

# Social Prescribing in Healthier SG

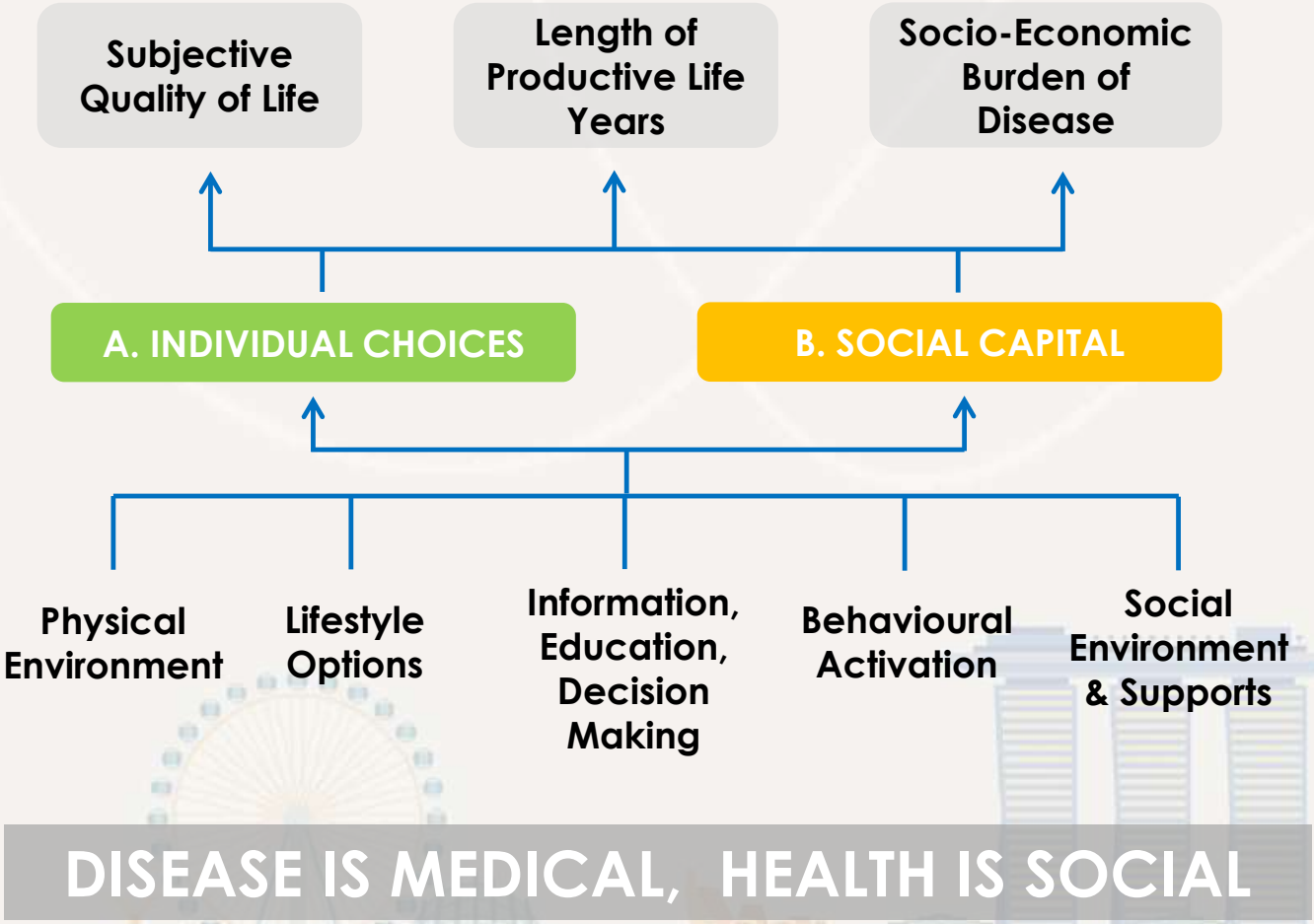
## The SingHealth Regional Health System Approach

**Dr Michael Wong**

Group Director, Regional Health System, SingHealth  
Senior Consultant, Family Medicine, SingHealth Polyclinics



# Situating Health in the Real World

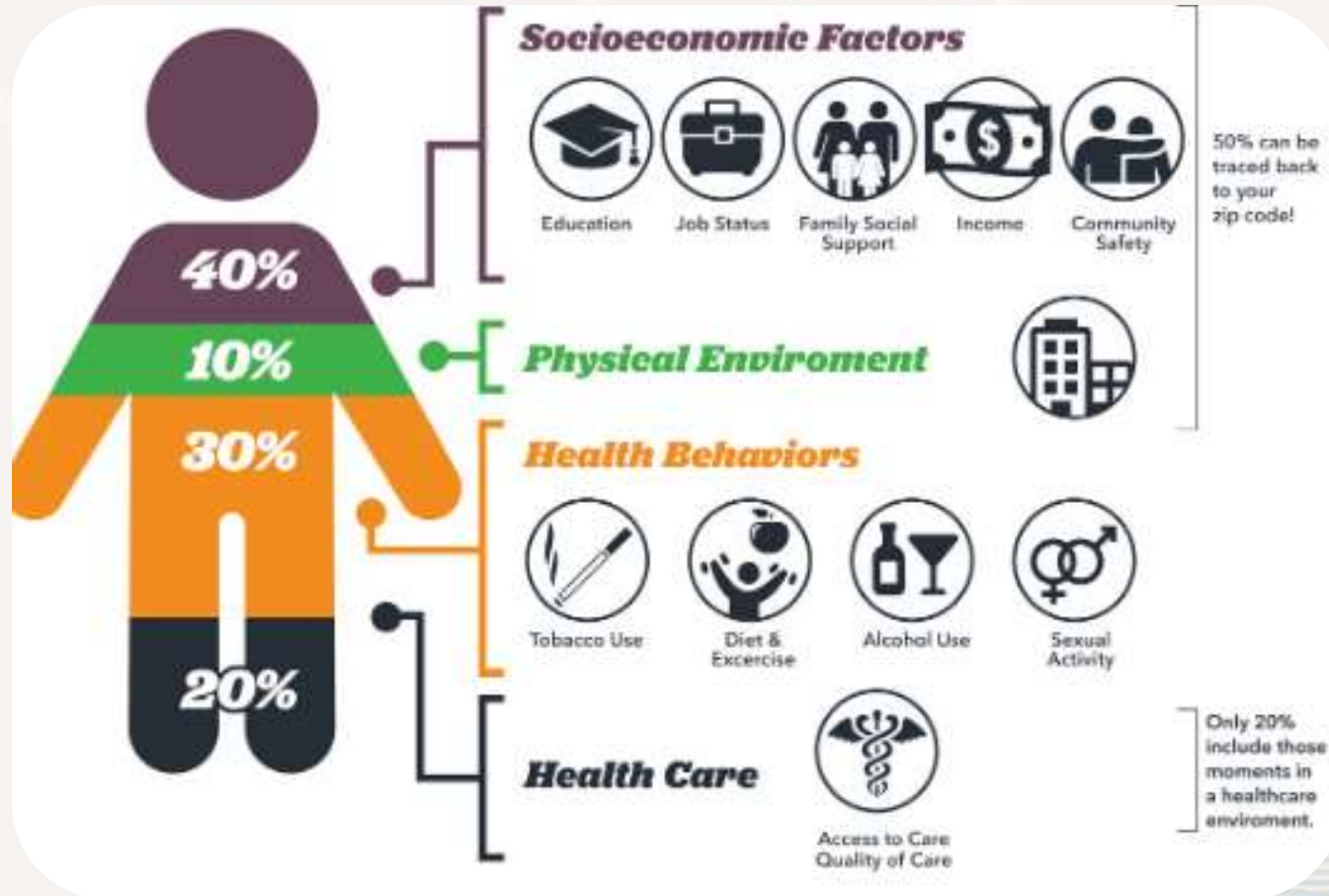


Credit: Ministry of Health



# Social Determinants of Health

*have become increasingly important*



**80%** of an individual's health is determined by what happens outside of the hospital and health clinic

# HEALTHIER SG

## FIVE KEY FEATURES OF HEALTHIER SG

**01 FAMILY DOCTORS**

Family doctors will provide more holistic care, focused on prevention and improved chronic care, and build a stronger long-term relationship with residents. Our healthcare clusters - National Healthcare Group (NHG), National University Health System (NUHS), and SingHealth (SHS) - will partner with them to help residents on their Healthier SG journey.

**02 HEALTH PLANS**

Family doctors and residents will develop a health plan together, which includes lifestyle adjustments, regular health screenings and recommended vaccinations. Progress on the health plan will be monitored through regular check-ins with their family doctor.

**03 COMMUNITY PARTNERS**

Residents will be connected to activities provided by community partners such as the Health Promotion Board (HPB), People's Association (PA), and Sport Singapore (SportSG). Seniors will benefit from additional support from Eldercare Centres.

**04 NATIONAL ENROLMENT PROGRAMME**

Residents will be invited to enrol with a clinic of their choice. They will receive benefits such as a free first onboarding health consultation at their enrolled clinic.

**05 KEY ENABLERS**

Healthcare IT and data infrastructure, manpower and financing policy are key enablers to allow the healthcare clusters, family doctors and community partners to serve residents better.

**Social and environmental factors are major determinants of an individual's physical and emotional well-being.** Good health is sustained through everyday choices and habits, which take place outside healthcare facilities.

**Community Partners work together** to enhance the range and accessibility of activities which promote healthier living.

# Strengthening Health-Social Integration



Elements of  
**Social  
Prescribing**

Supportive  
Organisation

Personalised  
Plan

Common  
Outcome

Screening &  
Referral

Trained  
Workforce

Community  
Collaboration

# Developing a Living Asset Map



# Social Prescribing in SingHealth RHS



Wellbeing  
Coordinators  
(WBCs)

Integrate health and social care, link patients to community resources, optimise their social determinants of health



Credit: LionsBefrienders



Credit: People's Association



Credit: Sport Singapore



Credit: Ministry of Health



Credit: Health Promotion Board

# The role of SingHealth WBCs

Reconnecting with past interests or exploring new hobbies

Skills upgrading

Self-care and coping strategies

Develop and maintain relations with informal health and social networks

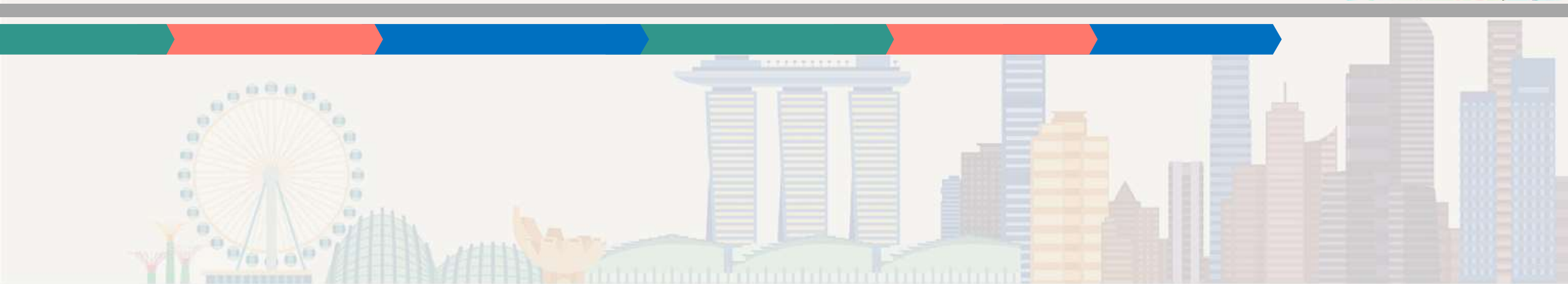
Connect patients to the community

Provide a listening ear and support

Job search and volunteer opportunities



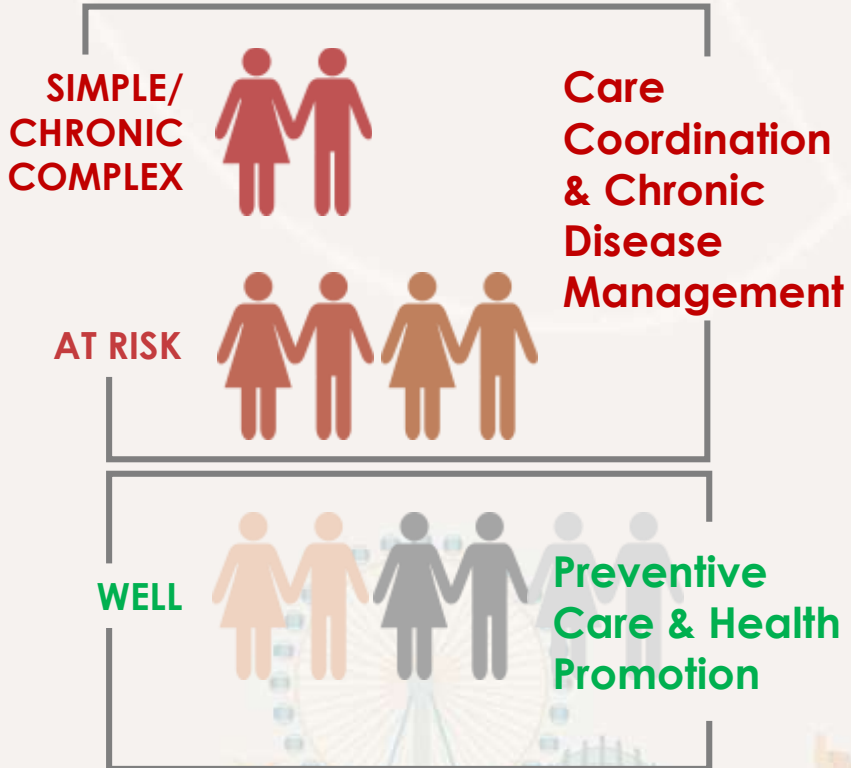
# Social Prescribing Journey at SingHealth Community Hospitals and SingHealth Polyclinics



# Social Prescribing for Healthier SG

## Place-based approach

1.51M assigned residents



### Anchoring care in primary care and the community

PCPs and Social Partners within an Integrated Community Care Team's (ICCT) service area are engaged to be part of the place-based care.

### Coordinating care for health-social care integration

Community Nurses and wellbeing Coordinators function as Health-Social Integrators who ensure care is coordinated.

### Ensuring holistic person-centered care

Care plans are customised based on residents' life phase and health/social care needs, reducing programmatic focus.

# Enabling our residents to **keep well**, **get well** and **live well**



Keep Well, Get Well and Live Well  
A SingHealth community programme

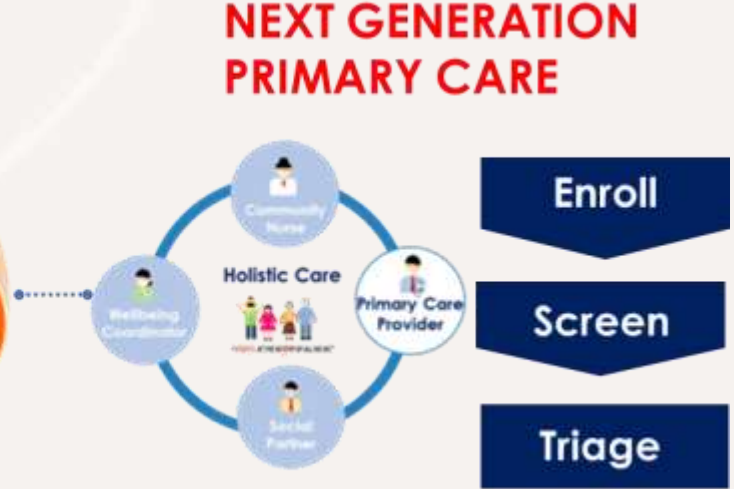


HEALTH PROMOTION AND DISEASE PREVENTION



**Whole of Life Journey**

*Individual, Family and Community*



**NEXT GENERATION PRIMARY CARE**

HOLISTIC CARE AND FOLLOW UP

**MOTIVATE RESIDENTS TO KEEP WELL AND LIVE WELL**

Co-developed personalised **ONE Care Plan**

**EMPOWER PATIENTS TO GET WELL AND LIVE WELL**

Health Action Plan

Chronic Disease Management

- Preventative Health Services
- Health Education & activities
- Wellness Programme

# Promoting Social Prescribing at SingHealth

## SOCIAL PRESCRIBING



Taking care of your health involves more than just medicine.

Good health comprises mental, physical, social and spiritual wellness. Social Prescribing gives a more holistic approach to improving your health, by helping you to meet your wellness and/or social needs.

What is in store for me?



Build Social Connections



Explore New Hobbies



Get Active



Achieve Health Goals



Learn New Skills

Interested to know more?

Start your conversation with your doctor today!  
Or call 97264984!

1. Approach your doctor for referral
2. If eligible, your doctor will refer you to a Wellbeing Coordinator
3. Your Wellbeing Coordinator will help you connect with what matters most to you and provide a personalised plan for you
4. Your Wellbeing Coordinator will provide you with support along the way while maintaining confidentiality

PATIENTS. AT THE HEART OF ALL WE DO.®



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## 社会性处方计划



照顾您的健康不仅仅限制于服用药物。

良好的健康包括健全的心理、身体、社交和精神状态。  
《社会性处方计划》通过帮助您满足健康和 / 或社会需求，提供更全面的方法来改善您的健康。

这将给我带来什么益处？



建立社会关系



探索新的爱好



起步身心活跃



达到健康目标



学习新的技能

想了解更多详情吗？  
今天就与您的医生谈谈吧！  
或拨打 97264984！

1. 与您的医生接洽，以获得转诊
2. 若您符合条件，您医生会安排您与一名健康协调员进行咨询
3. 您的健康协调员将帮助您了解对您来说最重要的事情，并为您提供个性化的方案
4. 健康协调员将在整个过程中为您提供支持与指导，同时保持您的隐私

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## Digital Social Prescribing

By Assoc Prof Lee Kheng Hock, Director, Office of Community Engagement & Education (OCEAN), SingHealth Community Hospitals

23 Feb 2024 | Defining Med, Medical News

The article is contributed/written by SingHealth Community Hospitals



Social prescribing connects people to assets within their community, to improve their social determinants of health. As many seniors are socially isolated amidst the COVID-19 pandemic, electronic social prescribing has emerged as a way to keep these vulnerable groups meaningfully engaged. SingHealth Community Hospitals seeks to collaborate with general practitioners (GPs) and other community partners to maximise this impact.

### INTRODUCTION

We all know that the 80/20 rule can apply to most things in life. The rule observes that 20% of the input creates 80% of the outcomes. In healthcare, guess where the 80% lie in terms of health outcomes? If you are in family medicine or working in the community, you would probably get it right. 80% of health outcomes is not determined by the healthcare received. If you include iatrogenesis, the percentage is probably lower than 20%.

### SOCIAL DETERMINANTS OF HEALTH

Research has shown that 80% of healthcare outcomes is influenced by one's social determinants of health (SDH). Examples would include an individual's housing environment, literacy, food security, social support and access to health and social care. These factors are the circumstances and environment in which someone is born into, grows up, lives, works and plays in.

For the longest time, because these social determinants are outside the realm of healthcare, they had been relegated to high-level public health and government policy interventions. They were seen as issues to be solved at the macro level, beyond the reach of the individual healthcare worker.

This view has changed since evidence emerged that clinicians and social care providers can more than move the needle in SDH, if we acquire the right competencies and receive appropriate support from the system.

One key competency that has emerged is **social prescribing**. It is the process of connecting a person to assets within his or her community, with the specific aim of improving their SDH.

### SOCIAL PRESCRIBING AT SINGHEALTH COMMUNITY HOSPITALS

Since October 2019, SingHealth Community Hospitals (SCH) has started a social prescribing pilot with a small group of wellbeing coordinators. They are nonclinical staff who work as part of the clinical team to identify and support patients with adverse SDH, which put them at risk of poor outcomes.

ORGANISED BY:



SPONSORED BY:



# SingHealth Community Hospitals Office of Learning

## Supporting the development of a non-clinical workforce for Social Prescribing



### Training Resources for Population Health

**Training arm** of SingHealth  
RHS sited at SCH

To provide Continuing Education and Training (CET) using adult learning principles and workplace learning, tapping on faculty in SCH and across SingHealth

Adult Learning Principles

Competency Based Curriculum

Alignment with National Technical and Vocational Training Standards (Skills Future SG)

Stackable Modules

Recognition of Prior Learning

Support Workplace Learning



Modules catering to a diverse group of Learners including volunteers, care coordinators, Silver Generation Office (SGO), workers in Social Service Agencies and Organisations.

Ethics, Values and Legislation

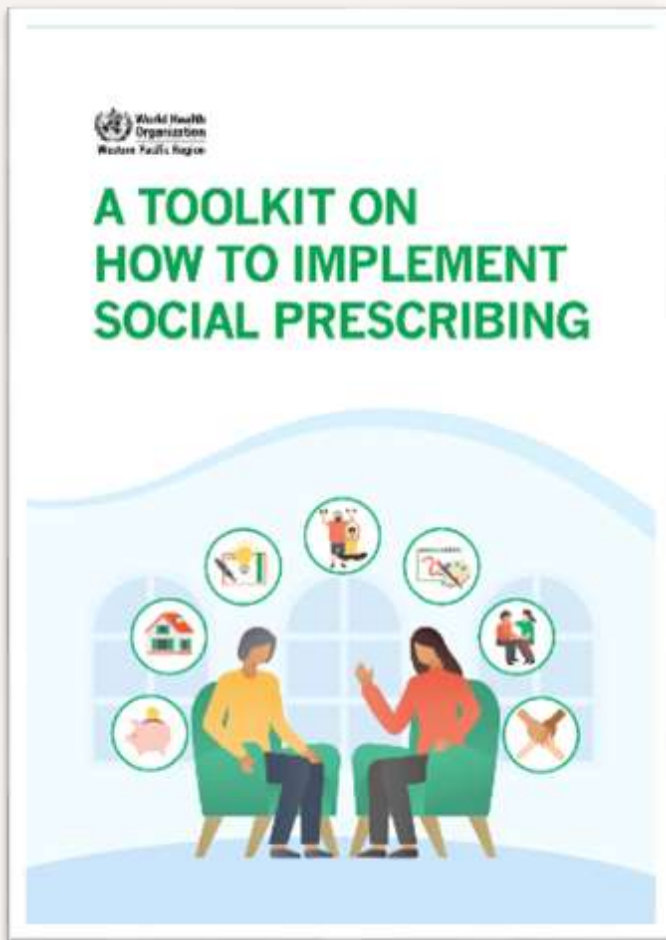
Provide Supervision & Oversight of Clients

Health Coaching & Self-care

Support Service to Seniors

Implementing Interventions in Health and Social Care

# Spread & Scale: Collaboration with WHO



Available at:  
<https://www.who.int/publications/i/item/9789290619765>

## International Sharing of Best Practices



Participation in the **Global Alliance for Social Prescribing**

## Coaching Developing Countries



Support **social prescribing implementation in developing countries** through WHO platforms

## Winner

Award for best International Social Prescribing Scheme

20 SOCIAL PRESCRIBING NETWORK AWARDS 21



SingHealth Community Hospitals Singapore



## Engaging Our Stakeholders

Population and Community Health Seminar



Local and international panelist

## Collaboration with WHO – OpenWHO training

Free 5-hour WHO MOOC training

Available online (from April 2022)

Train link workers across Western Pacific Region

Theory + case studies + role plays + videos + quizzes + resources



Lesson 5: Who are the link workers?

Screen capture – prototype

© WHO / Royal University of Phnom Penh

The logo features a stylized number '1' with orange and blue splatters to its left. To the right of the '1', the text 'ASIA PACIFIC SOCIAL PRESCRIBING CONFERENCE' is stacked in a bold, black, sans-serif font.

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# THANK YOU

*Patients at the heart of all we do!*

