



**Singapore Healthcare Management 2017**

# Collaboration with Community Partners A Win- Win Situation

Dr. Ng Lok Pui, Ms. Pushpavalli D/O Sellayah, Ms. Azizah Mohd Yusoff, Dr. Juliana Bahadin, Dr. Hu Pei Lin

**Introduction** The Chronic Care Model (CCM) for management of chronic disease in the primary care setting is supported by a practical, supportive, evidence-based interactions between an informed, activate patient and a prepared, proactive practice team. In SingHealth Polyclinics, we manage a large number of patients with chronic medical illnesses. To meet the healthcare needs of the expanding aging population with increasing complexity of conditions, there is on-going care transformation like team-based care model and tele-health services. However, resources within one organization is still limited. Many healthcare providers in the community are working towards a healthier nation. In order to build a sustainable healthcare system, we need to maximize resources and implement cost effective programs. Collaboration between various healthcare partners with the aim of leveraging on each other's strengths, reducing duplication of work, and working towards a common goal, is key. This is also in line with the Healthcare 2020 Master Plan of shifting from quality care to value-based quality care.

- Objectives**
- To increase awareness between healthcare partners in the community
  - To establish a synergistic relationship between these partners:
    - Recognize and leverage on each other's capabilities
    - Collaborate and work towards a common goal
  - To maximize resource and reduce duplication of efforts



**Methodology** Conversations and meetings were set up between SingHealth Polyclinics and various community partners to understand each other's common objectives and capabilities. These were matched and programs enhancing the care of our patients were planned.

**GOALS OF SINGHEALTH POLYCLINICS**

- Provide better, safer, and affordable care
- Promote patient's health
- Consider the needs of the patient and the community
- Manage patient in the context of their surrounding



**CHALLENGES FACED AT SINGHEALTH POLYCLINICS WITH EXISTING RESOURCES:**

- Meeting the needs of the exponential growth in aging patients and those with chronic illnesses
- Promoting health to the community

PARTNERS	HEALTH PROMOTION BOARD (HPB)	NEIGHBOURS FOR ACTIVE LIVING (EHA)	EASTERN HEALTH ALLIANCE	NATIONAL LIBRARY BOARD (NLB)
<b>COMMON OBJECTIVES</b>	- Promote healthy living - Empower the public to embrace life fully  - Establish, engage and support local partnership	- Manage patients with complex medical problems in the community  - Working with community partners and volunteers		- Creating a learning community and knowledgeable nation  - Forging strategic partnership to cultivate knowledge sharing
<b>PROGRAMS AVAILABLE</b>	M.A.S.S Workshop Pre- diabetes Intervention Program Healthy Cooking Demonstration	Neighbour's Program (volunteers accompany patients for review at polyclinic, assist with home blood pressure and glucose monitoring, inform primary doctor of recent admissions and specialist reviews)		Public education through talks and roadshows (e.g. World Diabetes Day, World TB Day)

