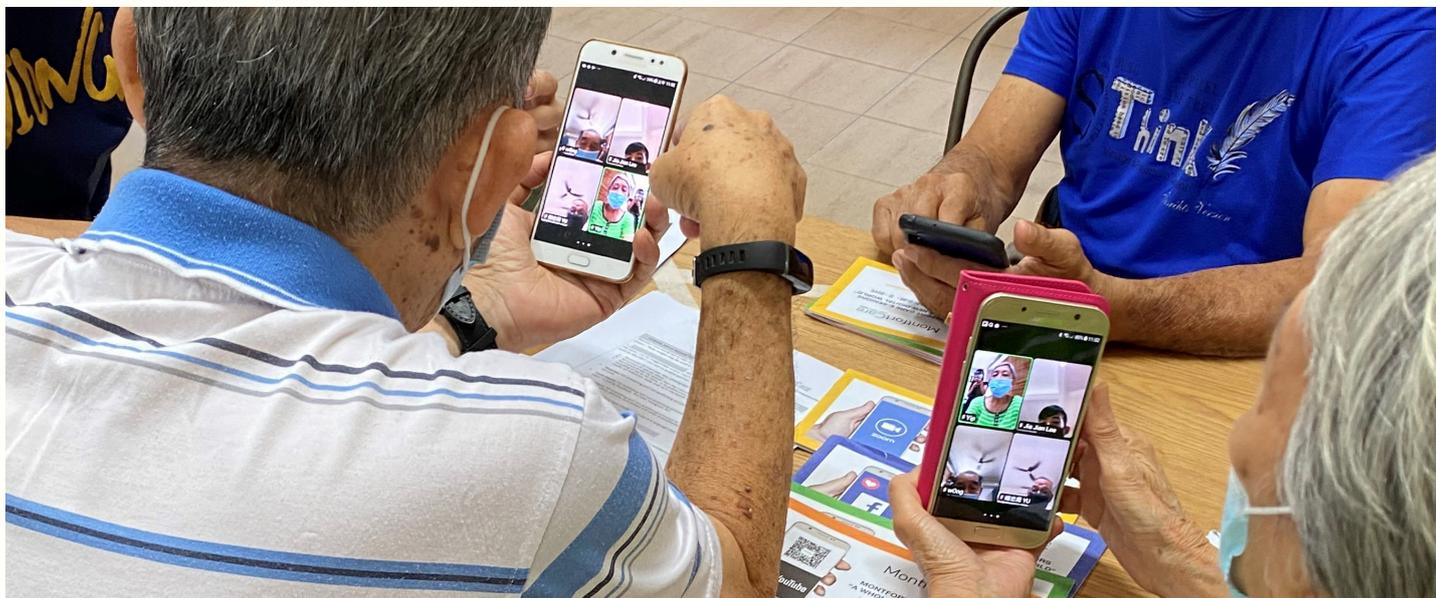


PHICO Community Highlights

A publication by Population Health and Integrated Care Office (PHICO), Singapore General Hospital



Director's Message



Dear Partners and Colleagues,

I hope you have been keeping well since the beginning of the COVID-19 pandemic. I would like to express my deepest appreciation to all frontline staff in the community and the hospitals for playing a key role in the fight against COVID-19.

COVID-19 has challenged us to re-imagine the way we deliver care and stay connected with each other, and we have done so by riding on the wave of technology innovation. Through a series of telehealth initiatives such as video consultations, virtual health talks, digital literacy training for seniors and others, PHICO was able to deliver undisrupted and high quality care to “Wire up” our community of care residents amid the pandemic. Many of these initiatives were conducted in collaboration with SingHealth institutions and community partners. We are humbled by our partners' unwavering support and commitment to provide the best care possible to residents, despite the constraints and challenges. We even designed an app for better communication between us and our partners through a series of fully online Zoom Design Thinking sessions.

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PHICO COMMUNITY HIGHLIGHTS 2021

In compliance with the safe distancing guidelines, we brought our annual PHICO Retreat event online for the first time. We discussed fervently on how to further empower our communities of care and generated insights like elevating the mental health landscape and leveraging intergenerational connections. We were also delighted to welcome to our big family new partners from the youth and mental health service agencies, who shared with us their expertise as well as ground experiences that uplifted the entire event experience. This is aligned with SingHealth's life journey approach to population health.

In 2021, Newsweek announced SGH to be in the Top 10 hospitals worldwide for the third year running. We are fortunate and immensely grateful to walk this journey of striving towards better health for our residents with each and every one of you. Let us all stay in touch and as always - stay safe and take care.

Warm Regards,



Associate Professor Low Lian Leng
Director
Population Health and Integrated Care Office (PHICO)
Singapore General Hospital (SGH)

What's Happening in the Community?

Equip

Digital For Life

By Infocomm Media Development Authority (IMDA)

The Digital for Life movement, launched in February 2021, aims to help all Singaporeans embrace digital learning as a lifelong pursuit. In line with this, PHICO, TriGen, IMDA and NTUC Health Senior Activity Centres at Lengkok Bahru, Henderson, Redhill, and Mount Faber worked together on Project Wire Up to improve seniors' digital access and smartphone skills. Seniors staying in rental flats were supported with digital skills training, subsidised smartphones, and affordable data plans under the Mobile Access Scheme (MAS), which helped to increase their connectivity with the community through online platforms. It was heartening to see seniors forming new bonds through the programme and with the increased confidence in smartphone usage, some are even offering to impart their newly acquired skills to their neighbours after graduating from Project Wire Up.



Digital Ambassador joint visit with PHICO staff

“Through Digital for Life, we hope to benefit more seniors who live alone, especially those with little support. With the training provided by TriGen volunteers, our seniors are now able to be digitally connected with their friends and family locally and overseas.”

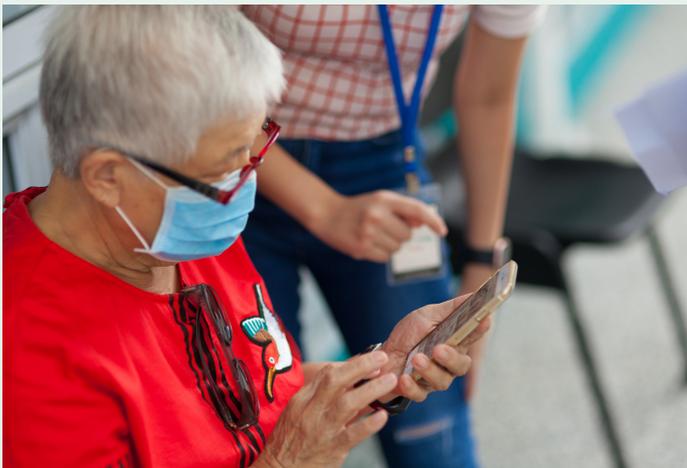
Ms Joris, Assistant Centre Manager, NTUC Health Senior Activity Centre (Mt Faber)

IMDA hopes to deepen the partnership with PHICO and other like-minded community and industry partners to help more Singaporeans with digital adoption. An example would be the collaboration with Heartware Network and SGH Community Nursing to engage seniors for telehealth. Non-profit organisations looking to drive community initiatives to address Singaporeans' digital needs can apply for the Digital for Life fund at www.imda.gov.sg/digitalforlife/funding.

Train

Project Wire Up

By TriGen



Project Wire Up was introduced during the COVID-19 pandemic by TriGen and PHICO to address social isolation and loneliness in seniors. Collaborating with NTUC Health, Montfort Care, Infocomm Media Development Authority (IMDA), telecommunication companies, Temasek Trust, Central Community Development Council, and Lion Befrienders, Project Wire Up aims to increase digital literacy among seniors living in rental flats and

sheltered homes around SGH, thereby improving their social connectivity. The three main phases are **Equipping** seniors with mobile devices and internet connectivity, volunteers providing personalised digital literacy **Training**, and **Connecting** seniors to the wider community.

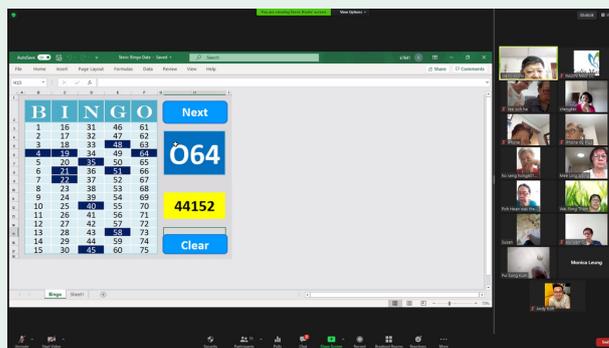
Project Wire Up has trained more than 150 seniors as of April 2021. It is recognised under the Digital for Life movement by IMDA and featured in Channel 5 and 8 News, The Straits Times, Lianhe Zaobao, Shin Min Daily News, and radio station FM 93.8. The next phase to scale up the programme involves recruiting more volunteers and partnering with like-minded organisations. Programme evaluation and needs analysis of seniors are also being conducted to enrich digital connectivity and experience for seniors. Ultimately, the project hopes to empower more seniors to take ownership of their health and improve their quality of life through technology.

Connect

Radin Mas Silver Click!

By Radin Mas Community Club (CC)

Launched on December 12, 2020, Radin Mas Silver Click! is a programme conceptualised by Grassroots Advisor, Mr Melvin Yong, to bring seniors together virtually during the COVID-19 pandemic. With support from sponsors like Radin Mas Merchants' Association, and Mr Kaharudin Ongko, patron of Radin Mas Citizens' Consultative Committee, the programme sought to equip 100 seniors with free tablets and internet connectivity. Seniors were also trained by community partners, such as Montfort Care Goodlife! and TriGen, to use smart devices.



Silver Click! Bingo



SGH Community Nurse Health Talk

A signature of Radin Mas Silver Click! is the daily online programme for seniors, which was developed in collaboration with Radin Mas CC's network of stakeholders, including Montfort Care GoodLife!, SGH Community Nursing, and SportsSG. This allows seniors to age actively by building a new digital routine, staying connected with their friends, while engaging in lifelong learning.

Embracing the New Normal

By Montfort Care GoodLife!

The COVID-19 pandemic showed that technology would be an integral part of the new normal for everyone even as restrictions are slowly lifted. With this in mind, GoodLife! had looked into delivering varied content and exploring a hybrid model for our programmes.

The partnership with Radin Mas Community Club's Radin Mas Silver Click! allowed us to explore the hybrid model of engagement and increase our reach to seniors. As our centre reopened, we were able to invite seniors who were less confident in their digital skills to take part in online programmes, allay their concerns,

and encourage them to log in from their homes the next time. We were also able to engage seniors who were not keen to adopt the digital movement and reconnect them with the social circle that they lost due to the pandemic. Being in the centre and seeing familiar faces in person and online was an emotional experience for some seniors as it gave them a semblance of normalcy. While technology allowed us to address social isolation at the peak of the pandemic, the hybrid model enabled us to continue reaching out to seniors as we embrace the new normal.



Hybrid model for seniors with difficulties joining online programmes

"I am happy to have this new phone, now I can connect with my friends, go online to watch shows and play games. Because I live alone, if I need help, I can pick up my (mobile) phone and call for help."

Mdm Lee, 64, Participant of Montfort Care GoodLife! e-Seniors at Radin Mas Community Club



Mdm Lee (on the right) signed up for Mobile Access for Seniors (MAS)

Community Innovation

Digital Innovation

PopUP!

By Community Integration, SGH

PopUP! is an application developed to facilitate secure sharing of patient information across health and social sectors, and to provide a holistic overview of their records. The development of PopUP! involved stakeholders from the MOH Office for Healthcare Transformation, SGH, NTUC Health, Montfort Care, and Thye Hua Kwan Moral Charities.

The stakeholders participated in co-designing workshops facilitated by software development designers. By taking the perspectives of health and social care providers, patients, and caregivers, the team brainstormed on opportunities for improvement in the patient's journey. Key features identified for the PopUP! prototype include an intuitive dashboard, a comprehensive patient record, and a One Care Plan. Following the workshops, prototype development and user testing rounds of the first version of PopUP! are already underway.



“Looking forward [to PopUP!]. It is the IT solution that we need the most, to keep updated about patients in the community and to co-manage patients. I’m especially impressed by the chat function and being able to communicate with healthcare professionals directly!”

Ms Jess Ho, Senior Manager, Community of Care, NTUC Health

PACE-It Programme

By Community Nursing, SGH

PACE-It is a SingHealth pilot programme for residents with diabetes and complex needs. It is jointly funded by the Agency for Integrated Care and MOH Office for Healthcare Transformation. The team behind PACE-It consists of SingHealth Marine Parade Polyclinic family physicians and care managers, Montfort Care GoodLife! programme caseworkers, Changi General Hospital Neighbours for Active Living programme care coordinators, and nurses from SGH Community Nursing.



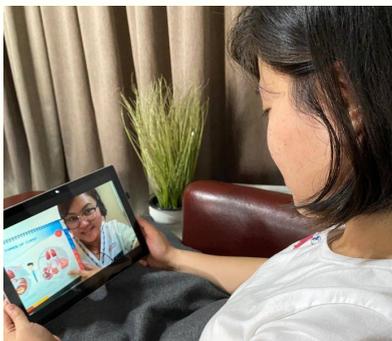


The programme aims to improve the well-being of residents staying in the Katong Community of Care. It features a mobile application prototype designed to enable person-centred and integrated care. The pilot programme has been well-received since its inception in December last year. Residents have seen significant improvements in their HbA1c levels through timely support and interventions provided by the multidisciplinary care team. The team hopes to generate valuable insights from the programme findings to refine and scale-up care models for residents with comorbidities and complex needs.

Telehealth

Engaging and Caring for Residents Virtually

By Community Nursing and Integrated Care Services, SGH



During the peak of the pandemic, face-to-face (f2f) delivery of healthcare services in the community was restricted to patients who required them urgently. As a result, the SGH Hospital-to-Home programme adopted Video Consultations to provide post-discharge support to residents at the comfort of their homes while observing safe distancing. In preparation for this, Hospital-to-Home nurses and Care Coordinator Associates completed MOH's Telemedicine course and received in-house training on conducting safe and quality Video Consultations via Zoom.

Meanwhile, SGH Community Nursing also launched its Video Consultation service to provide uninterrupted care to residents during the COVID-19 pandemic. Shared care Video Consultations between health and social care professionals and residents were conducted to provide holistic care for residents. To date, more than 160 residents have benefitted from the Video Consultation service.

Respondents of the post-Video Consultation survey gave an average rating of 4 out of 5 for Video Consultation's effectiveness in meeting their health needs. They prefer Video Consultation because it saves them time and trips to the Community Nurse Posts for their consultations.

Health talks conducted by the community nurses have also shifted onto virtual platforms, allowing the nurses to continue engaging residents during the pandemic. Virtual "Ask Missy" sessions were initiated for residents to seek advice on general health and medication-related matters. The team is collaborating with Lion Befrienders to deliver telehealth kits and provide the necessary on-site support to residents without digital devices or face technical difficulties when participating in Video Consultations and virtual activities.

PHICO will continue to navigate this new virtual terrain by integrating telehealth initiatives and digital strategies in its care delivery model to cope with the changing demands of healthcare.



Supporting Esthers* During the COVID-19 Pandemic

By Integrated Care Services, SGH



The tightening of safe distancing measures and suspension of activities for seniors during the pandemic put our seniors at risk of social isolation, physical inactivity, and eventually, poorer health. Concerned about Esthers' well-being during the circuit breaker period, the team behind the "I'm A Confident Esther!" project and the Hospital-to-Home Telecare nurses provided support through phone calls to gather insights into how Esthers were coping. Many seniors expressed their gratitude for the support they had received. It was heartening to hear that most Esthers had shown resilience in adversity. The team was encouraged to know that their seemingly small gesture went a long way towards relieving Esthers' psychological distress.

Virtual Events and Engagement Sessions

ESTHER Festival 2020

By Community Integration, SGH

More than 130 people attended our first online ESTHER Festival and Coach Graduation on September 24, 2020. Participants include Esthers, our friends from Sweden, health and community leaders, coaches, and their supporters.

Professor Kenneth Kwek, Chief Executive Officer (CEO), SGH, kick-started the event by sharing the importance of innovation and technology amid this pandemic, which can only be fully maximized through strong connections with the people on the ground. Ms Chan Su Yee, CEO of NTUC Health, added that ESTHER coaches are life forces who identify opportunities that can greatly improve Esthers' lives.



One of our Esthers, Ms Thenmozhiyal, shared her sincere wish for patients to be involved in their own care. She emphasised: "*Esthers want to improve. They hope for providers to respect their needs and feelings. Esthers' competence and autonomy will grow when providers support them*".

The event also celebrated the graduation of 51 ESTHER coaches and conferred winners of the six best Esther posters.

*Esthers refer to patients, caregivers or residents receiving health and social care.

Virtual Dialogue with Mrs Josephine Teo, PA and AIC

By Community Nursing, SGH



SGH Community Nursing team was invited for a dialogue session on November 9, 2020, with Mrs Josephine Teo, Grassroots Advisor for Jalan Besar GRC (Kreta Ayer-Kim Seng), People's Association, and the Agency for Integrated Care. The nurses shared about the Community Nursing services and key PHICO activities aimed at enhancing the well-being of residents staying within the Southeast Communities of Care.

A Community Nurse Post was set up in Hong Lim RC last December to provide residents with essential healthcare services, such as chronic disease management and health coaching.

PHICO Retreat 2020

By Medical Social Services Community Care Team, SGH



More than 120 SingHealth staff and community partners attended PHICO's first online annual retreat on December 2, 2020, which was themed "Connecting Generations, Strengthening Our Community".

Participants engaged in group discussions on addressing mental distress, normalising mental health, and promoting mental wellness. On building a caring culture and fostering stronger intergenerational bonds, participants proposed brilliant ideas like creating common spaces, shared activities, and ground-up initiatives to reduce communication gaps and stigma between the old and young. The event was well-received as participants found the talks and group discussions informative and engaging. Overall, the event generated valuable insights, identified potential areas for collaboration, and paved the way for some very exciting ideas to further strengthen our community!

Looking Forward

SGH200 #OneKindAct - Medical Chaperon

By Community Integration, SGH



Wheeling to make a difference for our patients?

JOIN US AS A MEDICAL CHAPERON!

As part of SGH200 #OneKindAct movement, PHICO and Medical Social Services are piloting the Medical Chaperon initiative supported by staff volunteerism. As the demand for medical escort services exceeds its supply, patients tend to miss crucial follow-up appointments and treatments. This initiative aims to ease this supply crunch while enabling timely attendance to medical appointments.

The team is collaborating with community medical escort providers to identify beneficiaries, coordinate medical appointments, and match volunteers to patients. The pilot will commence once COVID-19 regulations permit.

Asset 3M
Map, Mine, Mobilise

Mental Wellness in the Community

By Medical Social Services Community Care Team, SGH

A key focus for PHICO is promoting mental wellness in the community. Besides asset-mapping and leveraging existing programmes, PHICO seeks new opportunities to collaborate with community partners. Efforts in capability building to support seniors with dementia and mental health issues will continue through the SGH Community Mental Health Empowerment Team. The team will continue to collaborate with social care providers to enhance capabilities within the region, through activities like cross-training of internal and external stakeholders, multi-disciplinary case discussions, and case consultations.

Mental Health Awareness Month

By Montfort Care GoodLife!

As a mental health advocate and service provider to persons with mental health issues, Montfort Care will be organising a campaign during the Mental Health Awareness Month in October 2021 that aims to destigmatise mental health issues and normalise conversations on mental health. Through increasing understanding and acceptance, Montfort Care hopes to create an inclusive society where people with mental health issues can feel safe in sharing their struggles and challenges.

Accessible Healthcare Services for Rough Sleepers

By Community Nursing, SGH

SGH Community Nursing is collaborating with the Ministry of Social and Family Development's Partners Engaging and Empowering Rough Sleepers (PEERS) Network to provide accessible healthcare services, such as health assessment and medication management, to rough sleepers in the Southeast Communities of Care. The team will also provide basic training on triaging to the PEERS Network partners to assist them in rendering appropriate support during their weekly night walk.

Yong-en Active Hub (YEAH!)

By Yong-en Care Centre



Yong-en Active Hub (YEAH!) is a safe and vibrant space with a myriad of activities that aim to **Engage, Enrich, and Empower** seniors towards a journey of positive and healthy ageing. Programmes offered include GYM Tonic that provides strength training to improve functional abilities of seniors (in collaboration with Lien Foundation), Art and Craft, Music and Dance, Fitness, Enrichment programmes and volunteering opportunities. To find out more, please visit <https://www.facebook.com/yongenactivehub>.

Bridging Generations

TriGen Homecare

By TriGen

Since 2014, TriGen has established a network of healthcare professionals and youth volunteers that team up to provide holistic home-based care to vulnerable seniors. Through fortnightly visits, the teams seek to befriend seniors, assist with their medical needs (e.g. vitals check, wound care, medication reconciliation, health education), and coordinate community and health services. Moving forward, TriGen will partner with PHICO and resume home visits to residents living in rental flats around SGH. For more information, please visit www.trigen.sg.



Care Integration

Community Hospital Referral Wizard

By Integrated Care Services, SGH



A pilot project collaboration between the Community Hospital Referral Team and Singapore Management University, Community Hospital Referral Wizard (CHRW) enhances the current e-Community Hospital Referral Team system that assists clinical personnel with identifying suitable Community Hospitals for patients. The e-solution utilises a prioritising algorithm that matches patient profiles with the various Community Hospitals' service capabilities and bed availability to generate a list of Community Hospital recommendations in order of acceptance likelihood. CHRW

was rolled out to the Patient Navigators in mid-April 2021, and the team is in the process of showcasing the mobile-friendly web-based application to other departments and teams within SGH.

Tiong Bahru Community Health Centre

By Community Integration, SGH

In 2014, Tiong Bahru Community Health Centre was established to support GPs in the Southeast region in Diabetic Screening and Allied Health services. Currently, it offers the following services:

- Diabetic Eye & Foot Screening
- Nurse Counselling & Education
- Podiatry (Corns, Calluses, Ingrown toenail trimming)
- Audiology Services (Diagnostic hearing tests, Hearing Aid Evaluation, and Fitting consultations)
- Singapore National Eye Centre Pre-consultation eye assessments

**Starting mid-2021*



Currently, all services require a referral, either from a medical practitioner or relevant stakeholders. For enquiries, please contact us at tiongbahruhc@singhealth.com.sg.

Digitalisation

Supporting Regular Vital Signs Monitoring in the Community

By Community Nursing, SGH



To support residents with chronic medical conditions, MOH – Temasek Foundation Cares and Asian Medical Foundation sponsored telehealth kits consisting of tablets and Vital Signs Monitoring (VSM) devices such as blood pressure monitors and pulse oximeters. With these resources available, residents who are unable to acquire their own VSM devices can now manage their health proactively. Residents will also be guided on using the electronic and medical devices to monitor their chronic conditions independently, and have regular teleconsultations with their healthcare providers.

A VSM pilot project was also rolled out in phases across 10 SGH Community Nurse Posts in the first quarter of 2021. Located in Senior Activity Centres, these Community Nurse Posts are equipped with blood pressure monitors that residents with hypertension can utilise to monitor their blood pressure. The project also includes a feature that updates the residents' latest blood pressure readings in their electronic medical records for the community nurses' review.



With digital health technologies such as telehealth and remote VSM made more accessible, residents can be assured safe access to healthcare amid a pandemic by leveraging devices and digital platforms.

Tele-care Collaborations @Hospital-to-Home

By Integrated Care Services, SGH

Tele-care is a telehealth service that offers remote care to patients via telephonic support. It serves as an alternative care pathway for post-discharge follow-up and complements the Hospital-to-Home programme in bringing transition care to patients. The programme aims to instil greater confidence in self-management and compliance to treatment plans by educating patients and caregivers on the following aspects of health:

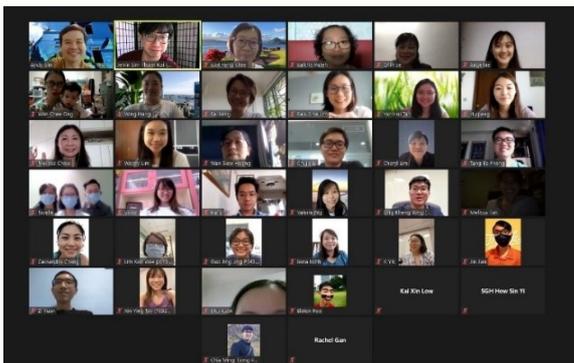
- Fundamental chronic disease knowledge
- Symptom and long-term care management
- Risks, complications, and disease progression
- Health behaviours and lifestyle adaptations

Tele-care@Hospital-to-Home is also exploring partnerships with several specialist departments to co-develop disease-specific tele-care protocols and supporting materials while fostering cross-department alignment of patient care. Through regular telephonic surveillance, timely intervention, and care escalation, PHICO's Tele-care teams endeavour to empower patients and their caregivers to stay well in their homes and communities.

ESTHER Network

ESTHER Advocacy Workshop

By Community Integration, SGH

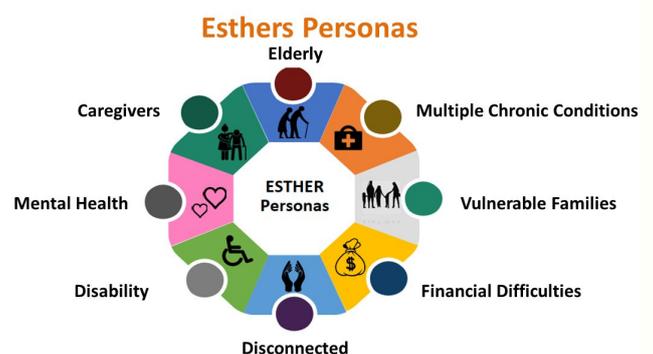


ESTHER Advocacy workshops are interactive seminars that explore the concept of person-centred care and its application in the daily work of healthcare professionals. Participants can look forward to a plethora of case studies and videos that illustrate the philosophy of person-centred care. Since August 2020, the Network has organised multiple virtual sessions for physiotherapists, pharmacists, nurses, and community partners. The Network looks forward to more of such engagements to achieve its mission of driving “one ESTHER coach per department”.

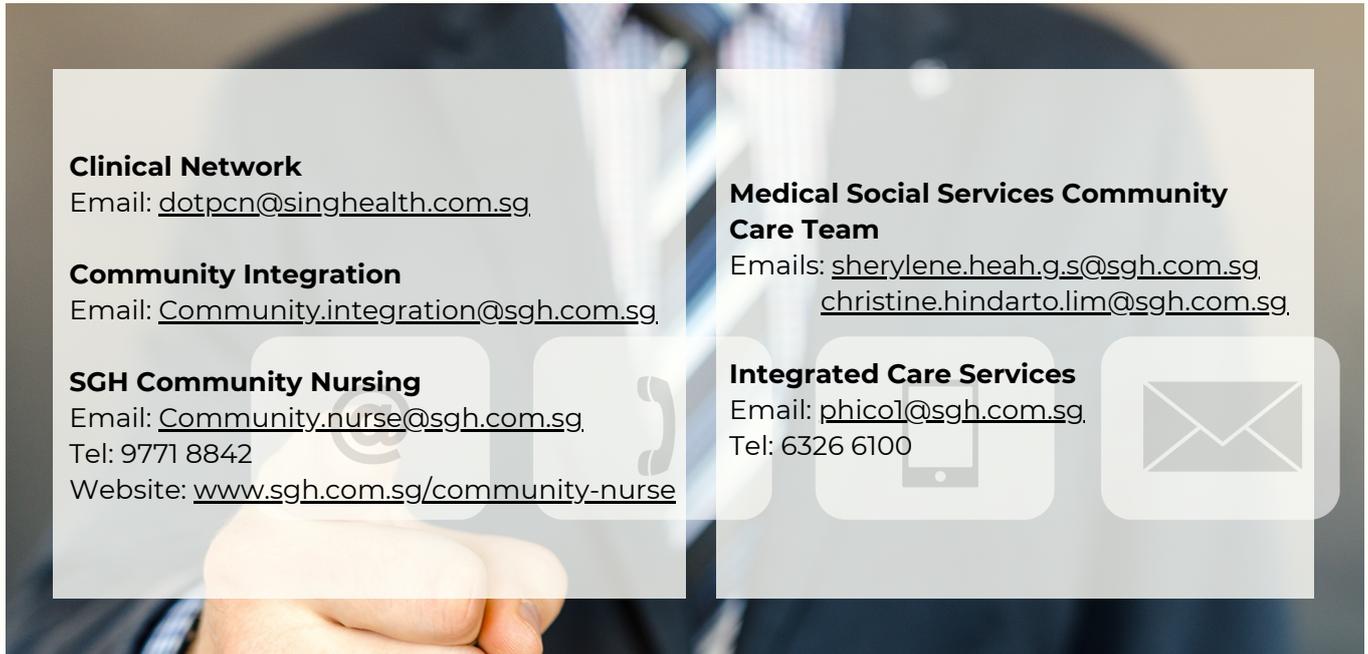
Involving Esthers in ESTHER Network Persona

By Community Integration, SGH

With 2021 being its fifth anniversary, ESTHER Network has re-examined the possible groups our Esthers (patients/caregivers) belong to in the ESTHER Persona wheel. The wheel was developed by our experienced ESTHER Champions who considered Esthers' potential needs and challenges. Each Esther can be placed under two or more personas in this wheel. Our newly minted ESTHER Coaches (including our community partners) would be spearheading projects based on this wheel. This year, we look forward to working with Esthers in our publicity and recruitment activities. We will be involving Esthers in our poster-making and translation efforts to recruit more people into the network.



Connect with us for enquiries and collaboration opportunities!



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Join PHICO's Facebook group to share and keep abreast of the latest initiatives in the Southeast Communities of Care!

Link: <https://tinyurl.com/smx47gy>



Keen to contribute to our next issue? Get in touch with us at community.integration@sgh.com.sg



We would love to hear your feedback and ideas to improve our next issue. Take a few minutes to fill in our feedback form now!

Link: <https://form.gov.sg/604814760cda08001177a3fb>



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