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SingHealth Match-A-Nurse Pilot Programme

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INTRODUCTION

After discharge, a patient may need simple nursing services while recovering at home. As an effort of SingHealth Regional Health System (RHS) to strengthen the intermediate and long term care (ILTC) sector in the community, SingHealth Match-A-Nurse pilot programme was introduced in April 2016 to enable institutional nurses to formally provide home nursing services to home-bound patients living nearby their residential vicinity or workplace.

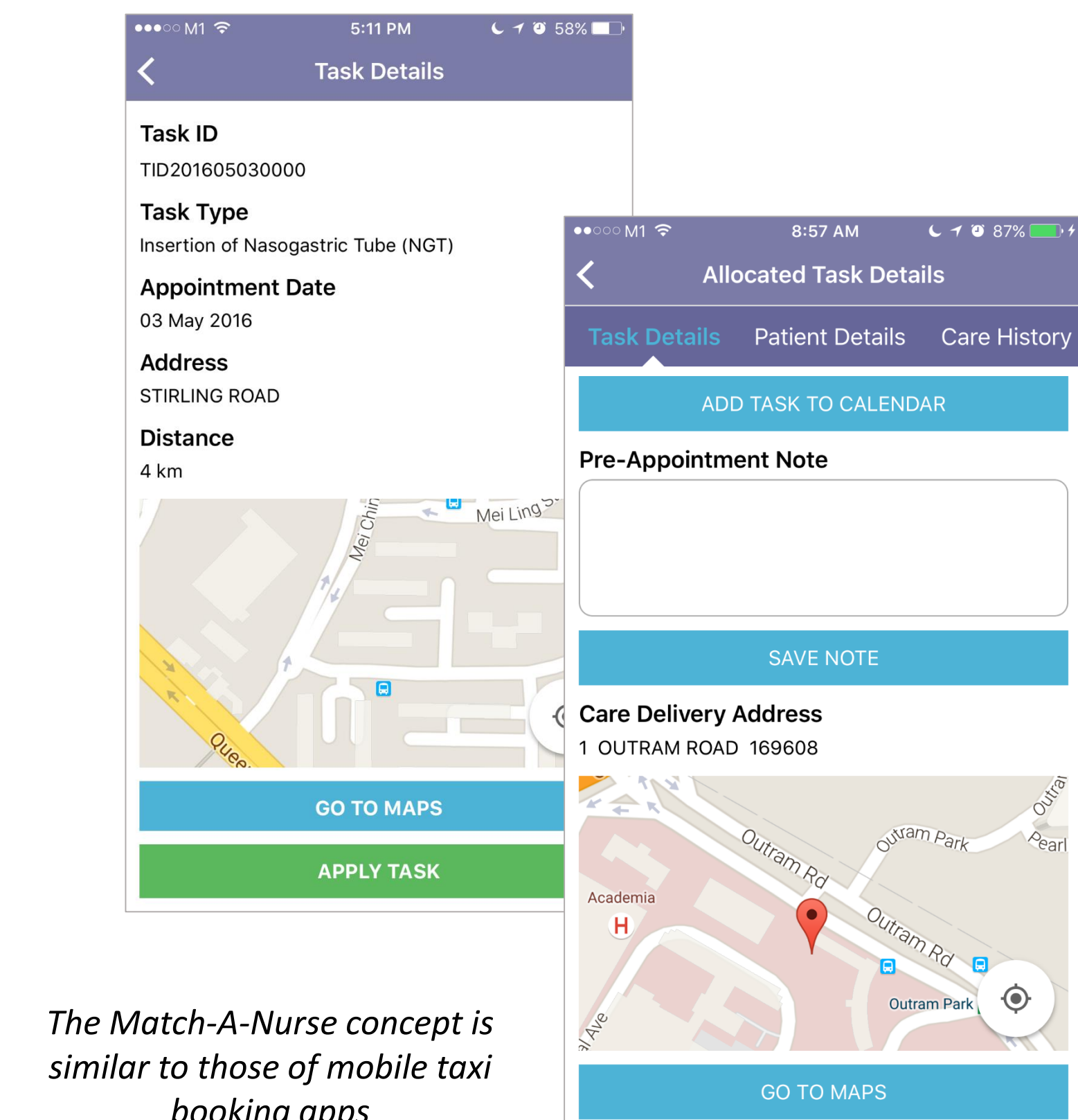
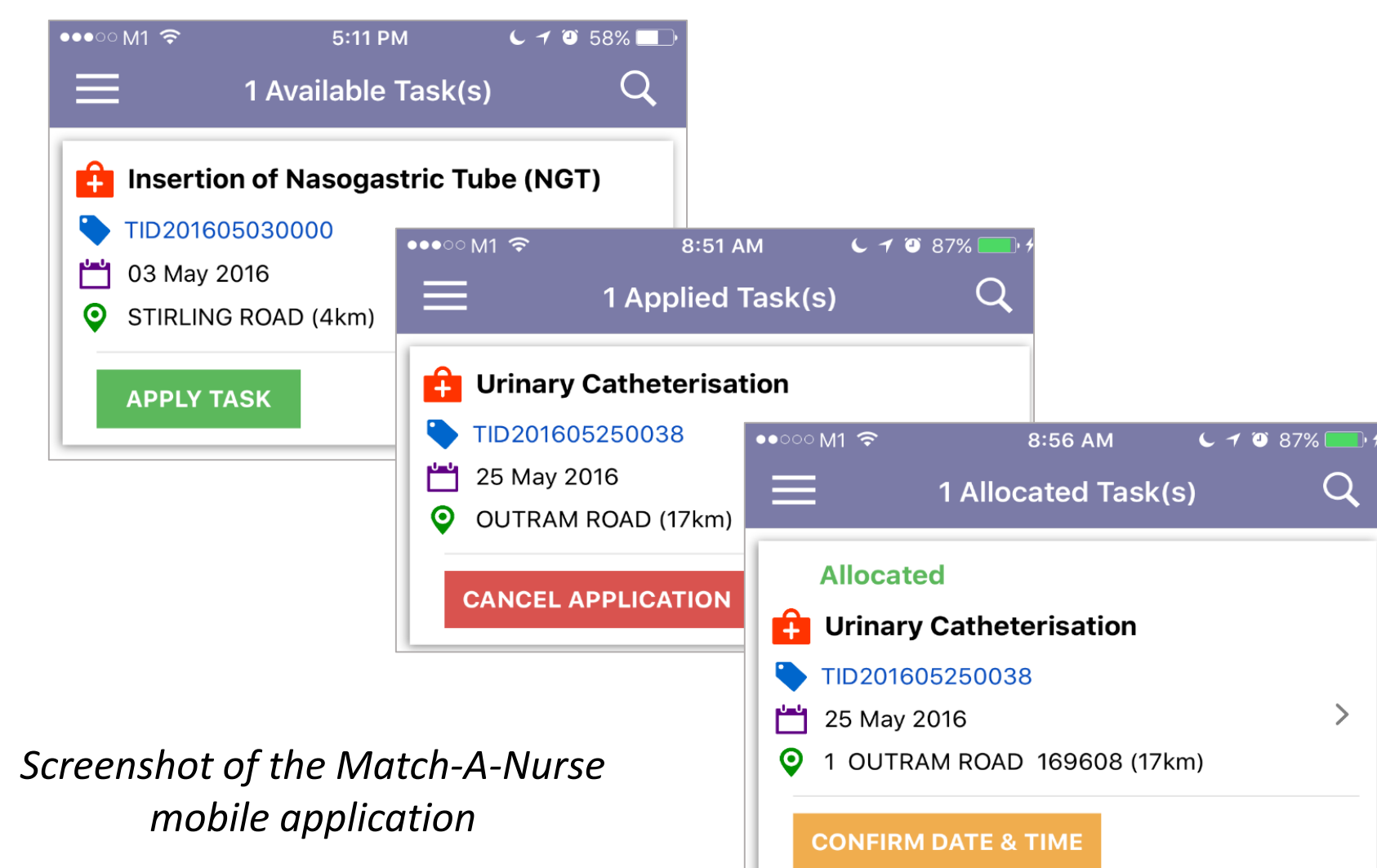
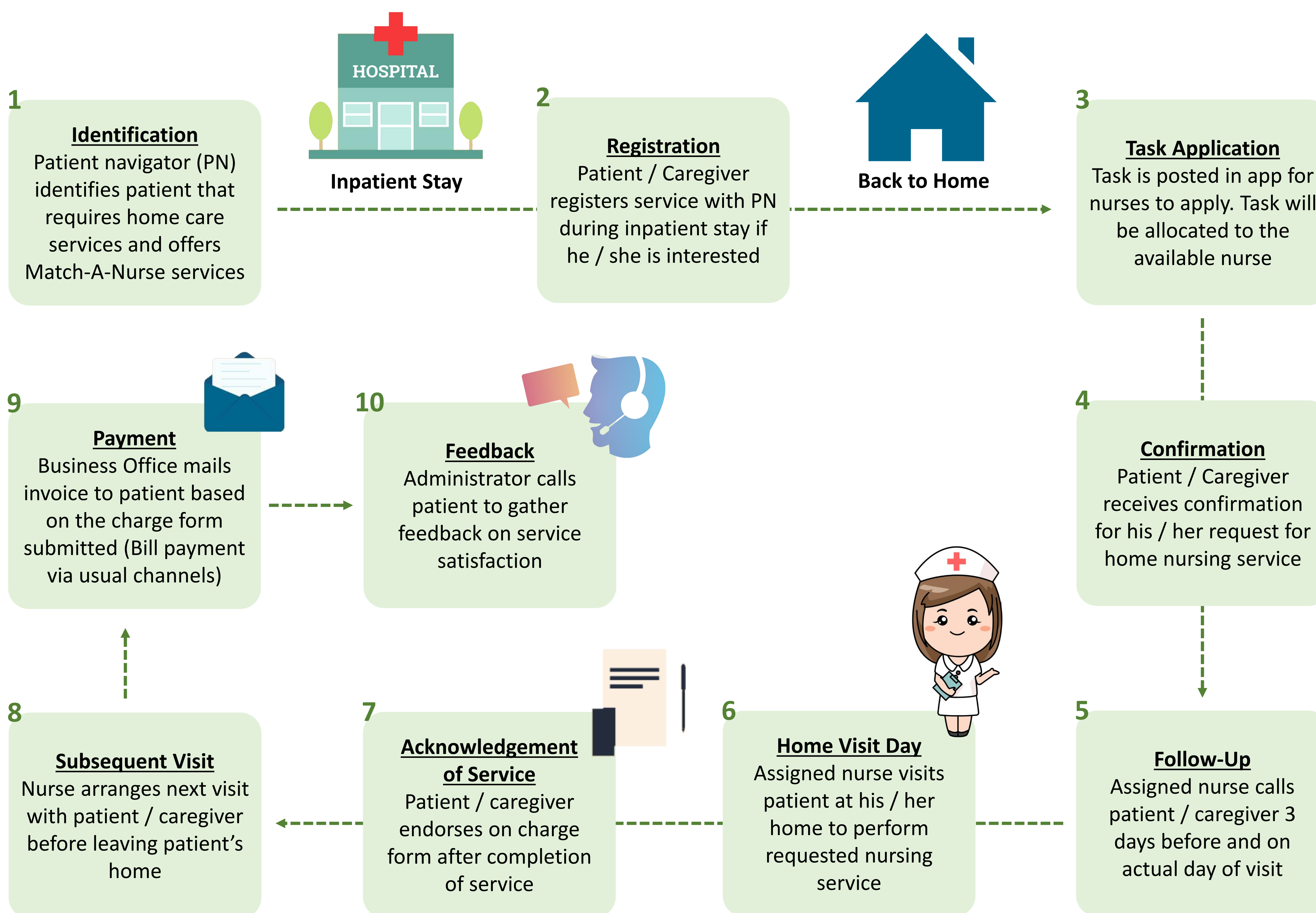
Through the use of mobile application with matching capabilities (developed by MOHH and IHS), the application will match available nurses to patients requiring home nursing services based on proximity. Institutional nurses who are successfully matched with patients will then provide the necessary home nursing services.

PROBLEM STATEMENT & MOTIVATION

The ageing population will inevitably see a rising demand for home nursing services. However, trained nursing manpower is limited and it is not viable to continually increase the manpower pool. It is therefore important to optimise existing nursing manpower to meet the rising demand.

Similar to the concept of GrabTaxi™, the value proposition of Match-A-Nurse is envisioned to be a facilitating tool for matching of patients who require home nursing services with skilled nurses who are living or working nearby and are available to provide the home nursing services. This facilitation is done through the Match-A-Nurse mobile application, where patients' home nursing requests are listed in the application and available nurses can apply for these tasks.

PROCESS FLOW FOR MATCH-A-NURSE SERVICE



DESIRED OUTCOMES

SingHealth Match-A-Nurse pilot programme benefits not only patients, but also healthcare practitioners. It also addresses the needs of ILTC sector.

Patients

- Availability of home care services provided by competent nurses from institutions
- Continuity of care by these nurses
- More home nursing options and accessibility for patients and caregivers

Healthcare Practitioners

- Formal channel for nurses from institutions who are passionate about helping discharged patients by providing home nursing services on a voluntary, ad-hoc basis during their free time
- Opportunity for nurses to provide continuity of care and gain experience in the community setting

The Healthcare System

- Increase community nursing manpower pool in a potentially sustainable and cost-efficient way by:
 - Leveraging on existing pool of qualified nurses currently working in institutions
 - Reducing unnecessary travelling time and cost involved
- Can potentially be extended to other types of nursing care activities and services

PLANS FOR MOVING FORWARD

SingHealth will embark on a two-year pilot of the Match-A-Nurse programme in phases.

The two-year pilot is divided into three phases:



Phase I

- Implementation with SGH nurses and patients.
- Offer services primarily to SGH patients residing within SingHealth RHS

Phase II

- Extension of pilot to KKH nurses and patients.
- Extension of services to patients residing outside of SingHealth RHS.

In this pilot, patients and caregivers will not be involved as users of the application.

At the end of Phases I and II, SingHealth RHS and MOH will conduct an assessment of the pilot's cost effectiveness before reviewing the plans for extension to other clusters, as well as the formulation of governance policies and structures to support its implementation at the national level.