

SingHealth Age-Friendly Initiatives



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Singapore has one of the world's fastest aging populations. By 2030, 1 in 5 Singaporean residents will be aged 65 and above. This is a three-fold increase to 960,000 elderly, from about 350,000 today.

The Singapore government has planned ahead to prepare for an ageing population and made significant progress over the past few years in promoting active ageing and enhancing aged care.

As the largest healthcare provider in Singapore, SingHealth has the unique privilege of attending to close to one million elderly (aged 65 and above) patient visits every year. This figure is set to grow significantly.

SingHealth Board's Service Excellence Committee led by Mrs Christina Ong has put together a five-year Service Excellence Master Plan to better address the evolving needs of our growing population of seniors.

Since 2010, SingHealth has been working closely with the Tsao Foundation on two key initiatives to build a sustainable age-friendly healthcare environment and promote practices so that our elderly patients can navigate and use our healthcare services in a more efficient and effective manner.

- More than 1,200 frontline healthcare staff had attended the Age-Sensitization Workshops where they learn how to better relate and serve our elderly patients as they go through real life simulation of the challenges faced by them in their daily activities. Some 600 staff also attended lunch-time talks on age-friendly issues as well as tracks on age-friendly topics at SingHealth-organised Congresses.
- To better understand the needs of our elderly patients, interviews were conducted with more than 380 patients, family members, staff and clinicians on the age-friendliness of our services at outpatient clinics. The results were put together as recommendations outlined in the Age-Friendly Guidelines for use as reference for thoughtful care delivery design and planning.



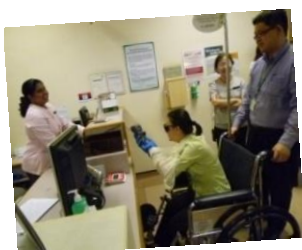
Stepping into the shoes of the elderly

Healthcare providers have begun preparing to staff to better meet the demands of an ageing population, starting with what it feels like to be in their shoes and navigating hospitals and clinics.

Over 1,200 front-line staff members have spent time in the shoes of our elderly patients by participating in the Age-Sensitization Workshops where they experience real life simulation of the challenges faced by our elderly patients in their daily activities.

The workshops are part of SingHealth's Age-Friendly Initiatives, which aim to create a more age-friendly environment for our elderly patients and staff.

It provides tips on how to be more elderly-friendly, such as what colour



Moving Forward ...

- ❖ To extend the age-sensitization workshops to staff (beyond frontline, and ambulatory centre) and urge institutions to incorporate this workshop in their core training for new frontline staff.
- ❖ To re-engage process owners on implementation challenges faced, chart action steps.
- ❖ To support the development of a new set of design guidelines (that are unique to SingHealth) that focuses on environment standardization and branding.
- ❖ A slew of activities will be held during the Singapore Health Age-Friendly Week 2013, including roving exhibits and gifts for patients and families. There will also be greater use of social media to disseminate messages to staff and public.

Singapore Health Age-Friendly Day



In 2012, SingHealth initiated the Singapore Health Age-Friendly Day to raise awareness of and appreciation among healthcare staff to be sensitized to the unique needs of elderly patients. Our objective is to provide holistic care for the individual and not just treat their ailment.

SingHealth and its institutions, together with community partners like Ang Mo Kio-Thye Hua Kwan Hospital and Ren Ci Hospital celebrated the Singapore Health Age-Friendly Day on Monday, 19 November 2012.

More than 17,000 tote bags were distributed to outpatients on that day. Nine one-hour talks titled "Through their eyes" were also held from 19 to 29 Nov 2012, and attended by more than 550 staff. A postcard containing useful tips on communicating with the elderly and making the home safe for the elderly were also given out to staff at the talk.

Tips to offer more friendly medical care for seniors

SingHealth distributes guidebook after feedback from patients, families



1,000 or so were presented to patients and families at the Singapore Health Age-Friendly Day. The guidebook contains 100 tips on how to offer more friendly medical care for seniors.

Some of the tips include: "Use a walker to help you walk safely," "Speak slowly and clearly," and "Use large print for prescriptions and instructions."

