



- **TAN TOCK SENG HOSPITAL
AND NATIONAL CENTRE
FOR INFECTIOUS DISEASES**



 HEALTHIER YOU · HEALTHIER SG

“With *Healthier SG*, we are bringing care closer to our residents, working alongside our General Practitioners and Community Partners. The hospital of the future is no longer just brick and mortar, but one without walls.”

PROFESSOR EUGENE FIDELIS SOH
DEPUTY GROUP CEO (INTEGRATED CARE), NHG
& CEO, TAN TOCK SENG HOSPITAL & CENTRAL HEALTH



RIGHT SAF volunteer LCP Khairul and Principal Physiotherapist Chua Ying Lynn with a patient.



Tan Tock Seng Hospital

As Singapore moves towards endemic COVID-19, Tan Tock Seng Hospital (TTSH) remains a crucial vanguard in this transition, working closely with the National Centre for Infectious Diseases (NCID), the Ministry of Health (MOH), community partners, and the public to manage COVID-19 cases in the community. In tandem with battling COVID-19, TTSH continues to forge ahead in transforming care for residents in the Central Region of Singapore. Its strong relationships with health and social partners, culture of continuous learning and innovation, as well as sustained emphasis on collective leadership, have been instrumental in building a 'Community of Care' to achieve better population health outcomes for a *Healthier SG*.

TRANSITIONING TO ENDEMIC COVID-19

TTSH-REN CI SUB-ACUTE TREATMENT FACILITY FOR STABLE COVID-19 PATIENTS

To support the nation's COVID-19 response efforts, TTSH opened its own sub-acute COVID-19 Treatment Facility (CTF) at Ren Ci Community Hospital in November 2021, with

the support of the Singapore Armed Forces (SAF), NHG HQ, National Healthcare Group Polyclinics (NHGP), National Skin Centre (NSC), and private medical agencies.

The TTSH CTF cared for COVID-19 patients who had recovered from the acute phase of their infection, but still required longer-term close monitoring. This facilitated the right-siting of patients and eased the patient load at NCID, TTSH, and other hospitals, allowing healthcare staff to better manage patients with more serious illnesses that needed specialised acute and critical ICU care. Patients at TTSH CTF received therapy treatments, which focused on helping them regain their functional abilities by improving their strength and nutrition through close monitoring of their condition, and reconciling their follow-up appointments as well as referrals to day rehabilitation and home nursing services, if needed upon discharge. The CTF cared for over 400 patients between November 2021 and April 2022.

BELOW Patients participating in rehabilitation exercises.





We are empowering individuals to care for their own health through preventive health measures, anchoring disease management within the primary and community care setting, and networking together agencies and community partners to coordinate healthcare and social support.”

PRIME MINISTER LEE HSIEN LOONG



Left to right: Prof Chin Jing Jih, Chairman Medical Board, TTSH and Central Health; (then) Senior Minister of State for Health Dr Koh Poh Koon; Prime Minister Lee Hsien Loong; Tan Tee How, Chairman, NHG; and Prof Eugene Fidelis Soh, Deputy Group CEO (Integrated Care), NHG and CEO, TTSH and Central Health, at the official opening of AMKSC.



DRIVING BETTER POPULATION HEALTH

OFFICIAL OPENING OF ANG MO KIO SPECIALIST CENTRE

In March 2022, TTSH officially opened the Ang Mo Kio Specialist Centre (AMKSC), bringing affordable healthcare closer to the community. The event was graced by Prime Minister Lee Hsien Loong as Guest-of-Honour. To make healthcare more accessible to residents,

AMKSC partnered with General Practitioners (GPs), polyclinics, and community partners to design and develop new services and models of care. These allow patients to seek treatment for specific conditions closer to home, while enabling more timely identification and management of potentially serious issues.

The suite of specialist care and services provided includes:

- **Transdisciplinary diabetes care**

Patients with diabetes are seen by specially-trained Clinical Diabetes Educators (CDE), who provide more holistic diabetes care education and advice, reducing cost and the number of clinic visits for patients while improving compliance and outcomes.



- **Community Eye Clinic**

Patients with chronic eye conditions such as blurring of vision, suspected glaucoma, and who require post-cataract surgery follow-up, are reviewed by optometrists, enabling faster access to care near their homes.

- **Community Hearing Evaluation**

Audiologists provide basic hearing examinations and hearing aid interventions, which allow more residents to be screened in the community, and facilitate more timely identification and management of hearing-related issues.

- **Integrated musculoskeletal care services**

Patients from the polyclinics or GPs, presenting with common musculoskeletal conditions, can access timely physiotherapy or occupational therapy services without needing to first see an Orthopaedic or Hand surgeon, thus reducing unnecessary wait time and costs.

The co-location of TTSH's Community Health Teams with the ambassadors at the Silver Generation Office also helps to establish closer links between health and social care providers, and foster more place-based

models of care, active outreach to residents, and closer care coordination among partners and providers in the community.

OFFICIAL OPENING OF THE CLINIC FOR ADVANCED REHABILITATION THERAPEUTICS

In April 2022, the TTSH Clinic for Advanced Rehabilitation Therapeutics (CART) celebrated its 10th Anniversary and expanded premises, which was graced by Minister for Health Ong Ye Kung. CART offers conventional therapy equipment and state-of-the-art rehabilitative robots to meet the growing demand for such services, helping patients with stroke, brain, and spinal cord injuries in their recovery journey. With its newly-expanded premises, CART now offers therapy for those with neurodegenerative disorders and patients recovering from multiple serious injuries.

To enable more patients gain greater access to innovative technology-enabled rehabilitation, CART has inked partnerships with leading rehabilitation care partners:



Left to right: Prof Eugene Fidelis Soh, Deputy Group CEO (Integrated Care), NHG and CEO, TTSH and Central Health; Tan Tee How, Chairman, NHG; Minister for Health Ong Ye Kung; Prof Philip Choo, Group CEO, NHG, and Dr Loh Yong Joo, Head, Rehabilitation Medicine, Integrative & Community Care, TTSH, at the official opening of CART.

RIGHT TTSH inking the service and research agreement with Stroke Support Station and Fourier Intelligence.



- Through a three-year Master Research Collaboration Agreement (RCA) with Fourier Intelligence (FI), CART will make robotic therapies more accessible to patients in the community, and will function as a living lab to test-bed and contextualise FI's technologies to local settings.
- Through a Memorandum of Understanding (MOU) with Stroke Support Station (S3), TTSH will refer stable stroke patients to S3 for continued active rehabilitation, wellness activities, and access to a peer support network. This shared care model will allow S3 and TTSH to better co-manage stroke survivors and ensure continued support through their rehabilitative journey. They will also explore telecollaboration and teleconsultation services.

BUILDING A HEALTHIER SG 'WHAT MATTERS TO YOU' WORKSHOP SERIES

To reach out to partners in the community, TTSH's Psychology Department collaborated with the Agency for Integrated Care (AIC)'s Silver Generation Division in July 2021 to launch the 'What Matters to you' workshop series, which focused on how to conduct meaningful conversations with seniors on their priorities, and engaging them to motivate and influence behavioural change to achieve better health and social outcomes. These workshops used a person-centred approach and leveraged relationship-based care to help seniors lead meaningful



With a rapidly ageing population and higher prevalence of chronic diseases, demand for rehabilitation services will grow. Through community partnership, **we can shift the care models to make rehabilitation more accessible to patients not just in hospitals but also in the community."**

ONG YE KUNG, MINISTER FOR HEALTH

and fulfilling lives. Four workshops were conducted for AIC's Silver Generation Officers (SGOs), and each workshop comprised two half-day sessions. Over 100 SGOs attended the training, and they have since trained other SGOs, and incorporated 'What Matters' conversations in the preventive health visits they conduct.

Together with the Centre for Allied Health & Pharmacy

Excellence (CAPE), the Psychology Department also conducted four workshops to train TTSH staff from various disciplines, including the Division of Central Health's Community Health Team, Allied Health, nursing, pharmacists, and medical teams, to incorporate 'What Matters' conversations into care encounters.



'What Matters to you' workshop.



Carers being taught safe wheelchair handling techniques.



Carers experience how it feels like to use a walking aid.

at strengthening the community-enabling programmes, aligned with *Healthier SG*. Residents were invited to identify and discuss specific factors affecting community health and how the community could help shape the health of each person. The session also raised greater awareness and understanding among the local population on the correlation between individuals and the community in health and social care. The valuable insights gained from the residents helped improve TTSH's outreach programmes and co-created localised, community-driven solutions, making them more impactful, scalable, and sustainable in the community.

POWERING UP PEOPLE, CHARGING UP LIVES

TTSH's Centre for Health Activation (CHA) launched the CHArge Up! Learning Programme in October 2018 to meet the health needs of neighbourhoods in Central Singapore. The programme aims to empower carers (patients, caregivers, volunteers, and residents) with the health skills, knowledge, and confidence to take charge of their health and, in turn, look after the health of others in the community.

To adapt to the COVID-19 pandemic and safe management measures, the programme adopted digital learning in 2020 and conducted virtual sessions to teach carers proper handling of a wheelchair, chronic disease management, and how to stay active. Continual improvements to the programme are made through research evaluation studies and developing new modules. In collaboration with 33 different

partners, CHArge Up! has trained over 490 carers to-date, and plans to further expand across the Central Region.

ENGAGING RESIDENTS TO BUILD HEALTHIER COMMUNITIES

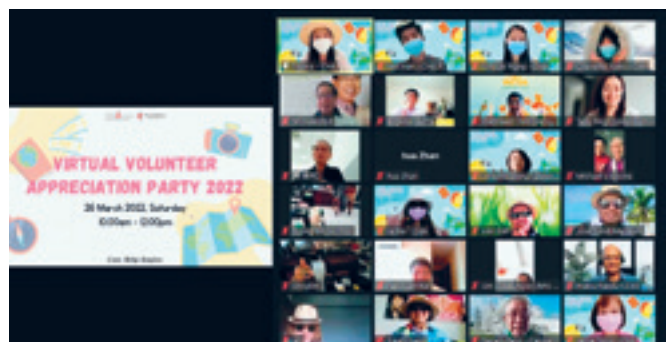
In May 2022, CHA and Kaizen Office engaged residents in Ang Mo Kio for guerilla research, the first session in two years since the COVID-19 pandemic. Themed 'Building Healthier Communities', the research kick-started a year-long quality improvement project aimed



ABOVE AND LEFT Residents in Ang Mo Kio participating in a guerilla research session organised by TTSH's Centre for Health Activation and Kaizen Office.

TTSH & CENTRAL HEALTH VOLUNTEER APPRECIATION PARTY

In recognition of the pivotal roles that volunteers play in supporting the healthcare workforce and the recovery journey of patients, TTSH's CHA organised the annual TTSH & Central Health Volunteer Appreciation Party (VAP) in March 2022. Held virtually, the event appreciated and celebrated the accomplishments of over 100 volunteers and community partners. Participants shared personal stories of resilience, hope, and empowerment, kindling the camaraderie among the family of volunteers.





TO HELP ACTUALISE *HEALTHIER SG*, NHG IS DEVELOPING A PLACE-BASED ‘COMMUNITY OF CARE’ NETWORK IN THE NEIGHBOURHOODS WE OPERATE, TO FACILITATE FAMILY DOCTORS AND THE RESIDENTS IN THEIR HEALTH AND SOCIAL CARE NEEDS. NHG WILL CONNECT LOCAL NEIGHBOURHOOD RESOURCES, CARE PARTNERS, AND VOLUNTARY GROUPS TO THE RESIDENTS, SO AS TO BETTER UNDERSTAND THEIR HEALTH AND SOCIAL NEEDS, AND TO PROVIDE APPROPRIATE AND TIMELY CARE.”

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