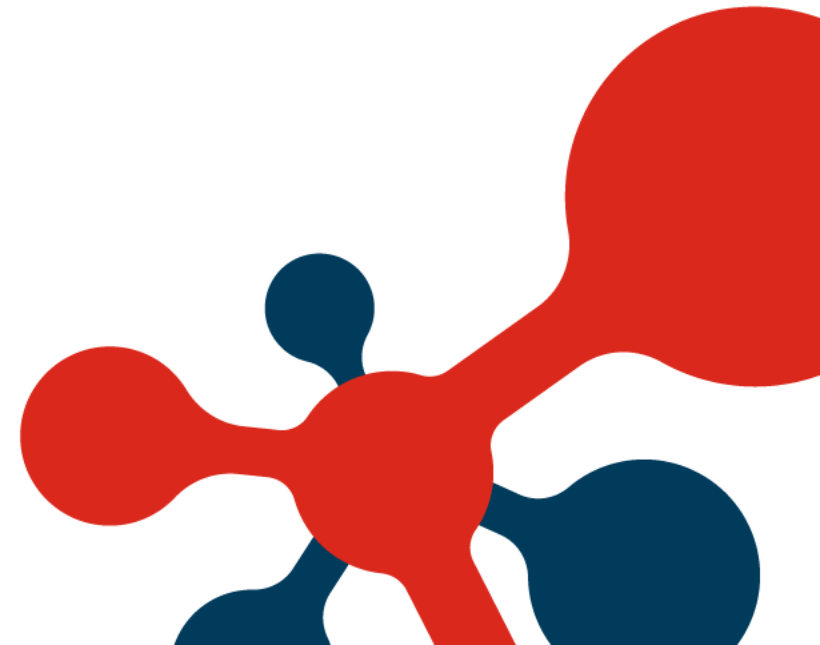


# STRENGTHENING CAPABILITIES FOR INTEGRATED CARE IN A “SUPER AGED” SOCIETY

30th October 2023



# **Ecosystem Approach to Building Up Community Care Capacity: The Loving Heart Experience with Health-Social-Community Integration**

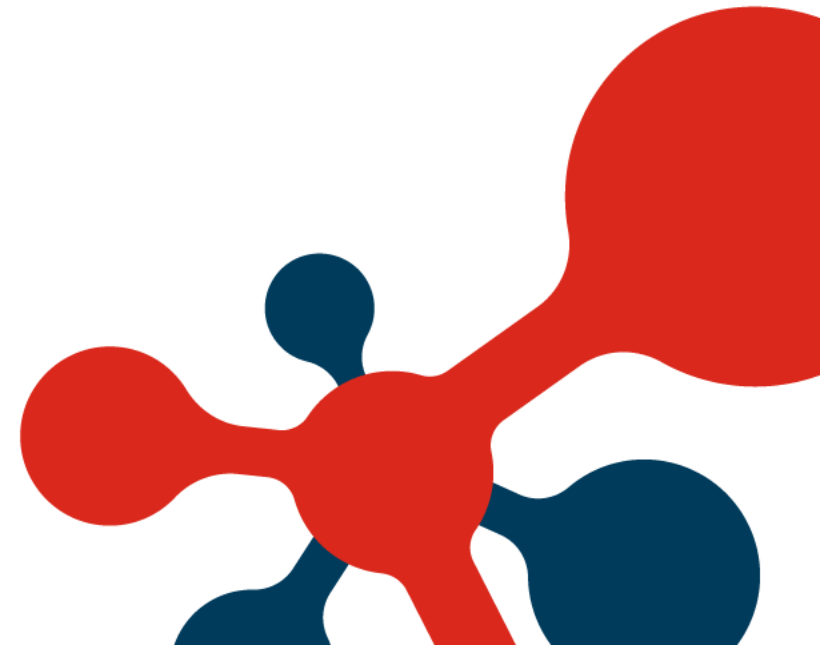
PRESENTED BY

**Dr Loke Wai Chiong**

<sup>1</sup>Consultant, NSHD-SUSS

<sup>2</sup>Vice President, Loving Heart MSC

<sup>3</sup>MOH Office for Healthcare Transformation



# Understanding the *Real Problem*

**“Health is NOT Healthcare”**

*Some quotes to consider:*

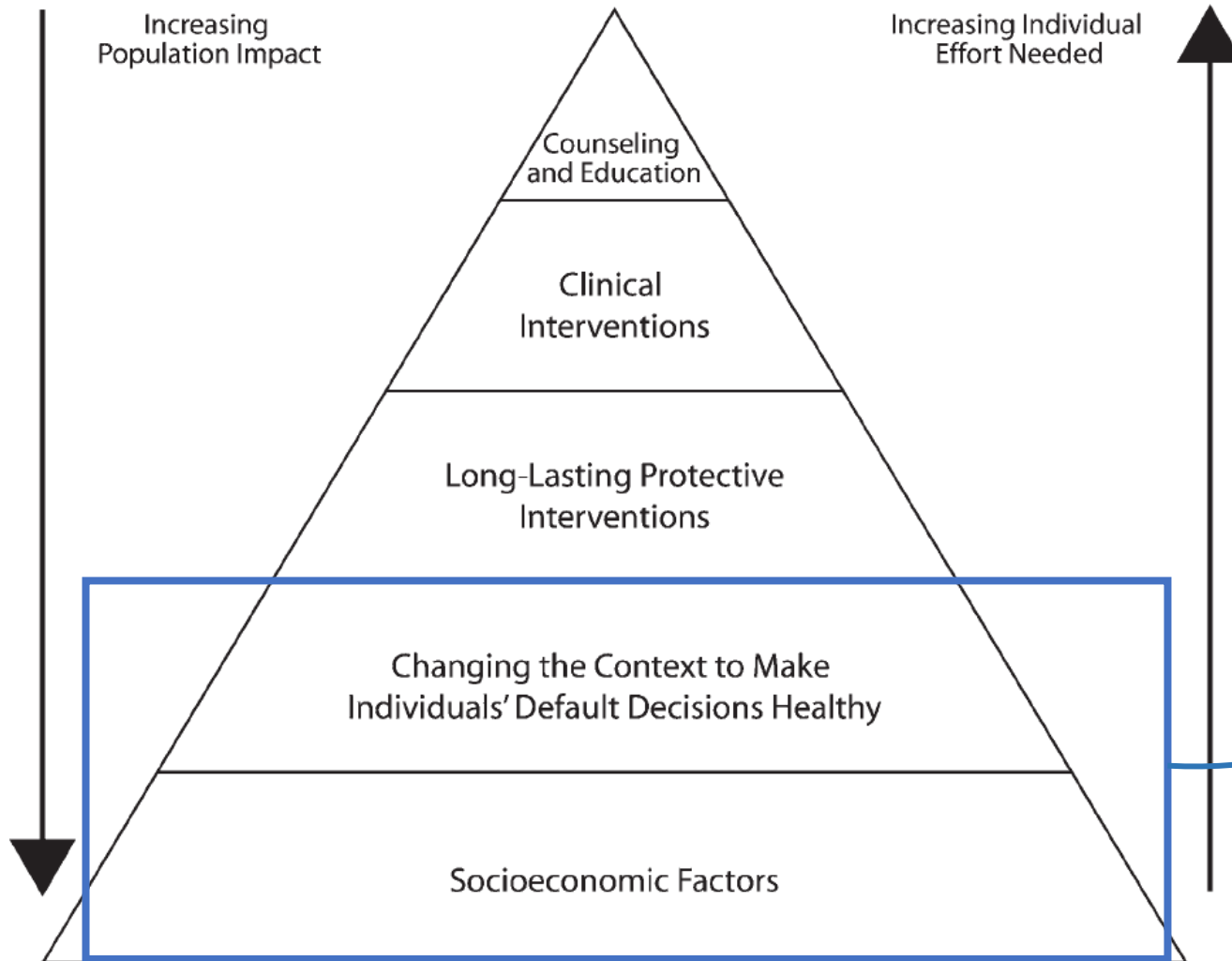
“Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity”

– *WHO*

“What good does it do to treat people and send them back to the conditions that made them sick?”

– *Sir Michael Marmot, The Health Gap (2015)*

# The Health Impact Pyramid



Public action & interventions here require less individual effort & have the greatest population impact.

Unique opportunities to do this at scale in *Healthier SG, Age Well SG, Forward SG, etc*



# When we say “Social”, what do we mean?



## Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	
Medical bills	Playgrounds	Higher education		Stress	Quality of care
Support	Walkability				
	Zip code / geography				

### Health Outcomes

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

The social determinants of health (SDoH) are the **non-medical** factors that influence health outcomes. They are the conditions in which people are **born, grow, work, live, and age**, and the **wider set of forces and systems** shaping the conditions of daily life.

*World Health Organisation*

# Appreciating the Ecosystem

“We can’t do this alone”

## Quote:

"**All things operate in systems** which put events, phenomena, daily activities in a context. For the social sector the system is in the community.

**The Community System is an ecosystem,** rich in interdependencies, social and collaborative networks.

For the toughest problems, the community must support **and all, including the beneficiaries, must be part of the solution.**"

- Assoc Prof Teng Su Ching

# Levels of Perspective

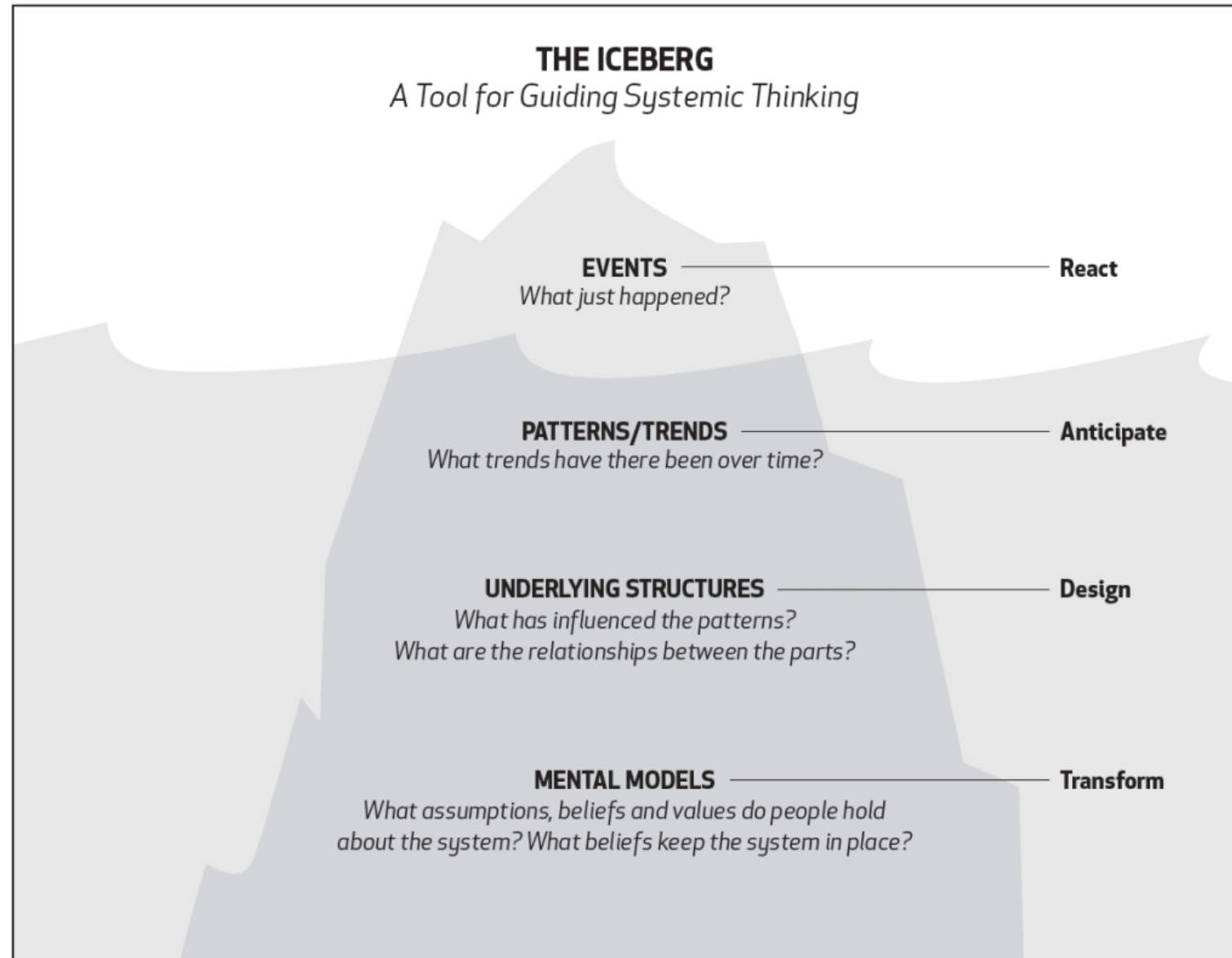


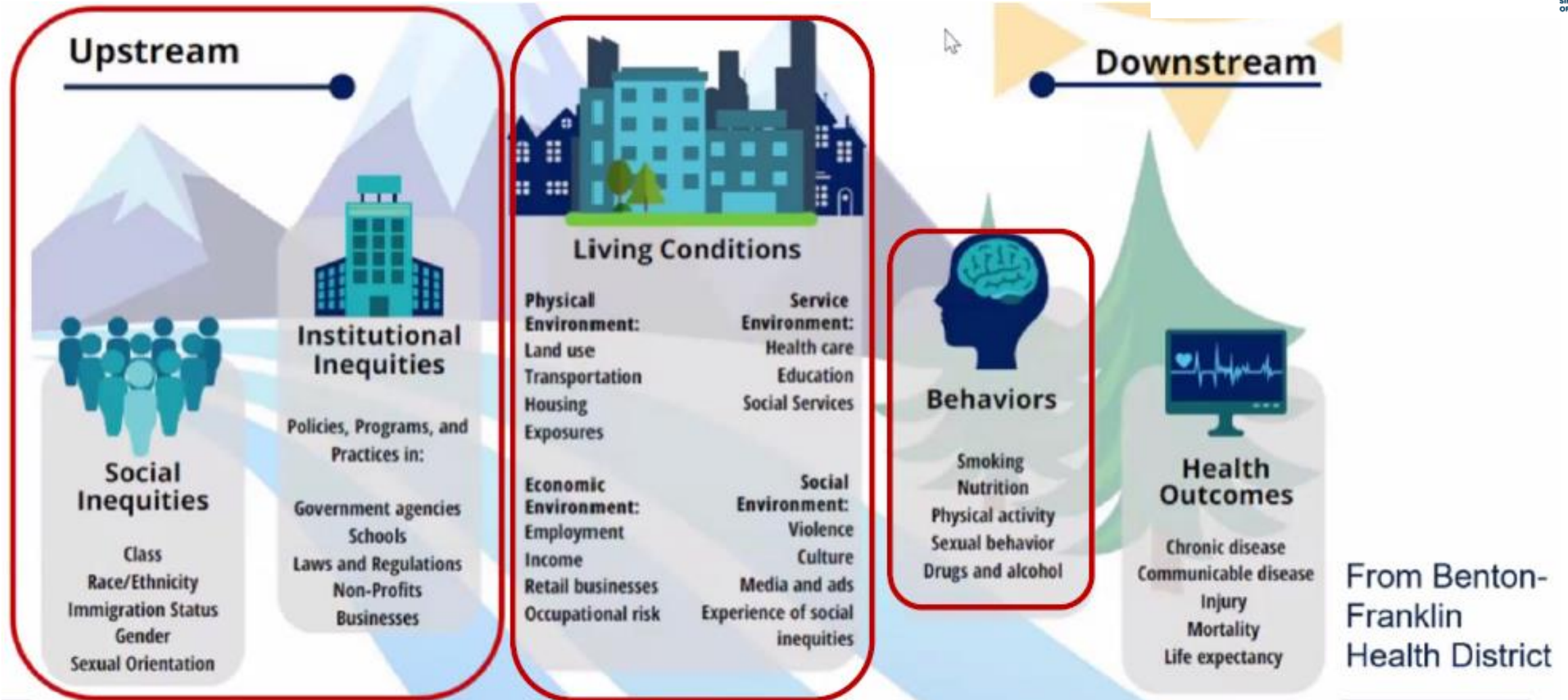
Image credit:

<https://ecochallenge.org/iceberg-model/>

*Levels of Perspective by Daniel Kim,  
The Systems Thinker;  
Civil Service College*



# Upstream – Downstream



When we think & act  
**UPSTREAM**  
we create a healthier,  
safer world.



# Loving Heart's Social-Health Integration Journey

## Healthcare Unaffordable

Inequalities in health  
Burden on health workers



## SDOH

Move upstream to  
address the social  
determinants of health



## Age in Place

Patient returns to the  
community ; given  
personal care plan



## Primary Care / Clusters

Shortage of Drs and Nurses  
Chronic hospital bed crunch  
GPs and Polyclinics not well  
integrated w/community



## Community

Lay extenders &  
community-based providers



## Community Carers

*Build capacity in the  
community*





# Solving for Health-Social Integration

Is the missing link... **“COMMUNITY”**?

*“... For the **toughest** problems ... **all**, including the beneficiaries, must be part of the solution.”*

- Assoc Prof Teng Su Ching

**“By, For, With** the Community.” – Loving Heart

## Gallery walk

*To learn and share how each group aims to improve the lives of the residence*



# Building Community Assets and Collaborative Networks

## SOCIAL IMPACT EVALUATION & RESEARCH

- Building a network of Community Care Collaboratives (CCC) to strengthen social impact

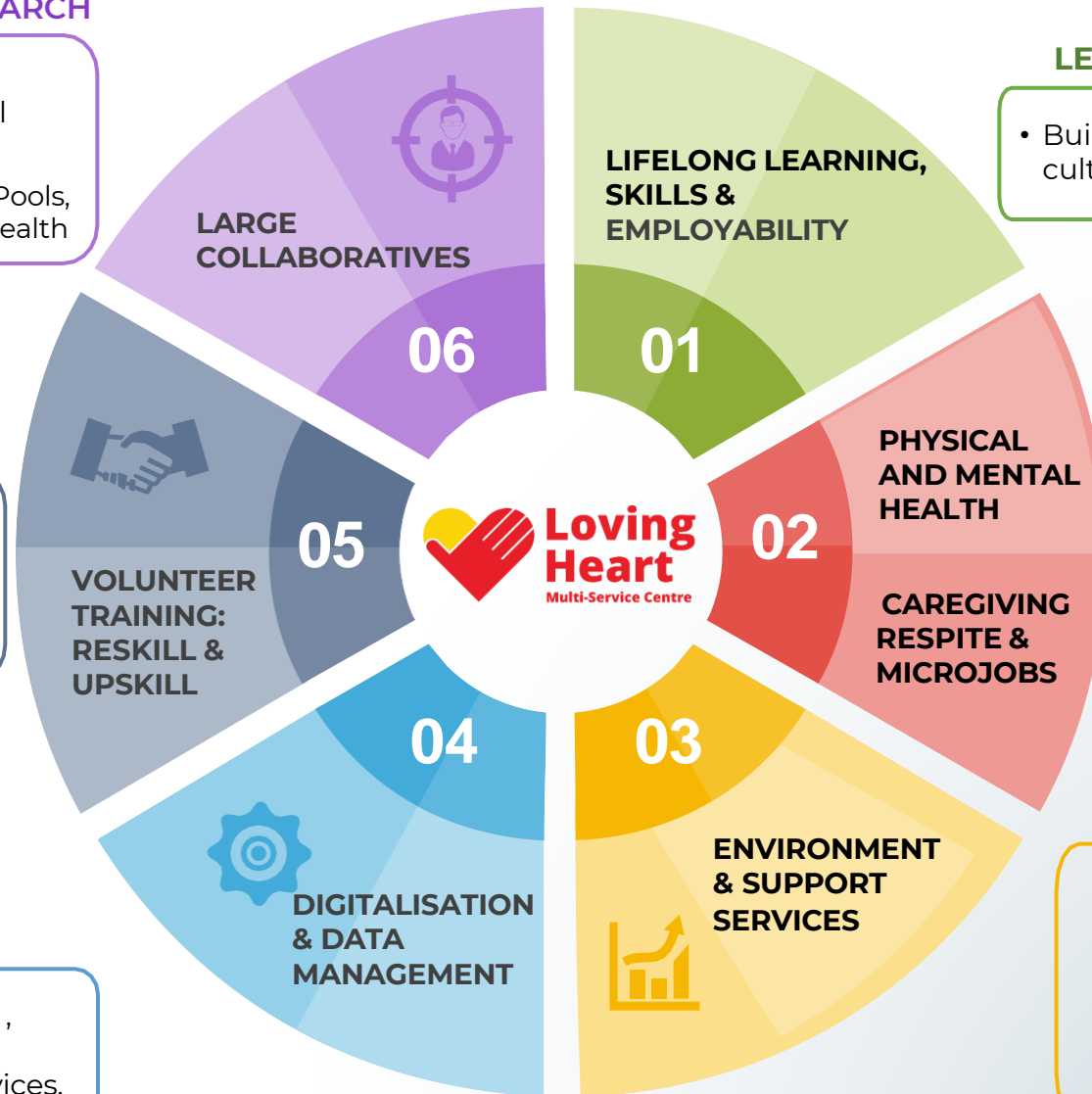
NUHS, MOHT, NTFGH, SUSS, PA, Singapore Pools, HPB, NCSS, SGACTION, Sports SG, AIC, SingHealth

## SKILLS-BASED, PURPOSE-FIT TRAINING

- Recognise that skills form a large part of talent
- Design training programmes to equip staff and volunteers with relevant skills in a timely manner

## DIGITAL SERVICES

- Embrace technology for operations, data driven decision-making and delivery of social care and other services.



## LEARNING & DEVELOPMENT

- Building a lifelong learning culture and a learning organisation

## CARE SERVICES

- Promote healthy longevity and health-seeking behaviour
- Advocate for physical and mental health, health equity, social networks, active ageing and care-giving

## SOCIAL SERVICES & OTHER DETERMINANTS OF HQOL

- Acknowledge that good health goes beyond medicalization
- Recognise the importance of the social determinants of health
- Help build health-related quality of life and well being
- Referrals





## What if...

...**individuals** with ***in-demand care skills*** could be routed to, and connect with, places that need them? And those wishing to learn these skills can do so conveniently, on-demand and on-the-job?

...**care organizations** could accelerate their **impact** by leveraging existing ideas and platforms instead of reinventing the wheel?

...**leaders & funders** could make data-driven decisions with a **bird's eye view** of the ecosystem and the conversations that are happening?



# IHLs can support the community through enablement & empowerment



## Essential Skills for Community Care

"The community is at the core of the healthcare social compact."

Ong Ye Kung, Minister for Health



"The community is at the core of the healthcare social compact."  
Ong Ye Kung, Minister for Health

### COMMUNITY CARE ESSENTIALS (BASIC): DEVELOPING SKILLS & STRATEGIES FOR EFFECTIVE PRACTICE

Health and well-being start in the community. Your lifestyle, behaviour, social relationships and environment can bring about better health. Healthcare determines only 10% of whether you live a long healthy life.

Join this foundational class to find out how the community is important to your health. Equip yourself with the skills to contribute to building community care.

The 12-hour course will be conducted over 3 days. Refer to the table below for the dates for Intake 1:

Course Date	Timing	Venue
15 May 2023	1pm - 5pm	Loving Heart
22 May 2023		Multi-Service
29 May 2023		Centre

For enquiries:  
[sri@lovingheart.org.sg](mailto:sri@lovingheart.org.sg)

#### Topics include:

- What is community care
- Social determinants of health
- Ageing and mental health
- Working with an elderly person
- Common health conditions
- Self-care

#### Who should attend

- Volunteers and befrienders
- Operation staff of social service agencies
- Anyone interested in health matters and community care

**Our Trainers**



Mr Timothy Chua  
Senior Lecturer, Social Work Programme  
S R Nathan School of Human Development, SUSS



Associate Professor Ivy Chia  
Head, Arts & Music Education Programme  
S R Nathan School of Human Development, SUSS



Dr Loke Wai Chiong  
Program Lead,  
MOH Office for Healthcare Transformation (MOHT)



Mr Yeo Beng Teck  
Adjunct Lecturer,  
S R Nathan School of Human Development, SUSS

#### Course Details

Course Date	Timing	Venue
10 June 2023, Saturday	0830 - 1230	SUSS Block C
24 June 2023, Saturday		Level 5
1 July 2023, Saturday		SR C.5.07

#### Topics include

- Fundamentals of Community Care Practice
- Social Determinants of Health
- Personalised Care Plan
- Health coaching and motivational interviewing
- Systems thinking to solving complex family problems
- Sense-making: making sense of complex problems
- Self-care and burnout prevention

#### Who Should Attend

- Those working in community care settings
- Managers and supervisors overseeing community-based services and programmes
- Those interested in entering the field of community care

For enquiries, please email  
[xtlim@suss.edu.sg](mailto:xtlim@suss.edu.sg)



Scan the QR Code on the left to sign up now!

Supported by



Scan the QR Code on the left to sign up now!



**SUSS** academics curated a special training curriculum to empower volunteers to work with vulnerable families and other beneficiaries in community.

**SUSS** faculty provided Behavior Change theory for sustainable Collective Impact (project with NCSS, NUHS, Loving Heart) to help vulnerable families achieve stability and self reliance.

**SUSS** is working with SingHealth and AIC-SGO to co-create a multi-disciplinary training programme to prepare volunteers to work in an integrated care environment

**THANK YOU!**

