

Annex A

Centre for Health Activation – Fact Sheet

Activating Patients and Caregivers

The concept of patient activation was first proposed by Professor Judith Hibbard in 2004 and subsequently defined as ‘an individual’s knowledge, skill, and confidence for managing their health and health care’ (Hibbard 2005).

The benefits of patient activation are many: Activated patients understand their role in the care process and feel more capable of managing their medical conditions, with better compliance to medical appointments and medication-taking. As a result, more activated patients have lower rates of hospitalisation, visits to the Emergency Department and lower overall healthcare costs. Beyond compliance, activated individuals are also positive role models for other patients.

Taking Health Activation One Step Further

This year, we take this concept one step further, to see if patients and family members could be activated beyond just managing their own health to become volunteers in healthcare, and be that important voice of support to other patients, galvanising them towards achieving better outcomes for themselves.

Turning Activated Patients and Caregivers into Volunteers

The roles of healthcare volunteers have expanded over the years, from manning helplines to running mobile libraries to being elderly patient chaperones in hospital. Volunteers help complement roles in our healthcare system and are becoming increasingly involved in para-clinical areas such as hospital improvement projects.

TTSH has a long track record of working with volunteers through our programmes. Today, we have the largest pool of volunteers at 700 that covers patient support groups to patient engagement programmes. We believe that training our volunteers with caregiving skills will empower them in helping others and their own health.

TTSH CareConnect Volunteer Committee

The TTSH CareConnect Volunteer Committee, comprising equally of patients, volunteers and healthcare professionals, was set up to develop meaningful partnerships with volunteers through dialogue with patients, caregivers and volunteers and to give patients and volunteers a platform to contribute to the hospital and community.

The Committee has completed successful projects such as a campaign to promote hand hygiene in the hospital and an initiative to reduce noise in the wards for better inpatient rest.

Creating Opportunities for Volunteers in Healthcare

Being the anchoring restructured hospital in the populous central region, TTSH is in the unique position of being in touch with volunteers who can contribute their time and have the experience to relate to our patients well. We have the opportunity to enable our volunteers to pick up self-care skills and support their loved ones and other patients.

Often volunteers who are themselves patients can better empathise with patients and support them in their care journeys.

This mission is made more urgent as Singapore's ageing society cope with higher demand for healthcare and corresponding shrinking workforce impacting the provision of care.

Centre for Health Activation (CHA)

The Centre for Health Activation (CHA), to be launched on 20 October 2017 during Singapore Patient Conference 2017 by Mr Ng How Yue, Second Permanent Secretary, Ministry of Health, is a training and research institute to activate healthcare volunteers, caregivers and patients by deepening their knowledge and skills as carers.

The first of its kind in healthcare, CHA aims to empower patients, caregivers and volunteers by giving them the opportunities, training and resources to serve in the health and social care realms.

The support will enable CHA to provide patients, caregivers and volunteers the resources they need to make effective decisions about their own health and well-being, as well as the opportunity to become healthcare volunteers, helping other patients and people in the communities to live healthier and more fulfilling lives.

CHA as a Training Institute

In training, CHA will develop an integrated suite of high quality training programmes to fill the workforce gaps and meet evolving healthcare needs. Learning will not be restricted to classrooms and can take place online or through on-the-job training, observations and attachments.

Highly trained and activated healthcare volunteers and caregivers can be involved in co-designing healthcare programmes and developing effective pedagogy in care, patient activation and volunteerism.

CHA will allow volunteers to try different programmes as their experience, skills and interests may evolve over time. These programmes will be offered by CHA in the community, at CareConnect, and at the upcoming Ng Teng Fong Centre for Healthcare Innovation when the building is ready in late 2018.

CHA will forge collaborative relationships with internal and external partners to develop programmes and create opportunities for practice, research, sharing of databases and best practices. Through this, we can innovate and integrate health and social care.

CHA as a Research Centre

In research, CHA will harvest the voices of patients, families, volunteers and healthcare professionals to identify needs within the community to develop better programmes and training, aligned with each volunteer's personal interests, proclivity, experience, competency, motivation and aspirations. CHA will also work with external academics and internal researchers on conducting validated socio-economic research, designing standardised survey / measurement instrument and data collection methodology in the realm of health and social care.

CHA as a Vibrant Marketplace

CHA aims to bring together volunteers from different organisations to network, share experiences and best practices and exchange ideas and bond with one another. Ideas

garnered from learning platforms could go towards research or to improve the framework in developing and sustaining quality volunteers.

Two programmes have been started under the CHA framework to incept activated patients and families into peer volunteer and support groups, using social groups to incorporate components of health maintenance, altruism and social consciousness. Participants are given the training and resources within a supportive environment to develop them into volunteers, partners and even leaders in co-creating better healthcare with doctors, nurses and allied health professionals.

The Eye Clinic Volunteer Programme

Some patients with vision issues can find it daunting when visiting the Eye Clinic. Others may also have problems complying with their eye-care regime at home. The Centre for Health Activation's Eye Clinic Volunteer Programme aims to enhance patients' visit experience to the clinic, and also help them gain confidence in instilling eye-drops and undergoing the visual field test. Data gathered during volunteers' history-taking process with patients provide valuable insights to the eye clinician in tailoring appropriate interventions for better clinical outcomes. Eye clinic volunteers undergo structured training and experiential learning, where they will gain skills to help patients through 3 types of volunteer roles – Care Navigator and Befriender, Consult Plus Service Ambassador, and Visual Field Test Ambassadors.

Hospital Elder Life Programme (HELP)

The HELP programme's key mission is to prevent delirium in elderly patients in TTSH's inpatient wards. Delirium is common for older persons in the hospital setting, with occurrence rates ranging from 29-64% (HELP Site, 2017) with serious implications such as functional and cognitive decline and even increased morbidity and mortality. With structured and hands-on training, volunteers are equipped with an understanding of delirium in the elderly, its complications and more importantly, how to prevent them. With the knowledge and tools, volunteers will get the opportunity to engage elderly patients on a personal level and make a difference in their healing journey.

In the Pipeline.....

In the pipeline are several programmes developed with our Community, Nursing and Allied Health teams, including a patient-volunteer help patient programme where recovered knee replacement patients play a role in motivating current patients to do simple exercises to aid in the recovery process.

Eye Clinic Volunteer Programme



Be TRAINED

- 3 hour Training Session
- Includes Experiential Learning through Demonstrations and On-site Practice

Care NAVIGATOR and BEFRIENDER

- Registration
- Way-finding & Orientation
- Identify Patients with Fall Risks

Patient EMPOWERMENT & ENGAGEMENT

- Visual Field Test Preparation

CONSULT PLUS SERVICE Ambassadors

- Basic History-taking at Glaucoma/General Clinic
- Demonstrate Proper Eye-drop Method

Do you enjoy conversing and engaging with people?

Do you like to share knowledge?

Join us today!

Email: CHA@ttsh.com.sg

About CHA-Eye Clinic Volunteer Programme

Some patients with vision issues can find it daunting when visiting the eye clinic. Others may also have problems complying with their eye-care regime at home. The Centre for Health Activation's Eye Clinic Volunteer Programme aims to enhance patients' visit experience to the clinic, and also help them gain confidence in instilling eye-drops and undergoing the visual field test.

Why Volunteer?

As an Eye Clinic Volunteer – YOU get to make a difference. Through structured training and experiential learning, you will gain skills to help patients through 3 types of volunteer roles – Care Navigator and Befriender, Consult Plus Service Ambassador, and being involved in patient-empowerment and engagement. These critical roles will enable better care to patients and also help them be more confident in managing their eye issues when at home.

Available Volunteer Sessions

Weekdays

AM: 9.00am – 12.00pm

PM: 1.30pm – 4.30pm or 2.00pm to 5.00pm

Hospital Elder Life Programme (HELP)



Be TRAINED

- Understand Delirium and its Complications
- Delirium Prevention
- Elderly Engagement Skills
- HELP activities

LEARN Delirium Prevention Tools

- Sitting Out of Bed
- Orientation
- Sleep Hygiene
- Seeing and Hearing
- Activities
- Drinking Right

Get HANDS-ON

- On-the-job training with professional guidance by the Geriatric Ward Resource Nurse

Make a DIFFERENCE

- Engage elderly patients in the wards to contribute to their healing journey

Do you enjoy engaging the elderly?

Are you a great conversation starter?

Join us today!

Email: CHA@ttsh.com.sg

About CHA-HELP

The Centre for Health Activation's Hospital Elder Life Programme (HELP)'s key mission is to prevent delirium in elderly patients in Tan Tock Seng Hospital's wards. Delirium is common for older persons in the hospital setting, with occurrence rates ranging from 29-64% (HELP Site, 2017) with serious implications such as functional and cognitive decline and even increased morbidity and mortality.

Why Volunteer?

As a HELP Volunteer – YOU get to make a difference. With structured and hands-on training, you will be equipped with an understanding of delirium in the elderly, its complications and more importantly how to prevent them! With the right knowledge and access to delirium prevention tools, you will get the opportunity to engage the elderly patients on a personal level and make a difference in their healing journey.

Available Volunteer Sessions

Weekdays

AM: 9.00am – 11.00am

PM: 2.00pm – 5.00pm (preferred)