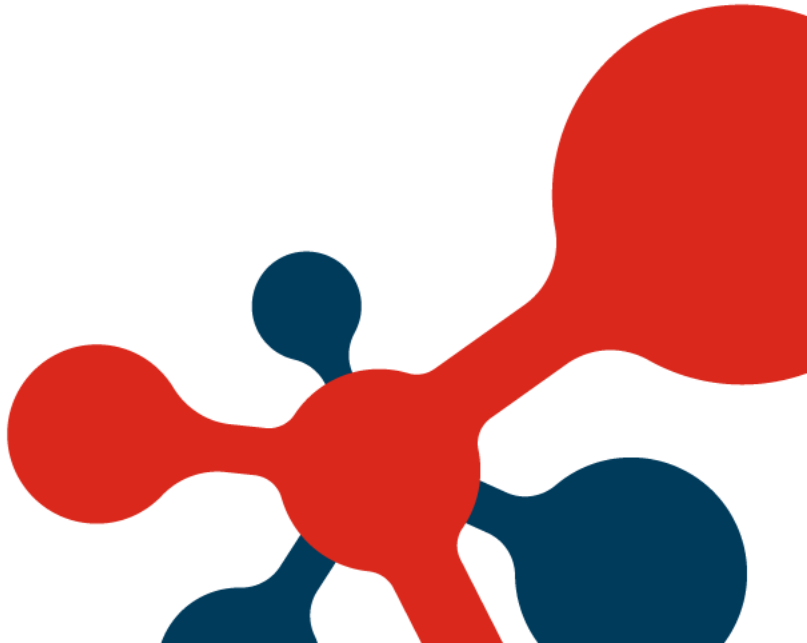
INTEGRATED CARE LEARNING SYMPOSIUM
by SUSS
SINGAPORE UNIVERSITY OF SOCIAL SCIENCES

STRENGTHENING CAPABILITIES FOR INTEGRATED CARE IN A "SUPER-AGED" SOCIETY

30th October 2023



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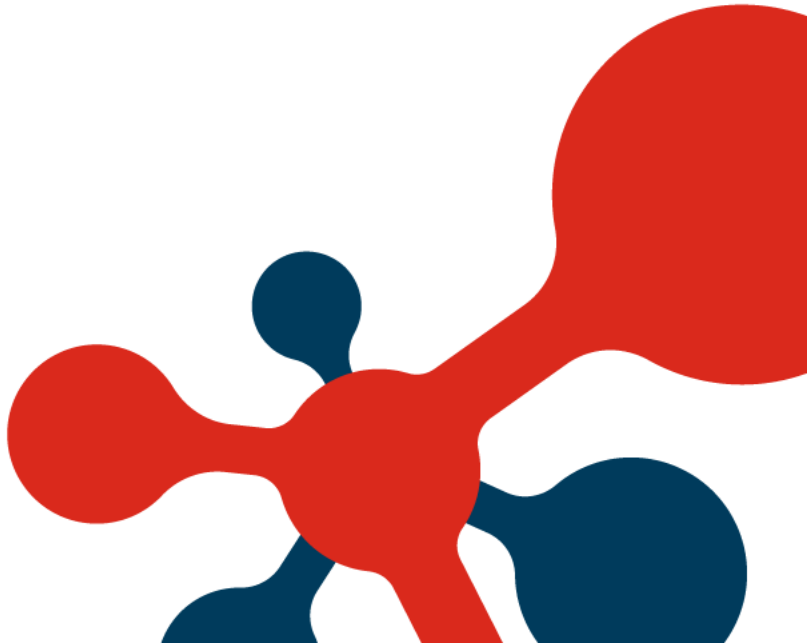
Care Integration in Action

Bukit Batok Township Model of Care

PRESENTED BY

Mr Chew Tee Kit
Senior Medical Social Worker

NUHS
National University Health System



Bukit Batok Township Key Focus Area

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Outcome: A Healthy and Engaged Population in Bukit Batok

Key Focus Area

Promoting Health		Anchoring Care in the Community		Sustainability
Staying Healthy Mostly healthy	**Living Well with Illness** With chronic condition	**Getting Well** Transitional care	**Maximising Quality of Life** Frailty care	

via My Health Map (MHM)

Activities

• Screening • Vaccination • Lifestyle interventions • Regular chronic disease follow-up • Social and environmental support	• Link hospital patients to medical and social nodes in the community • Identify high-risk residents in the community • Inter-Disciplinary case discussion involving medical and social partners for complex cases in the community	• Stakeholder engagement and development

Enablers

- Information Technology and Data Analytics
- Effective Outreach Strategies
- Strong Community Partnerships

Resident's Journey through My Health Map

Enrolment
Introduction, consent and rapport building

Education
Health conversation

Needs Analysis
Understand resident's needs via **BPS Risk Screening**

*High risk:
- BPS managing score ≥4
- Suicidal ideation
- Abuse
- Delayed recall

Recommendations
Appropriate programs & services (residents identified as BPS high risk* will be presented in **IDG**)

Follow up
Nudges/reminders, Follow-ups to track progress

**Tsao Foundation & NUS - ComSA BPS Risk Screener*

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Mission of Inter-Disciplinary Group (IDG)

A shared platform for Bukit Batok

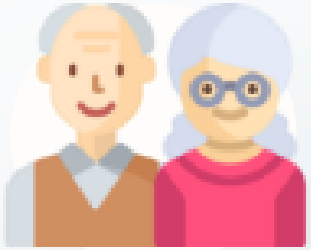
- Support high-risk residents
- Align care goals in community
- Connect residents to social and medical (primary care) nodes
- Leverage local strengths and build capability

Connecting Local Strengths

Adopting asset-based community development lens

Clinical Care Partners
- Bukit Batok PCN GPs
- NTFGH ED Clinician & Geriatrician
- NTFGH Allied Health
- Community Care Team

Social Care Partners
- Tzu Chi SEEN
- Fei Yue Community Services (AAC,FSC,CCMS)
- Club HEAL
- Anglican Cluster Operator



Coordination Support
- NTFGH Comm Ops Admin Support
- Care Connectors

Social Care Support
- People's Association
- AIC Silver Generation Office
- Social Service Office

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Case Study: Mr T

How it started...

- Mr T had an episode of confusion in the community
- He was referred to AIC Silver Generation Office (SGO)
- SGO contacted NTFGH for assistance
- MSW engaged Mr T to arrange home visit for assessment

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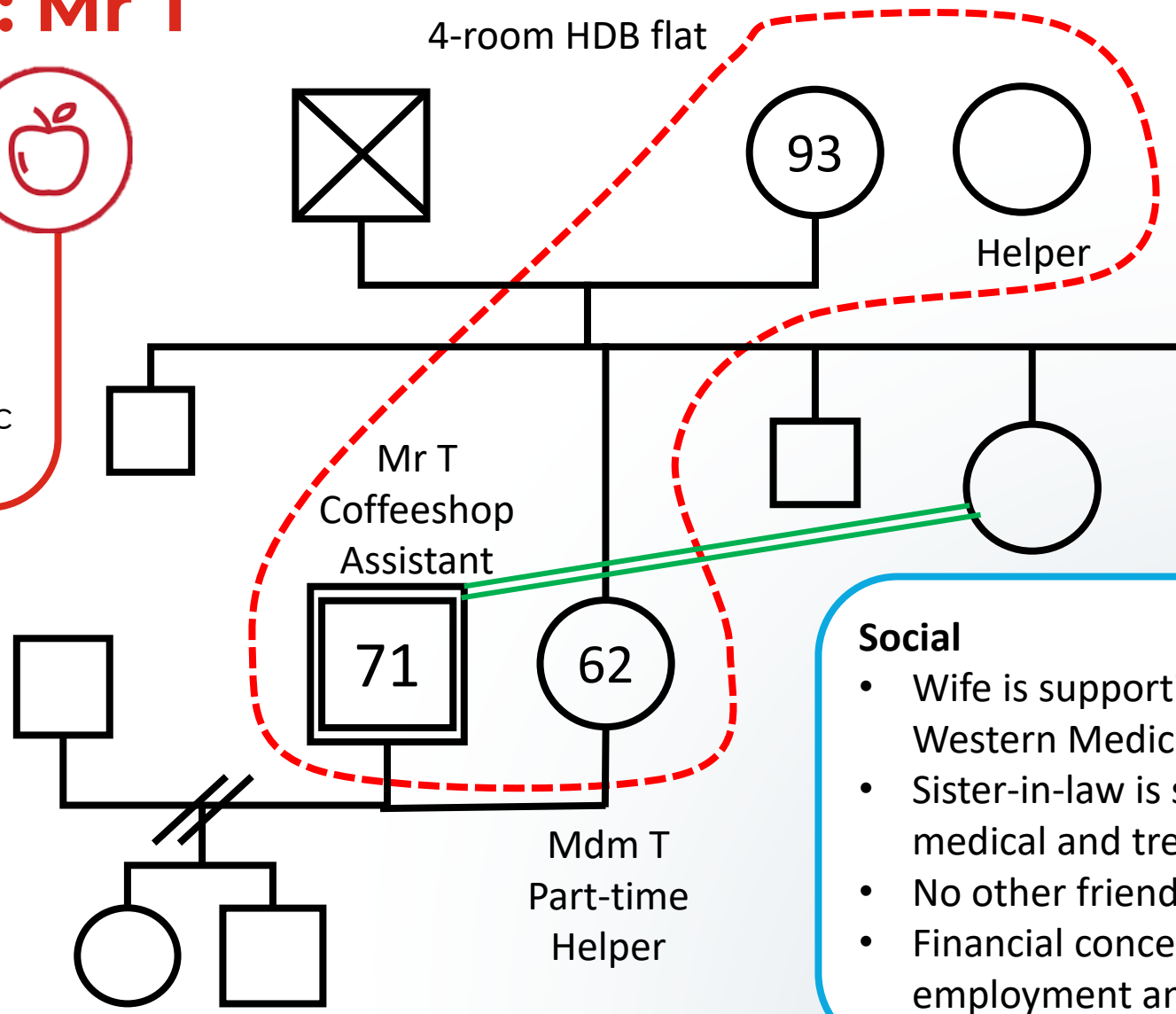
Case Study: Mr T

Biological
- Hypertension, Hyperlipidemia, Arthritis, Epilepsy, Psoriasis
- Has NTFGH & TTSH Specialist & Polyclinic appointments

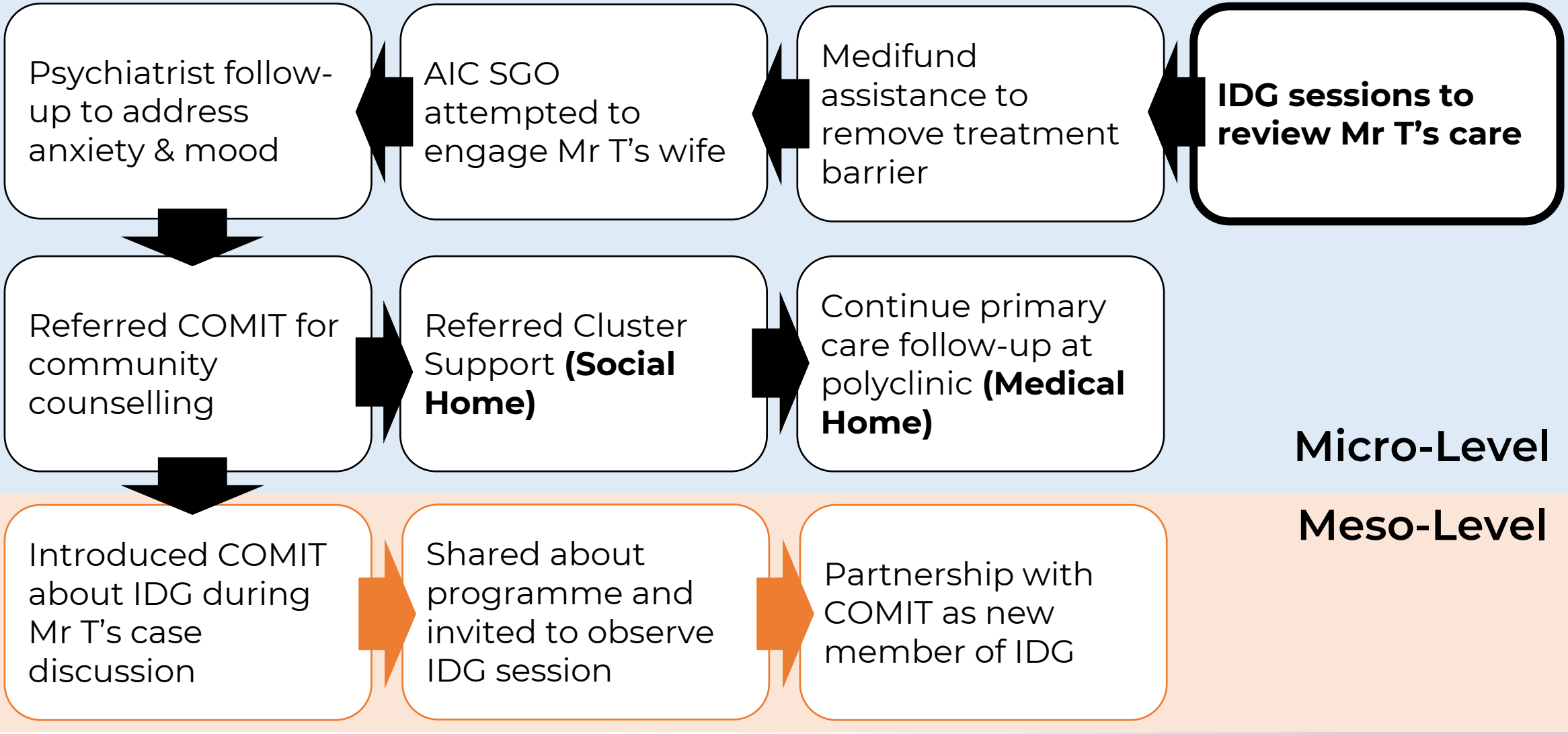
Psychological
- Low mood, feels discriminated over Psoriasis
- Insecure about finances leading to anxiety



Spiritual
- Buddhist
- No spiritual practices limiting care

Social
- Wife is supportive, but does not trust Western Medicine
- Sister-in-law is supportive, ensures medical and treatment compliance
- No other friends or social connection
- Financial concerns due to unstable employment and medical bills

Case Study: Mr T



Care Integration in Action

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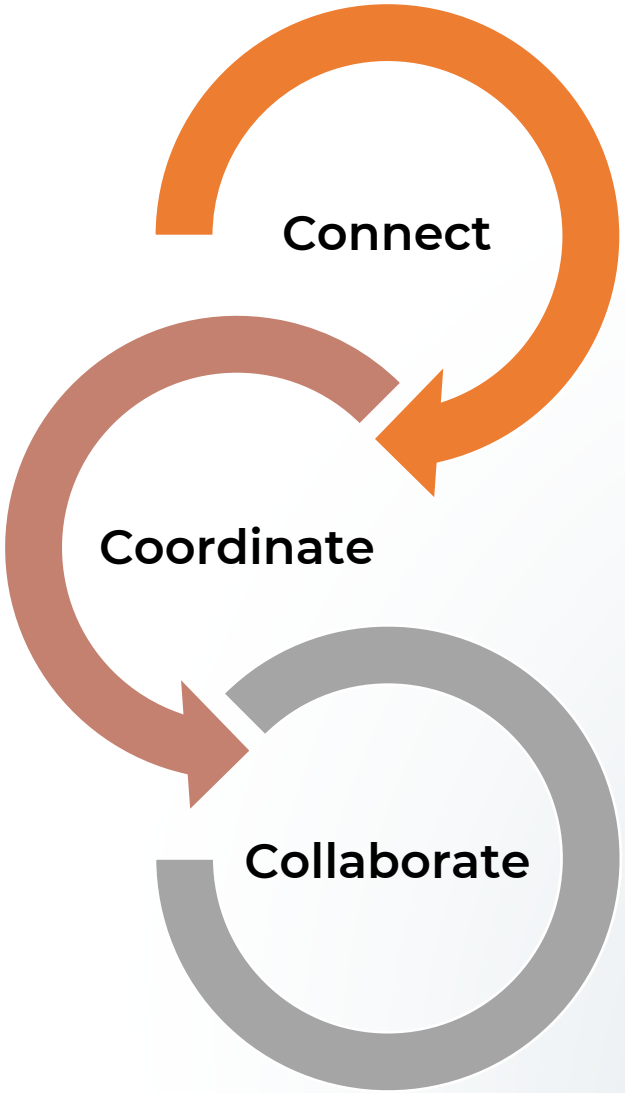
Patient-Level

Connected patient to COMIT & CCMS

Coordinated with services providers to ensure service linkage

Collaborated interventions through feedback loop with agencies



Agency-Level

Connected NTFGH Comm Ops with COMIT – Club Heal

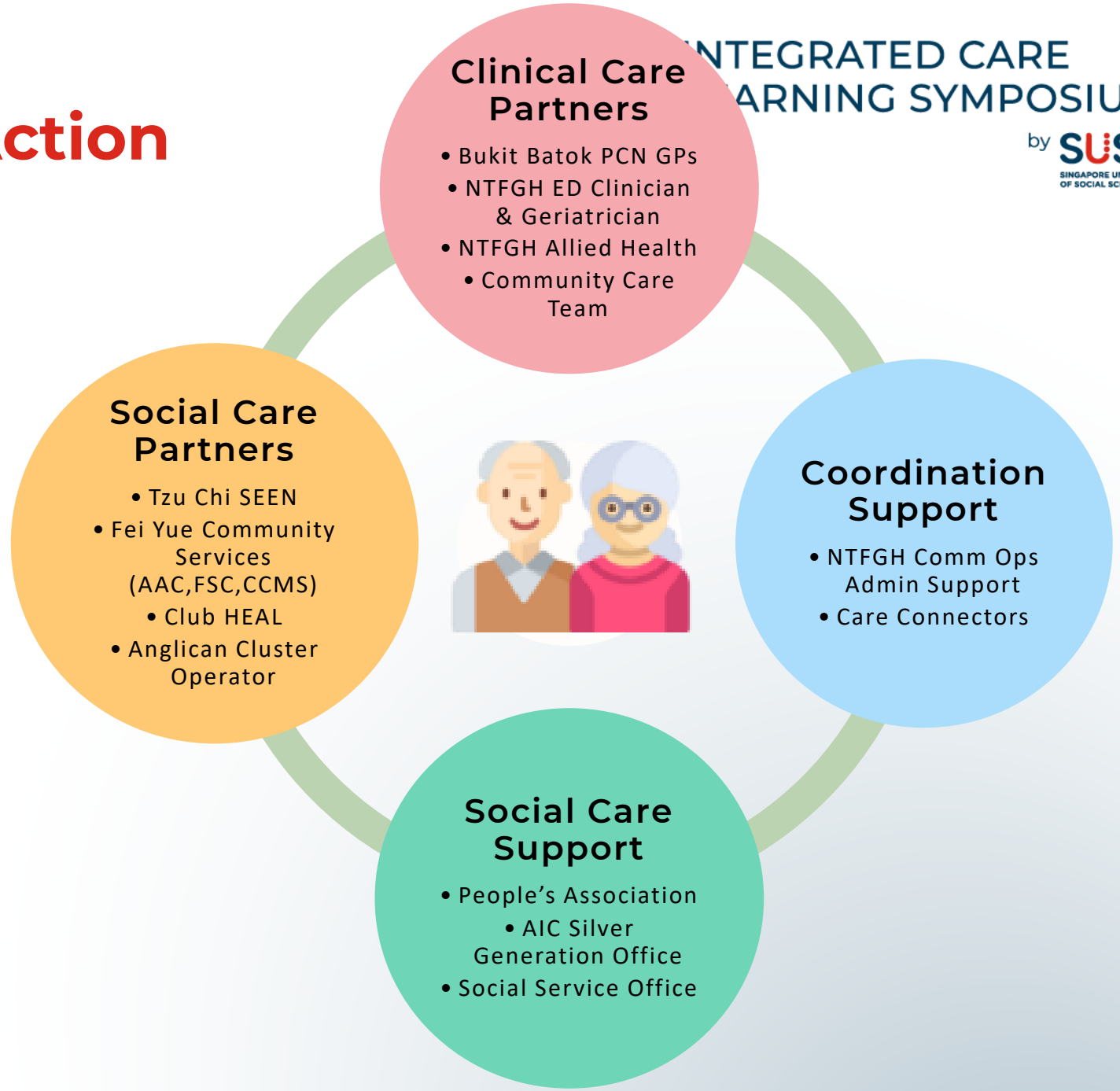
Coordinated meeting to introduce Bukit Batok Township

Partnership with COMIT as new member of IDG

Care Integration in Action

What were our success?

1. Coordinated person-centre care
2. Established Medical & Social Home
3. Cultivated partnerships and learning
4. Enriched IDG discussion with mental health lens



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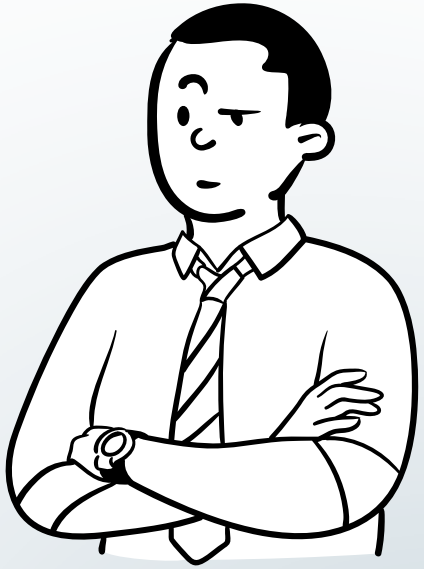
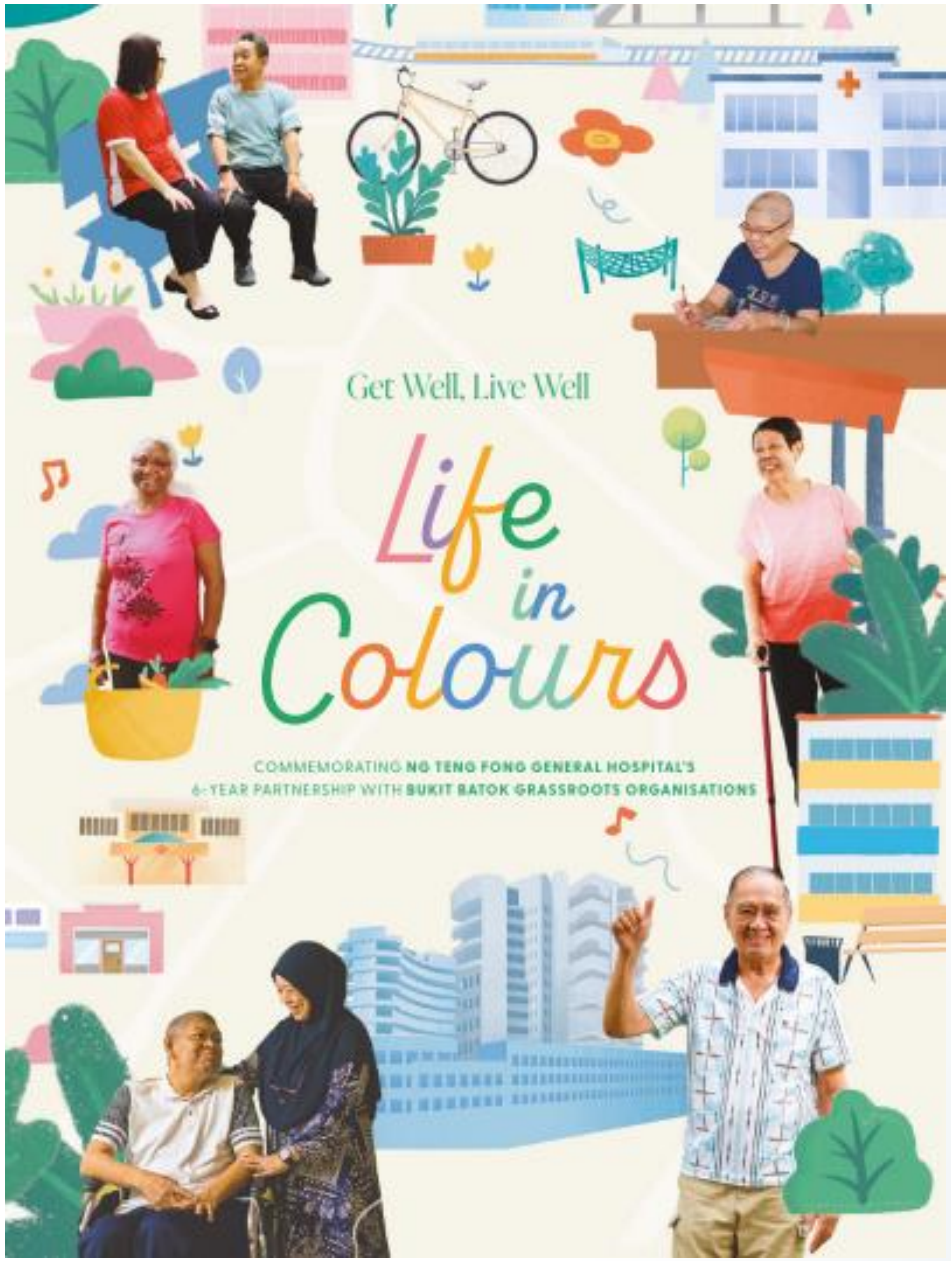
Reflection as a Practitioner

1. Importance of Human Relationships

2. Person-Centred Care

3. Feedback Loop





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THANK YOU!