

ENHANCING CARE

At the heart of quality healthcare lies an integrated team. We are committed to enhancing the quality of care by fostering close collaborations among our care teams.

STRENGTHENING COMMUNITY HEALTH



Providing quality care close to home

The opening of Sengkang General Hospital (SKH) and Sengkang Community Hospital (SKCH) has made it easier for people living in the north-east to receive quality and affordable healthcare close to home. Through partnerships with specialty centres such as the National Heart Centre (NHCS), Singapore National Eye Centre (SNEC) and National Cancer Centre (NCCS), residents also have easier access to specialist services.

Nurses keep the community well beyond hospital walls

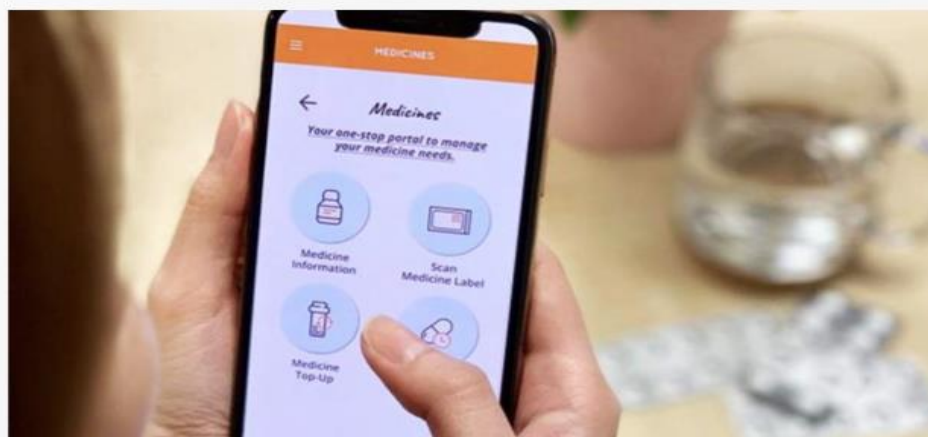
With healthcare in Singapore shifting from hospital-centric care to community-based care, nurses play an increasingly vital role in keeping individuals well-supported in the community. Nurses from Changi General Hospital (CGH) and Singapore General Hospital (SGH) are stationed at 42 Community Nurse Posts at Senior Activity Centres across Southern and Eastern Singapore to look after elderly patients. They perform health and geriatric assessment, health education and coordinate care with social care agencies to provide social support.

Reconnecting with their past as therapy

As part of the Reminiscence Therapy Programme, SKCH and the National Heritage Board (NHB) are collaborating to combine reminiscence therapy with clinical intervention to improve the overall mood, cognition and well-being of older patients through a series of weekly activities such as cooking sessions or visits to NHB's Heritage Institutions like the Sun Yat Sen Memorial Hall. The programme aims to encourage patients to reconnect with their past with the support of volunteers, medical social workers and guidance from subject matter experts from NHB.

Medicine delivery for SingHealth patients

Instead of collecting their medication at outpatient pharmacies, patients from SGH, CGH, SKH, KK Women's and Children's Hospital (KKH), SNEC, NCCS, NHCS and SingHealth Polyclinics (SHP) can skip the queue by signing up for the medication delivery service. Deliveries are made to their home or collection points around the island, to offer patients convenience.



Care in the community

Myopia care in the community

A new centre in Bedok North is bringing comprehensive myopia care closer to the community. An initiative by Singapore National Eye Centre (SNEC), optometrists at the centre take the lead in assessing patients with myopia instead of relying on specialists. This allows the centre to see a larger number of patients. SNEC is also collaborating with Singapore Polytechnic to provide students with clinical attachments and internships at the centre.

Collaborating with GPs for non-emergency medical conditions

Changi General Hospital (CGH) launched a refreshed GPFirst public education campaign to encourage residents to visit General Practitioners (GPs) for non-emergency medical conditions. Since its launch in 2014, there has been a 10.5 percent reduction in non-emergency self-referrals at CGH's Accident and Emergency Department. In addition to a dedicated Facebook page, CGH is collaborating with Gametize Pte Ltd to introduce a gaming application, "GPFirst Challenge", to educate the public in an engaging way.

Scheme to help prevent dementia

The Temasek Foundation-National Neuroscience Institute (NNI) Memory Rehabilitation programme (SMaRT) has been extended to the community after its pilot was found to improve patients' memory and ability to perform daily activities. The programme aims to prevent or delay the onset of dementia in stroke patients through cognitive and physical exercises. NNI has also developed a six-month training programme for primary care practitioners to help detect and treat dementia. Temasek Foundation has committed \$1.21 million to support the programme for three years from 2017.

New services

New app more than just a call button

Patients in some of SGH's wards now have access to MyCare, an app that allows viewing of care schedules, meals, medications, tests and medical information. The app also includes interactive features such as a messaging service between patients and nurses, and requests for snacks, toileting assistance or other housekeeping services. This programme is being piloted at SGH with the use of wireless wearable biosensors that allow automatic and continuous monitoring of patients' vital signs. Both programmes will be progressively rolled out in SGH, CGH, KK Women's and Children's Hospital (KKH) and National Heart Centre Singapore (NHCS) by 2021.

Launch of digital MCs at all SingHealth institutions

Patients visiting SingHealth institutions will now receive an SMS containing a link to their digital medical certificates (MCs). Paper MCs are only available upon request if patients do not own mobile phones.

New facilities

Outram Community Hospital opens to meet changing healthcare needs

Outram Community Hospital (OCH), Singapore's ninth community hospital, provides step-down care to cater to the higher proportion of elderly in the community. Its facilities resemble a public estate, with multiple terrains like stairs, rocky paths and simulated pedestrian crossings, to allow for patients to adapt before they return home. Its close proximity to SGH also enables care teams to develop end-to-end care plans with ease.

Customised care for aviation professionals

The Changi Aviation Medicine Centre at CGH has been set up to offer specialised care for pilots, cabin crew and air traffic control staff. A collaboration between CGH and the Civil Aviation Authority of Singapore, it is the first aviation medicine centre within a government restructured hospital and will offer medical examinations customised for the industry, as well as programmes for sleep disorder and fatigue management.

Upgraded SGH Burn Centre to offer better care

The upgraded SGH Burn Centre features a modular design that allows part of the facility to be closed off during a mass burns incident to reduce risk of cross-contamination. It also has two operating theatres with custom climate control systems to create low-humidity and warm temperature environments, preventing bacteria growth and lowering patients' risk of hypothermia due to extensive skin destruction or loss. The Centre's 10 high-dependency and isolation rooms can be converted into intensive care unit wards to maximise care delivery, depending on patients' needs.

EMPOWERING PATIENTS

Today's healthcare is focused on delivering care in ways that matter to our patients and caregivers. At SingHealth, we value the voices of our patients. Patients and caregivers have become key partners in the care journey and play active roles in improving the quality of care.

Patient Support Groups

In addition to the care teams, patient support groups are excellent sources of information and support for patients. Members share their first-hand experiences of the disease condition, treatment and coping strategies. The support of patient-to-patient networks relieves the emotional burden on patients and caregivers. Support groups have proven to be an integral part of patient empowerment.



The Revival Connection, a support group from NCCS for patients with advanced and recurrent cancer.



The SGH Colorectal Cancer support group.

ESTHER Network Singapore

Launched in 2016, the ESTHER Network Singapore aims to promote the philosophy of person-centred care by always asking "What is best for Esther?", drawing inspiration from the ESTHER Network which started in Sweden. Esther symbolises a patient whose health and social care needs require close coordination across different care settings. The Network seeks to improve care delivery processes and coordination among hospitals, intermediate and long-term care (ILTC) agencies, voluntary welfare organisations (VWOs) and general practitioners (GPs) to better serve our Esthers.

The Network has trained more than 190 ESTHER coaches comprising healthcare and community care professionals. These coaches have initiated various projects, which include ESTHER Cafés, where patients are invited to share their care journey experiences. With their feedback, ESTHER coaches identify areas for improvement and start projects to increase the competence of the whole care continuum.