

## Annex A

### Person-centred care approach used to capture the voice of service users

#### PERSON-CENTRED CARE

(What matters to patients, caregivers and the bereaved)

##### Familiarity & Continuity of Care

- Care to be continuous (by the same team)
- Team familiar with my condition
- Single point of contact (I know who to call)

##### Improved Communication & Education

- Have a voice for myself
- Provide timely and bite-sized information
- Provide truthful and consistent messages
- Given advance notice
- Do not assume I know
- Use appropriate language
- Provide guidance
- Given options to choose from

##### Seamless Care Transition

- Do not need to repeat information
- Timeliness of services and transmission of information to the next care provider
- Need help to manoeuvre complex systems
- Need help to gain access to services
- Early referral
- Coordinated care

##### Non-Abandonment

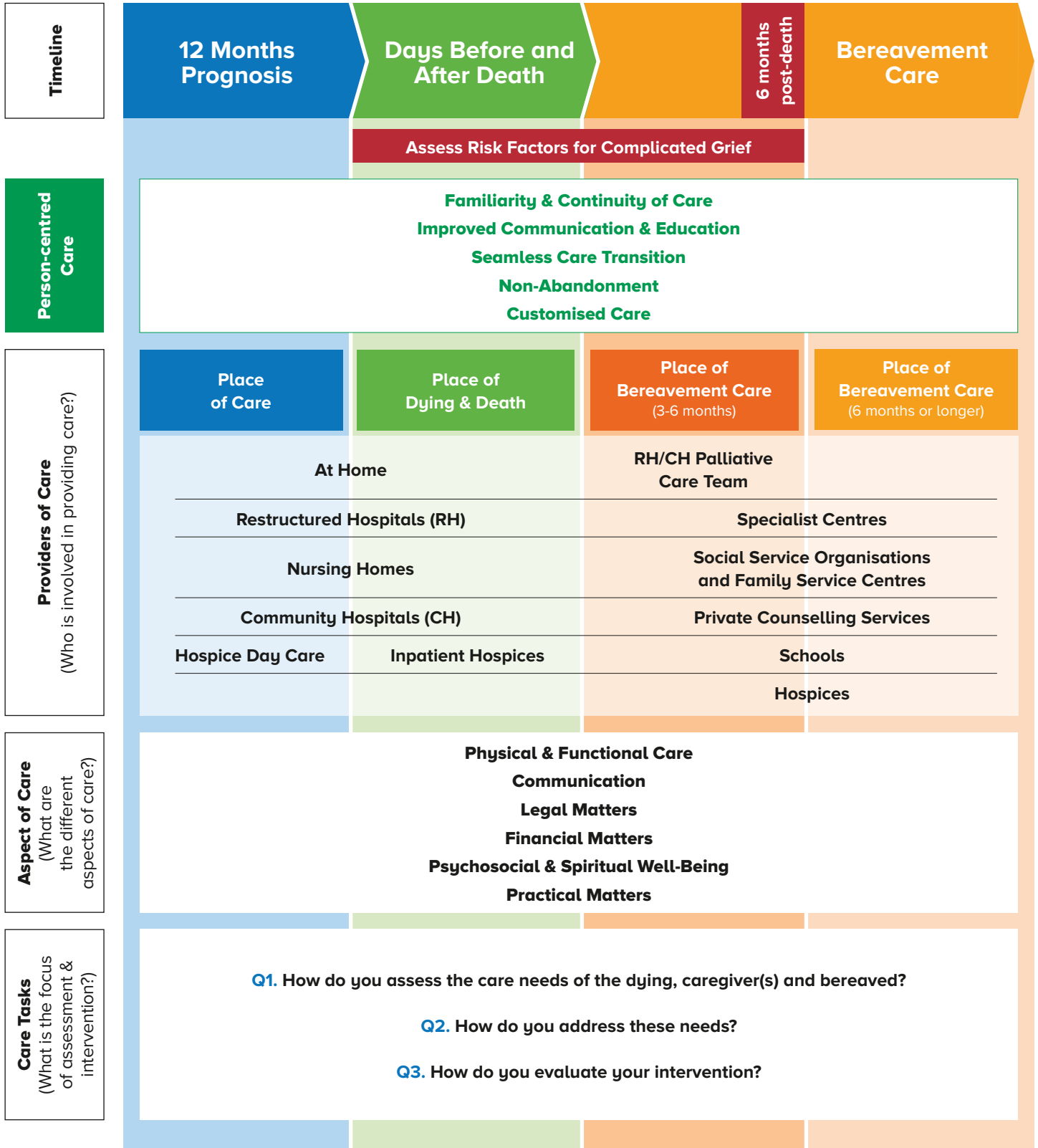
- Be treated as a person
- Live with dignity
- Support for caregivers
- Need someone to listen
- Be allowed to reminisce about the deceased
- Care for foreigners
- Wish to be remembered
- Care for single persons

##### Customised Care

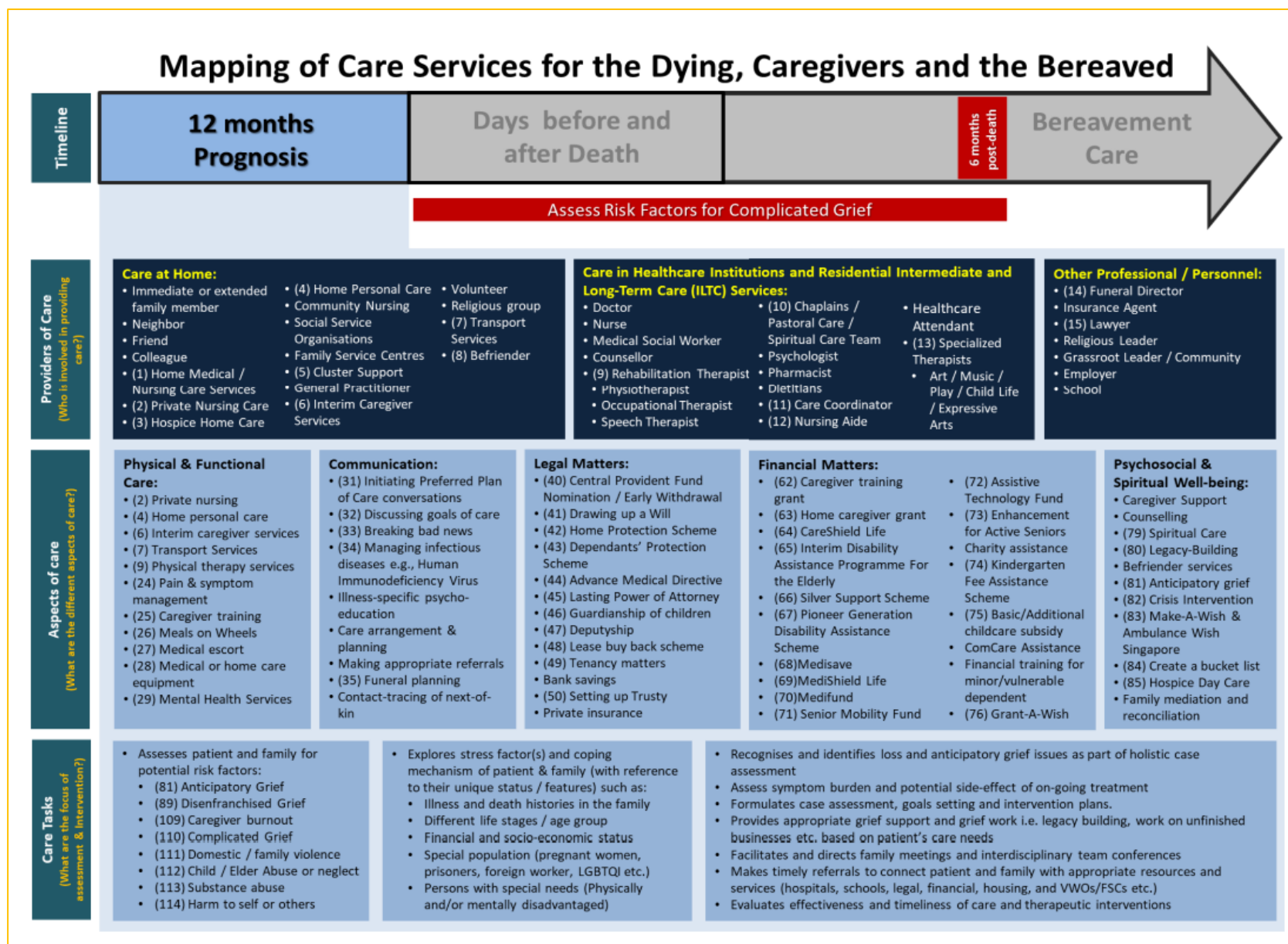
- I decide when I need your service
- Recognise that my needs are different
- Do not want to feel rushed
- Care and services should not be limited by funding

# Annex B

Overview of the map highlighting the three key elements: providers of care, aspects of care, and care tasks



## Annex C – Elements of Care Relevant to the 12-Month Prognosis Time Period



## Annex D – Description of Selected Care Services, Providers, or Concepts Featured In The Service Map

S/N	Category	Time Period	Item	Description
1.	Care at Home	12 months prognosis Days before and after death	Home medical / Nursing Care Services	<p>Home medical care involves doctors visiting the elderly in their residences to provide medical services. This includes conducting minor medical procedures, comprehensive care assessments and providing long-term management of chronic conditions. Home nursing care involves providing nursing care such as wound dressing, injections, stoma care and insertion of nasogastric tubes at the senior's residence. These nurses also play a key role in managing and reviewing the care plan of the patient, in consultation with doctors, as well as providing caregiver training.</p> <p><b>For more information:</b></p> <ul style="list-style-type: none"> <li>• <b>Ministry of Health</b> - <a href="https://www.moh.gov.sg/home/our-healthcare-system/healthcare-services-and-facilities/intermediate-and-long-term-care-(iltc)-services">https://www.moh.gov.sg/home/our-healthcare-system/healthcare-services-and-facilities/intermediate-and-long-term-care-(iltc)-services</a></li> <li>• <b>Agency for Integrated Care</b> - <a href="https://www.aic.sg/care-services/home-medical">https://www.aic.sg/care-services/home-medical</a></li> </ul> <p><b>List of some home medical and/or nursing care providers (non-exhaustive list):</b></p> <p><b>Charity / Cooperative</b></p> <ul style="list-style-type: none"> <li>• <b>Home Nursing Foundation</b> - <a href="https://www.hnf.org.sg/services/home-medical/">https://www.hnf.org.sg/services/home-medical/</a></li> <li>• <b>NTUC Health</b> - <a href="https://ntuhealth.sg/home-care">https://ntuhealth.sg/home-care</a></li> </ul> <p><b>Private</b></p> <ul style="list-style-type: none"> <li>• <b>ECON Home Care</b> - <a href="https://www.econhealthcare.com/services/econ-homecare">https://www.econhealthcare.com/services/econ-homecare</a></li> <li>• <b>Active Global Specialized Caregivers</b> - <a href="https://www.activeglobalcaregiver.sg/contact-us">https://www.activeglobalcaregiver.sg/contact-us</a></li> <li>• <b>Caregiver Asia</b> - <a href="https://www.caregiverasia.com/elderly-home-care-services?locale=en-SG">https://www.caregiverasia.com/elderly-home-care-services?locale=en-SG</a></li> <li>• <b>Ninkatec</b> - <a href="https://ninkatec.com/services/nursing-care/">https://ninkatec.com/services/nursing-care/</a></li> </ul>
2.	Care at Home	12 months prognosis Days before and after death	Private nursing care	<p>Private nurses are hired to provide professional nursing care services at flexible service hours at home. They include simple and complex nursing procedures such as tube, stoma, and wound care etc.</p> <p><b>For more information:</b></p> <ul style="list-style-type: none"> <li>• <b>Caregiver Asia</b> - <a href="https://www.caregiverasia.com/services/medical-and-nursing?locale=en">https://www.caregiverasia.com/services/medical-and-nursing?locale=en</a></li> <li>• <b>Jaga-Me Home Nursing</b> - <a href="https://www.jaga-me.com/">https://www.jaga-me.com/</a></li> <li>• <b>Speedoc</b> - <a href="https://speedoc.com/sg">https://speedoc.com/sg</a></li> <li>• <b>Carelink Home Nursing Services</b> - <a href="https://www.carelink.sg/services/private-nursing/">https://www.carelink.sg/services/private-nursing/</a></li> <li>• <b>Homeage</b> - <a href="https://www.homage.sg">https://www.homage.sg</a></li> <li>• <b>Bamboos Professional Nursing Care</b> - <a href="https://bamboos.com.sg/services/home-nursing-care/">https://bamboos.com.sg/services/home-nursing-care/</a></li> </ul>