



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



Contact number(s)
written by residents
on the wall

Aim

- To reduce 75% of the time spent by seniors in identifying existing community service providers and empower them to effectively navigate the community resources

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

Emergency Name/ 紧急联系人/Nama Kecemasan	Contact Number/联系电话/Nombor Telefon
Alice Lee	87654321
Service provider/服务提供者/Pembekal Perkhidmatan	Contact Number/联系电话/Nombor Telefon
Case Manager	xxxxxxx
Befriender	xxxxxxx
Home Nursing	xxxxxxx
Escort/transport	xxxxxxx
Community Nurse	xxxxxxx

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.

Call Episode (N=40)	Mean Difference in Time (Minutes)
Mean time spent per resident per call	23.9
• Pre intervention: 28.9 minutes	(SD=4.0, p<0.001)
• Post Intervention: 5 minutes	
If 2 calls per resident per month	47.8
If 24 calls per resident per year	573.6

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.