



Singapore Healthcare
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Promoting Awareness of Advance Care Planning in TTSH and Its Community

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Introduction & Background

Advance Care Planning (ACP) is a discussion on future healthcare preferences, suitable for all ages and health status. The ACP process guides physicians, patients and their loved ones in making decisions based on the patient's values, beliefs, wishes and personal goals of care.


To incorporate ACP as part of routine care delivery, the ACP team in Tan Tock Seng Hospital (TTSH) embarked on a series of awareness and outreach initiatives to develop greater awareness and appreciation of ACP amongst healthcare professionals and general public, in hopes that this would support the nationwide ACP movement.

Aim

To implement ACP programme as a part of routine care delivery in TTSH, the team aims to promote awareness and build a strong ACP culture in the hospital and community settings.


Methodology

With the vision to enable healthcare professionals to conduct ACP and spread community awareness, the team focused on:




Aligned Institutional Vision

ACP trainings were conducted to equip healthcare professionals with communication skills to hold quality ACP discussions with patients and families



Creating Awareness on the Importance of ACP

Inter-department collaboration, outreach activities, and communication tools help to initiate and normalise ACP conversations




Well-founded Support and Systematic Approach

Clinical champions were appointed within their departments, building a strong network of mentorship to spread and integrate ACP into workflows


With these guiding principles, the team devised a series of outreach initiatives to engage healthcare professionals and the general public with developed tools to support the initiation and implementation of ACP conversations.

Examples of communication tools and efforts include:




1 ACP Storybook

"Conversations that matter: Embracing life with ACP" A collection of short stories with heart-warming vignettes on our patients' and staffs' personal experiences in ACP.



2 ACP Conversation Starter

A simple booklet with guiding questions to help people think about what living well means. This also serves as a primer to help healthcare professionals to initiate ACP.



3 ACP Ethics Talk

An annual ACP lunchtime affair organised by the team; where healthcare professionals of different vocations and institutions gather to learn more about the latest ethical, legal and social issues arising from ACP.



4 Advance Care Planning (ACP)

TTSH ACP Webpage
An online presence with updated resources, readily accessible for the public.



5 ACP Voices Newsletter

ACP Voices Newsletter
An internal e-Newsletter that features the latest highlights of ACP in TTSH.



6 ACP Media Outreach

The team wrote ACP related news articles, and were invited on Channel NewsAsia, Channel 8 news, and radio talk shows to share ACP.

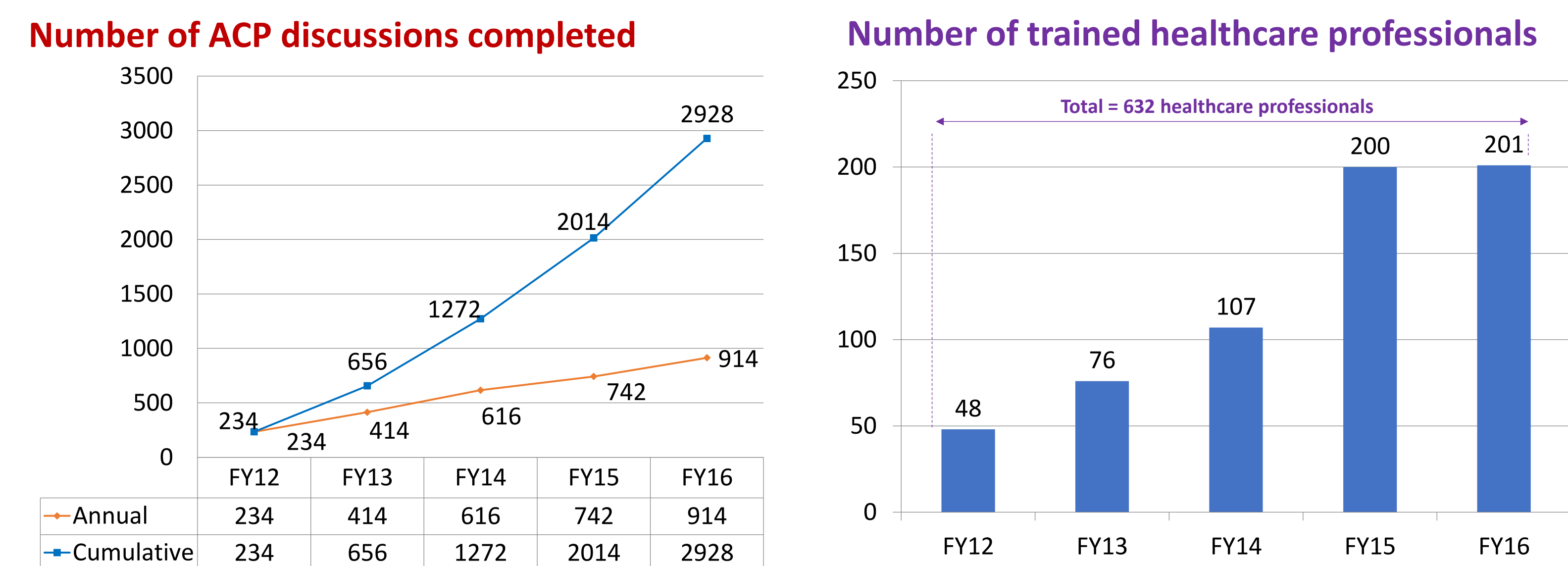


7 ACP Booths and Public Outreach Efforts

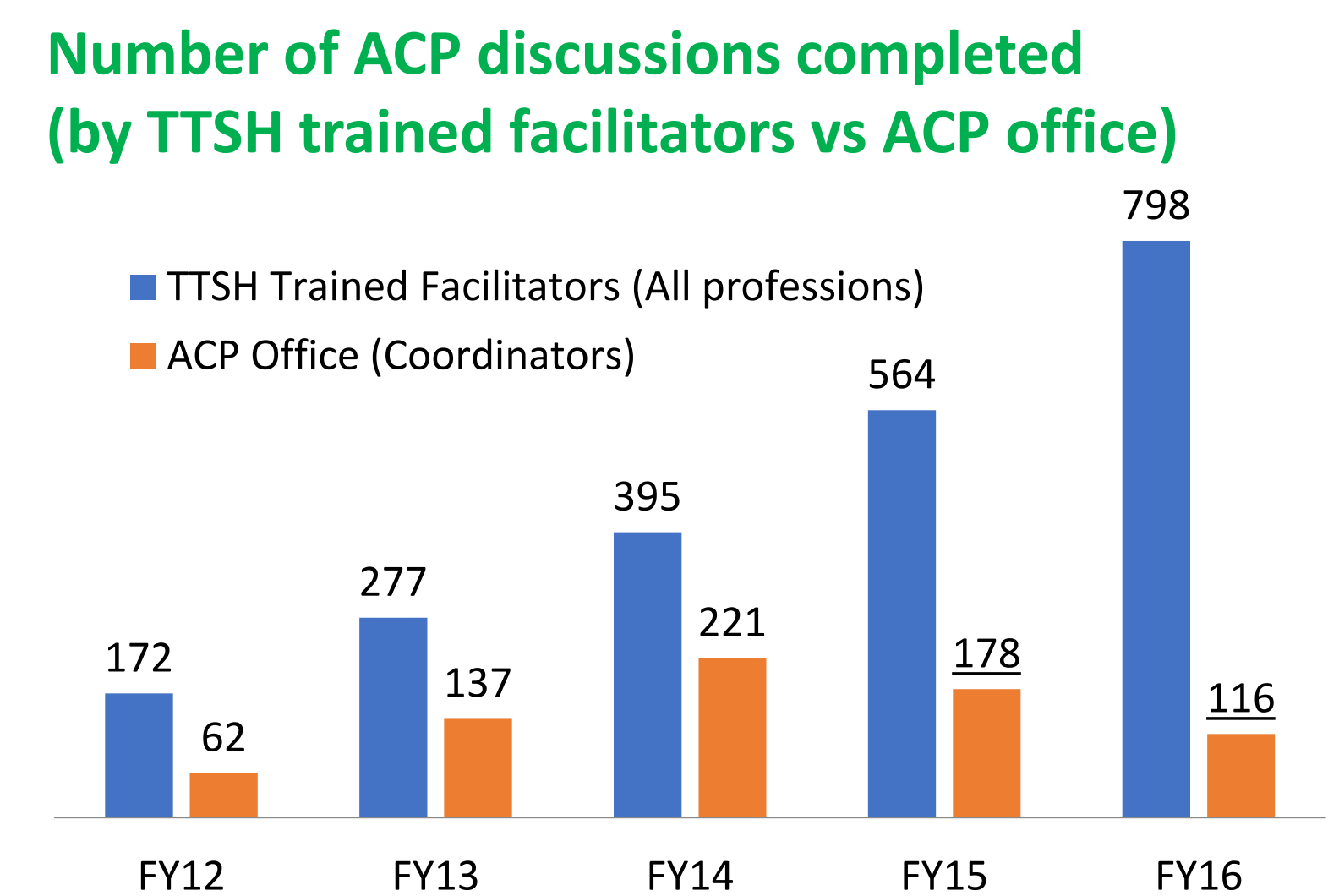
To improve the understanding of ACP for healthcare teams and general public, a range of activities were organised throughout the year, such as setting up booths in educational events, community talks in Senior Activity Centres, and other public engagement platforms.

Results

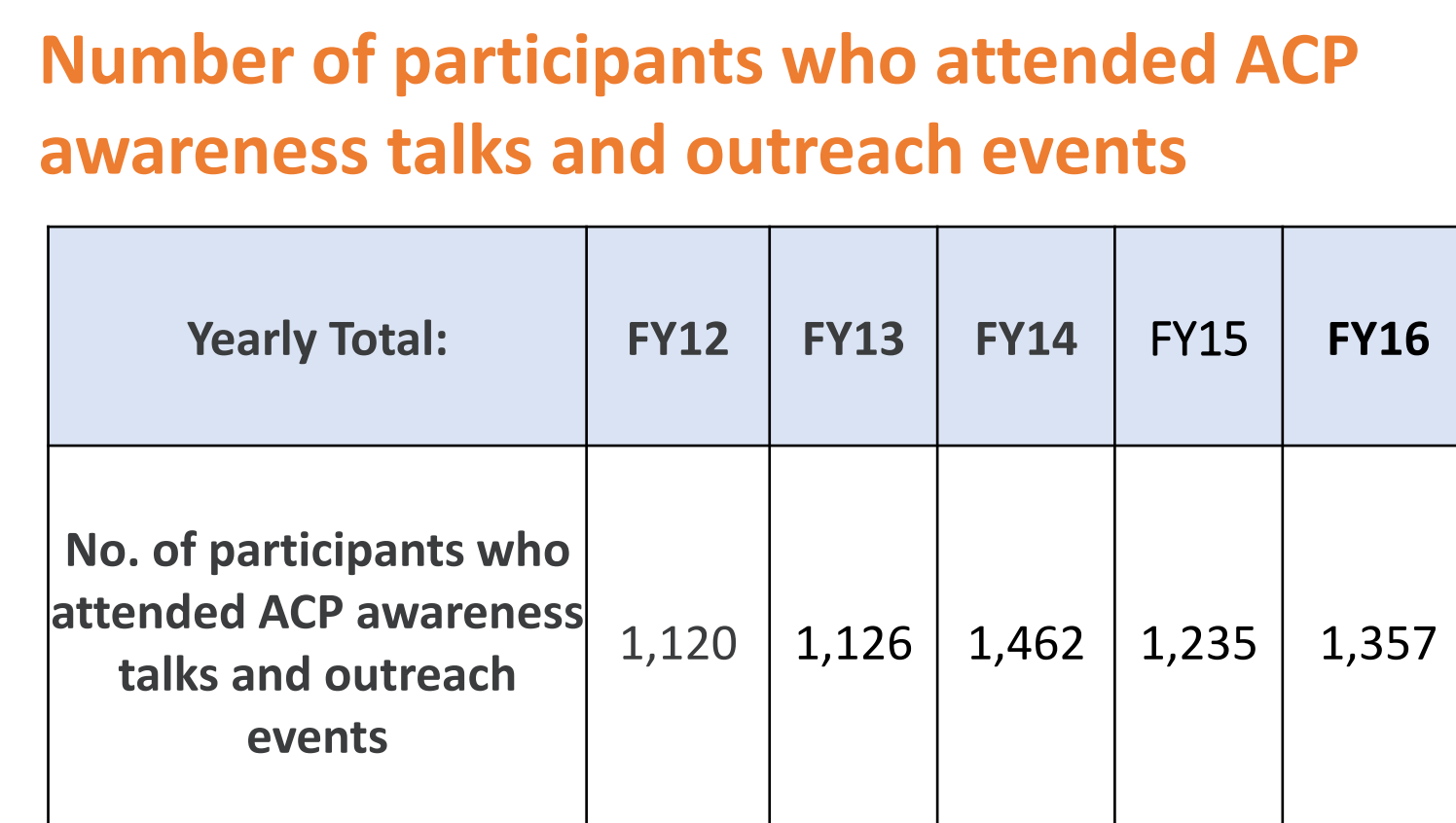
The team had achieved promising results from FY12 to FY16 which affirms its efforts to increase ACP awareness in TTSH and its community.



There is a steady increase in the number of patients who have had their ACP discussions completed and documented in TTSH. To date, TTSH had completed **2928 ACP discussions** over the past 5 years; an average of **41.5%** increase year-on-year.



FY12 to FY16 shows a steady increase of ACP discussions completed by TTSH trained facilitators; an average of **32% increase year-on-year**. The decrease in number of ACP discussions completed by ACP office in FY15 and FY16 reflected that, more TTSH trained facilitators are initiating, conducting and completing ACP with their patients in the past two years due to the efforts in training and awareness talks.



Other public engagement platforms include,

1. ACP Ethics Talk
2. ACP Booths in the Community
3. ACP Mentors Gathering
4. ACP Sharing at Patient's Support Group
5. ACP Videos on YouTube

Collectively, the team had reached out to more than **6,000 participants** from FY12 to FY16.

Conclusion & Future Plans

Innovative methods in communications and engaging stakeholders are quintessential in building a strong ACP culture and awareness, especially in the hospital and community settings. Moving forward, the team envisions to (i) bring ACP upstream where conversations begin early, and (ii) integrate ACP as part of routine and normalise care conversations.