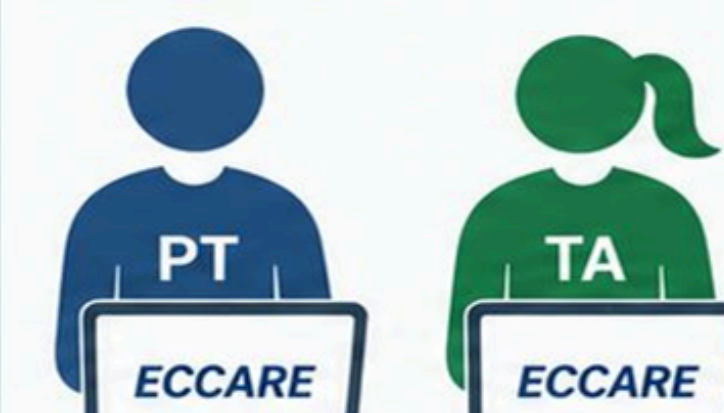


- PTs documented notes for all individual and group cases on ECCARE



- Documentation workload and administrative burden increased

AFTER INTERVENTION (Improved Workflow)



- PTs and TAs documented cases seen respectively on ECCARE



- Documentation workload was shared through TA upskilling and streamlined workflows

4. KEY CHALLENGES



Logistics

- Laptop sharing created coordination challenges.



Staff orientation

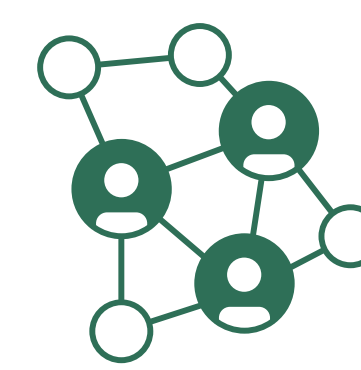
- New staff orientation took longer due to manpower changes and frequent coverage by off-site staff.



Knowledge retention

- Knowledge retention was challenging when TAs do not regularly cover DRC sessions.

5. KEY TAKEAWAYS



- Adequate resources and clear processes are essential to support staff and drive successful change.



- Ongoing skills reinforcement and cross-coverage help maintain competency and confidence.



- Reducing admin burden allows therapists to focus on what matters most - our patients.

6. CONCLUSION



This project demonstrated that empowering and upskilling TAs through structured digital documentation training can significantly improve operational efficiency and service delivery within rehabilitation services.

By reducing documentation burden and streamlining workflows, therapists were able to dedicate more time to patient care and clinical management. The initiative also demonstrated that simple process redesign, supported by staff training and continuous improvement, can create meaningful impact for both healthcare teams and patient outcomes.