To achieve the desired state where patients and caregivers partner with healthcare professionals and patient advocates play a key role in the design of healthcare systems. A joint effort by the Group Office of Patient Experience, Institute for Patient Safety & Quality and Group Nursing

**METHODOLOGY**

To catalyse a self-driven group of volunteer patients and/or caregivers committed to representing the voice of patients

- **Identify the right people**
  - Members nominated by patient support group leads or past winners of significant patient awards i.e. Inspirational Patient and Caregiver Award (IPCA)
  - From diverse backgrounds and offer all-rounded perspectives
  - Current membership: 26
  - Members include Ms Melissa Lim (President of Brain Tumour Society Singapore and IPCA 2015 winner), Ms Serene Lee (Exco member in LVAD Support Group and IPCA 2014 winner), Mr Kenneth Mah (Founder of Rare Disorders Society Singapore, Caregiver to daughter with Pompe Disease, IPCA 2012 winner)

- **Ensure sustainability and credibility**
  - Self-run by two Co-Chairs
  - Ms Ai Ling Sim-Devadas
    - Co-Chair, SPAN
    - Cancer survivor with interest in shaping the role of patients and families in the care journey
    - Experienced professional in healthcare communications, patient experience and volunteer management
    - Valuable perspectives from both ends of the care spectrum – patient and healthcare provider
  - Mr Ellil Mathiyan
    - Co-Chair, SPAN
    - Double cancer survivor who dedicates his time to helping others
    - Co-founder, Ostomy Assoc of S'pore and patient ambassador at CGH and SGH
    - Multiple patient award winner, including the Inspirational Patient Award 2017 and Singapore Patient Advocate Award 2018

- **Develop competencies of Advocates**
  - Specialised training i.e. the Patient Advocate Communications Training (PACT), to equip members with right mindset and skills to take on collaborative projects

- **Generate awareness of SPAN**
  - Roadshows conducted at management platforms i.e. IPSQ council, to seek opportunities for collaboration and forming of sustainable partnerships

**AIM**

**RESULT**

SPAN members have spearheaded and are involved in projects to represent the patient’s perspectives. These include:

- Consultation sessions for service transformation projects
  1. Selected SPAN members are involved in the Future Outpatient Journey taskforce and Planned/Elective Surgery taskforce

- Speaker roles and patient representation at forums/events
  1. Quality & Innovation Day 2019
    - Talk by Ms Ai Ling Sim-Devadas on “Improving Care through Patient Engagement” and educational skit by SPAN members to demonstrate empathetic communication techniques

- Production of education materials for patients and healthcare workers
  1. “Patients and Caregivers as Partners-in-Care” video
    - To encourage patients to be equal partners in the care process and demonstrate the ways they can work with healthcare workers
    - SPAN members contributed to the overall messaging and “starring” in video

- Plain English glossary
  - A reference of 150 commonly used medical terms and jargons and their Plain English options
  - To improve understanding between patients/caregivers and healthcare professionals through use of ‘standard’ layman’s explanation
  - Workgroup consists of Co-chairs and Mr Chew Kim Soon

**Conclusion**

The patient/caregiver partnership begins with the formation of SPAN. Moving forward, SPAN will be more involved in projects and committees at SingHealth institutions. This validates the benefit of including the voice of patients and caregivers in improving the SingHealth patient experience.

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