



**Singapore Healthcare
Management 2019**

SingHealth Patient Advocacy Network (SPAN)

Patients and Caregivers as Partners-in-Care



SingHealth Patient Advocacy Network

AIM

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
Lakshmanan
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

➤ Monthly meetings with SPAN members led by Co-chairs, comprising of

- Educational talks by healthcare teams on various topics i.e. fall prevention and medication safety, followed by group discussions
- Updates on SPAN projects and upcoming activities and projects
- Dinner and conversations

➤ 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



RESULT

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



Consultation sessions for service transformation projects

- Selected SPAN members are involved in the **Future Outpatient Journey taskforce** and **Planned/Elective Surgery taskforce**

Speaker roles and patient representation at forums/ events

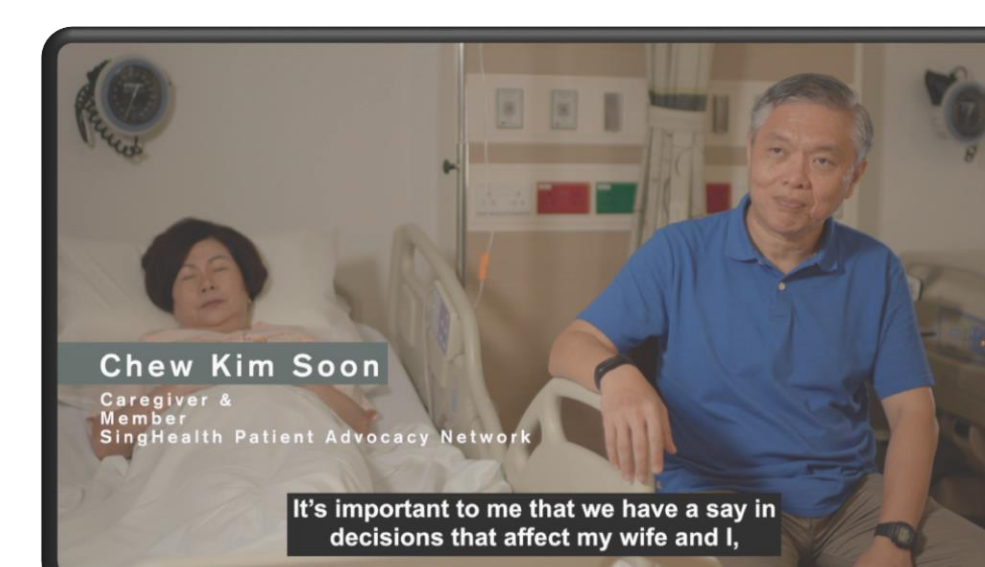
- Quality & Innovation Day 2019**

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

- "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

Launch of first SPAN Partners-in-Care Forum 2019

- Platform for patients and caregivers to be acquainted with new ideas, share stories and best practices, and become enabled to play active roles in improving care



Judging roles in award committees

- Dr Khoo Sork Hoon was on the judging panel for the SingHealth Hackathon 2019
- Mr Ellil Mathiyan was on the the judging panel for the Singapore Health Quality Service Awards 2019

Upcoming projects for SPAN's involvement:

SGH Infrastructure projects

To represent the patient's voice in designing buildings that suit their needs & address existing concerns

"Patient Experience Talks" by SPAN members at SingHealth institutions

To share the voice of patients, raise awareness on benefits of harnessing patient perspectives, and spark collaborations with SPAN



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.