Count on Me: Power to Navigate Community Resources

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Background

- Community nurses collaborate with service providers to empower senior residents to better manage their health and social needs in the community.
- Due to multiple co-morbidities and complex social background, the seniors can be supported by several community service providers.
- Residents tend to misplace the multiple name cards and/or brochures received. As such, they face difficulties in remembering or confused with various providers’ names and contact information.
- This has resulted in much time spent by seniors in identifying existing service providers and thus a delay in service delivery, or even duplication of services.
- Residents also felt frustrated when providers pasted the stickers of contact numbers on their house walls/doors without their permission.

Methodology

- Forty Senior residents receiving support from multiple community service providers were identified through SGH Community Nursing programme.
- A A3 size wall decal was designed and placed at the resident’s home. Community nurses educated seniors on how to use wall decal to manage multiple contacts and service categories.
- Data was collected based on the feedback from seniors and community partners.

Results

- Forty senior residents were recruited in this project. Each participant saved 23.9 minutes in average for a call to service provider, which was 83% reduction in time needed for resources allocation.
- The difference was significant between pre-intervention (M=28.9, SD=4.0) and post-intervention (M=5.0, SD=0 ; t=37.7(39), p=<0.001).
- Both the participants and community partners verbalized that they were able to identify the community care providers and relevant emergency contact numbers without hassle.

<table>
<thead>
<tr>
<th>Call Episode (N=40)</th>
<th>Mean Difference in Time (Minutes)</th>
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<tbody>
<tr>
<td>Mean time spent per resident per call</td>
<td>23.9 (SD=4.0, p=&lt;0.001)</td>
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<tr>
<td>• Pre intervention: 28.9 minutes</td>
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<tr>
<td>• Post Intervention: 5 minutes</td>
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<tr>
<td>If 2 calls per resident per month</td>
<td>47.8</td>
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<tr>
<td>If 24 calls per resident per year</td>
<td>573.6</td>
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Conclusion & Future Plans

- The new initiative reduced time spent by seniors in allocating the community resources.
- It refined the care coordination process by various community partners and empowered residents to manage their health and social needs with confidence.
- The project team will further evaluate and look for opportunity to collaborate with more community partners and other hospital community nursing teams on this innovation to benefit more residents.