



Singapore Healthcare Management 2023

Bringing Care To The Underserved In The Community

Faith Ng Shu Yi¹, Yeo Shuan Khiag¹, Chang Rui Fen¹, Khee Giat Yeng², Lim Ching Hui², Rachel Gan Ee Ling², Yee Wan Qi³, Ong Li Jiao⁴, Eunice Wang Chuhui³, Sow Zheng Kwok³

¹ Specialist Outpatient Clinic - Operations, Singapore General Hospital

² Department of Pharmacy, Singapore General Hospital

³ Community Integration, Population Health & Integrated Care Office, Singapore General Hospital

⁴ Community Nursing, Population Health & Integrated Care Office, Singapore General Hospital



Singapore General Hospital
SingHealth



Introduction

Teleconsultation is a very useful tool to provide care to patients without them having to leave their house. With the proliferation of digital services in an environment of demographic change, rapid rise of frailty and other age-related diseases, there is a need to develop strategies and models to support patients who may be vulnerable in the community, especially due to technology barriers.

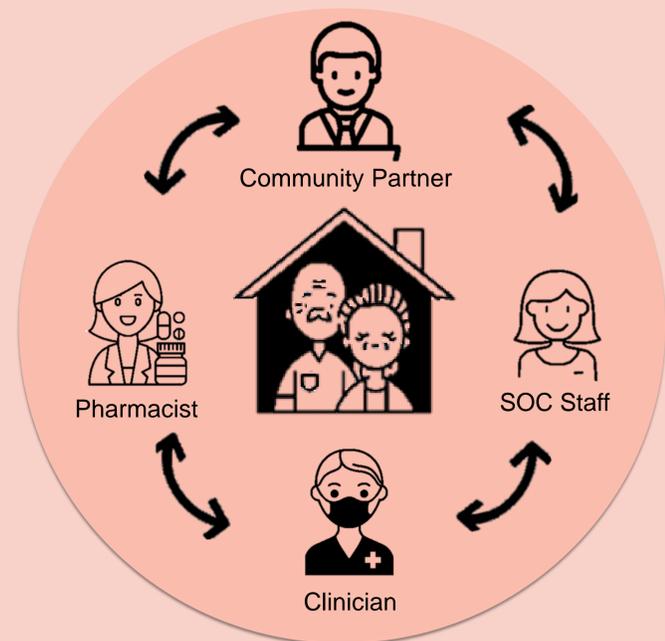
Aim

- Assist seniors without caregivers with their medical needs
- Offer video consultation (VC) to patients with mobility, transportation, technology access and language barriers to care
- Introduce a **facilitated shared care model** to improve patient access to care and timely management

Methodology

Multiple discussions among SGH Community Nurses, Community Partners, Pharmacy, Population Health and Integrated Care Office (PHICO) and Specialist Outpatient Clinic (SOC), to **establish a workflow** for facilitated shared virtual care which includes:

- Screening patients within the service boundaries of community partners, with upcoming appointments, for suitability for VC
- Centre staff help to check if patients completed pre-consult investigations and reschedule appointments if required
- VCs are facilitated by community partners such as Active Aging Centres or Nursing Homes
- Centre staff help patients to order their medication for delivery to patient's home or centre and assist in medication management. When medication related issues arise, pharmacists can provide timely assistance to patients via Zoom.



Results

Between April 2022 & 2023,

Benefits:



79 Video Consults

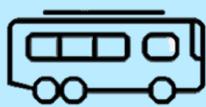


& 12 cross-referrals to resolve medication-related issues



Save 79 hours waiting time

[1 hour x 79 patients = 79 hours]



Save 105 hours travelling time

[80.1 mins x 79 patients = 6327.90 mins = 105 hours]



Save at least \$1738 on transport & medical escorts

[\$22 x 79 patients = \$1738]



Improve access to care for patients



Caregiver can join without applying for leave

Conclusion & Moving Forward

- **Facilitated shared care model allows patients to receive support from community-based VC and medication delivery**
- Though resource intensive and administratively challenging, there is need to support the **vulnerable and underserved** among us, who may otherwise have difficulty accessing timely care due to various barriers
- **Cross-referrals among community partners, nurses and pharmacists to resolve medication-related issues help foster strong collaboration among care providers to share their expertise and bring the best care to patients**
- **With this collaboration**, we plan to strengthen our relationship, expand and improve our programme to serve more patients
- Together we can deliver a more person-centered care in the community and empower our communities to **get well, keep well and live well**

