

HEALTHIER YOU • HEALTHIER SG

“As a primary care provider, the National Healthcare Group Polyclinics manages patients holistically by providing preventive care as well as engaging, educating, and empowering them to take charge of their health so as to reduce the risk or delay the onset of developing chronic diseases. We also work collaboratively with partners in the community to develop customised care plans in order to achieve better health for the population – one patient at a time.”



ASSOCIATE PROFESSOR CHONG PHUI-NAH
CEO, NATIONAL HEALTHCARE GROUP POLYCLINICS & PRIMARY CARE





— ● **NATIONAL
HEALTHCARE
GROUP
POLYCLINICS**

National Healthcare Group Polyclinics

- Primary care is the bedrock of Singapore's care transformation journey. For more than two decades, National Healthcare Group Polyclinics (NHGP) has been working hard to achieve a future-ready primary care ecosystem – one that is sustainable, accessible, and effective in improving population health.



partnership with People's Association (PA) and Ci Yuan Community Club, to help address residents' concerns and queries on COVID-19 vaccination. As of 31 March 2022, some 255,000 doses of the vaccine were administered by NHGP to members of the public.

COVID-19 HOME RECOVERY PROGRAMME

In support of the Ministry of Health (MOH)'s Home Recovery Programme, NHGP cared for about 500 COVID-19 patients who were unwell or had mild symptoms during October 2021. Teleconsultations were offered by doctors and nurses from 9am to 9pm daily to ensure continuous care and support for patients during their recovery.

EXTENDED OPERATING HOURS TO COMBAT COVID-19

In response to MOH's call for polyclinics to help manage the escalating number of patients with Acute Respiratory Infection (ARI), Woodlands Polyclinic and Kallang Polyclinic extended their operating hours on two weekends in February and March 2022.

TELEHEALTH SERVICES

In April 2020, NHGP introduced a range of new and enhanced telehealth services to provide patients with greater accessibility to healthcare services during the



TOP A hybrid Mandarin dialogue was organised at Ci Yuan Community Club to address residents' concerns and queries on COVID-19 vaccination.

ABOVE A/Prof Chong Phui-Nah, CEO, NHGP & Primary Care (left) presenting the National Healthcare Innovation and Productivity Medals 2021's Best Practice Medal (Care Redesign) to Dr Sabrina Wong, Deputy Director of Clinical Services and Team Lead of the NHGP Teleconsultation Workgroup (right).

SUPPORTING SINGAPORE'S FIGHT AGAINST COVID-19 COVID-19 VACCINATION PROGRAMME

NHGP continued to play a key role in protecting the community against COVID-19, offering the vaccine at all seven polyclinics. In April 2021, Hougang Polyclinic organised a hybrid Mandarin dialogue session, in



Kallang Polyclinic



(left to right): Dr Valerie Teo, Family Physician, Consultant & Head of Kallang Polyclinic; Minister for Health Ong Ye Kung; A/Prof Chong Phui-Nah, CEO, NHGP & Primary Care; and Tan Tee How, Chairman, NHG, at the official opening of Kallang Polyclinic.

COVID-19 pandemic, including Tele-Consultations, Tele-Wound Monitoring, Tele-Direct Observed Therapy (DOT), Tele-Dietetics, Tele-Physiotherapy, and Tele-Psychology. In recognition of these services, NHGP was awarded the Best Practice Medal in the Care Redesign Category for the National Healthcare Innovation and Productivity (NHIP) Medals in July 2021.

INTEGRATING HEALTH AND SOCIAL CARE FOR PATIENTS

OFFICIAL OPENING OF KALLANG POLYCLINIC TO SERVE THE COMMUNITY

In May 2022, NHGP officially opened Kallang Polyclinic to better meet the growing healthcare needs of residents in the area. The event was graced by Minister for Health Ong Ye Kung.

In line with *Healthier SG*, Kallang Polyclinic offers a range of healthcare

services to help residents take charge of their health and well-being. Some novel initiatives that provide comprehensive care to improve patients' overall health outcomes include:

- Fully-Automated Vaccine Management System**
 Kallang Polyclinic is the first NHG Polyclinic to pilot the use of a fully-automated Safety Manpower Productivity Accountability Real Time Analytics Vaccine (SMARTVacc) System, which enables live inventory tracking, and cross-checking of dispensed vaccines against an in-built image recognition system for enhanced patient safety.
- Patient Advisory Council**
 The Patient Advisory Council (PAC) comprises residents who are also patients of the polyclinic, caregivers, and/or volunteers, who help co-create care solutions. The PAC serves as a voice for patients and the community, with members sharing their experience and insights with the care team to achieve better health outcomes.



ABOVE Under the RELATE programme, elderly patients with complex medical and social needs are identified by NHGP and its community partners, so that a shared care plan can be developed to address the patient's needs.

RIGHT The EMBRACE programme addresses health and social issues of vulnerable children aged 0-3 years old from low-income families.

RELATE PROGRAMME

Under the RELATE (RElationship-based HeAlth & Social InTEgration) programme, the NHGP care team works closely with community partners to identify and develop shared care plans to support elderly patients with complex medical and social needs.

First introduced in Ang Mo Kio Polyclinic in September 2020, the programme is available at all NHG Polyclinics. RELATE patients will be supported through their healthcare journey by a Care Coach, who acts as a health buddy and a single point of contact between the patient and his/her healthcare team. This would help empower patients and families to navigate between NHGP, community partners, and hospitals.

EMBRACE^{PLUS} PROGRAMME

The EMBRACE^{PLUS} (Enhanced Maternal Baby Toddler And Child SurVEillance^{PLUS}) Programme integrates NHGP's maternal and child health services, and is aimed at strengthening the mother and child dyad, particularly for at-risk families. EMBRACE^{PLUS} seeks to identify children aged 0 to 3 years old from low-income families, and address their health and social issues.



When these children visit the polyclinics for their vaccinations and developmental assessments, they will be screened for other medical, care, and financial needs.

Mothers will be screened for postnatal depression, and if required, be referred to the appropriate healthcare staff for interventions. For mothers with a history of gestational diabetes mellitus (GDM) during pregnancy, the care team will review and manage their conditions accordingly.

EMBRACE^{PLUS} was first piloted at Yishun Polyclinic in September 2020, and will be available in all NHG Polyclinics by March 2023.



Healthier SG is a key effort to activate and reform the public health system, empower individuals to choose health, and lay the foundation for the aged care system. **We need all stakeholders – family doctors, community partners, healthcare clusters, employers, and residents – to join us in this effort, to shape a healthier Singapore.”**

ONG YE KUNG
MINISTER FOR HEALTH

INVESTING IN RESEARCH AND EDUCATION

NHGP PRIMARY CARE RESEARCH SYMPOSIUM

In December 2021, NHGP held its first virtual Primary Care Research Symposium to facilitate information exchange and networking among primary care professionals. Titled ‘Understanding Diabetes in Younger Adults’, the webinar featured various distinguished speakers from NHGP, the Institute of Mental Health (IMH), and Khoo Teck Puat Hospital (KTPH), as well as the Baker Heart and Diabetes Institute based in Melbourne, Australia.



A second webinar was held in March 2022 on ‘Improving Primary Care Management of Asthma’. It featured Associate Professor Tang Wern Ee, Director of Clinical Research Unit, NHGP, and Chairperson of the Singapore National Asthma Programme-3, who shared research findings and updates on asthma management, as well as other experts from the National University Hospital (NUH), Lee Kong Chian School of Medicine (LKCMedicine) at Nanyang Technological University (NTU), and Singapore General Hospital (SGH).

ASIA PACIFIC PRIMARY CARE RESEARCH CONFERENCE 2021

In July 2021, three NHGP Family Physicians presented their research projects at the Asia Pacific Primary Care Research Conference 2021:

- Dr Gabriel Ding presented on ‘Factors associated with family caregiver burden among frail older persons with multi-morbidity’.
- Dr Jeremy Koh presented on ‘Clinical effectiveness of telephone compared to face-to-face consultations for sub-optimally controlled Type 2 diabetics’.
- Dr Quek Jing Sheng presented on ‘Patients’ journeys to nebuliser therapy in a polyclinic during an asthma exacerbation: a qualitative study’. He also clinched the Wong Heck Sing Award for Best Oral Presentation (1st prize) at the event.

ASIA PACIFIC MEDICAL EDUCATION CONFERENCE 2022

In January 2022, two NHGP staff presented their research papers and received awards at the Asia Pacific Medical Education Conference 2022. Dr David Ng, Head, Special Projects (Primary Care), NHGP, clinched the Short Communications Merit Award for his poster presentation on ‘Asynchronous Game-based Learning for Social Determinants of Health in Undergraduate Teaching’, while Dana Koh Hui Min, Staff Nurse at Geylang Polyclinic, was awarded the Free Communications Young Scholar Award (Runner-up) for her project on ‘Perceptions and Experiences of Nurses Transitioning to Primary Care: A Qualitative Study’.

