MCI (P) 085/07/2018

National Healthcare Group POLYCLINICS

Transforming PRIMARY & CARE

ISSUE 05 2019



DEVELOPING BETTER CARE IN THE COMMUNITY

TOP HONOURS AT NATIONAL INNOVATION AND PRODUCTIVITY MEDALS 2019

TRIPLE WINS AT BCA AWARDS

DUAL DEDICATION

Hello

EDITOR'S NOTE

Singapore's rapidly ageing population and growing prevalence of chronic diseases have led to increasing demands on the healthcare system. Beyond shoring up infrastructure in acute care, there is a concurrent push to raise the levels of capacity and capabilities in primary care. To this end, the National Healthcare Group Polyclinics (NHGP) has been actively looking at ways to build a sustainable, world-class relationship-based primary care ecosystem. In this issue, we see how NHGP collaborates with key healthcare partners such as General Practitioners (GPs) to expand primary care capacity.

Following the Ministry of Health's launch of the Primary Care Network (PCN) in 2012 as part of its strategy to transform primary care, the National Healthcare Group (NHG) established its first PCN in the Central-North (CN) region in April 2018. One year on, NHG's CN-PCN allows GPs to leverage shared resources offered under the network, ensuring that patients are better cared for in the community. The impact of PCNs underscores not only the advantages of community health partnerships, but also the valuable role that primary care play in today's healthcare system.



Apart from forging partnerships, in a bid to deliver quality patient-centred care, NHGP staff are also relentless in innovating, transforming and enhancing primary care. One case in point is the team behind NHGP's teamlet care model which clinched top honours at the recent National Innovation and Productivity Medals 2019.

In addition to recognising the work of transforming the way primary care is delivered, we would also like to take the opportunity to feature one of our Family Physicians in conjunction with World Family Doctor Day. In this issue, we turn the spotlight on Dr Valerie Teo to learn more about her motivations to practice Family Medicine.

Happy Reading!

The Editorial Team

CONTENTS

03
Transforming Primary Care
Developing Better Care in the Community

08
Up Close With
Dual Dedication

06
In and Around
Proud Moments
Supporting Good Health In the Community

Editorial Team
Noraizah Z.A.
Kirstie Wong
Joanne Teo
Ian Lim

Contributors
Abigail Fok
Clare Teo
Doris Liew
Ho Lee Lian
James Tay
Koh Hui Li
Lee Ying Hui
Neo Yi Qing
Ng Poh Ling
Ng Siew Ling
Patrick Ong
Pearline Lim
Ryan Ang
Seah Lye Khim
Soh Ying Hua
Tang Wei Qi
Tong Hon Cheong
Valencia Khoo
Yeo Kaijun

Transforming Primary Care is a quarterly publication by the **National Healthcare Group Polyclinics**.

© **All rights reserved.** No part of this publication can be reproduced in any form or by any means without the prior permission of the publisher.

For all editorial queries and feedback, please email to **NHGP_CorpComms@nhgp.com.sg**.

DEVELOPING BETTER CARE
IN THE COMMUNITY

The National Healthcare Group's (NHG) Central-North Primary Care Network (CN-PCN) celebrated its first anniversary in April 2019. Here is a look at how this initiative has benefitted not only patients, but General Practitioners (GPs) as well.



AUTHOR:
Dr Doraisamy Gowri,
Family Physician,
Senior Consultant
Director, Care
Integration, NHGP



AUTHOR:
L. Umageyswari,
Executive, Central-
North Primary Care
Network, NHG



AUTHOR:
Debbie Ng Yan Ling,
Project Manager,
Central-North Primary
Care Network, NHG

The Primary Care Networks

Piloted by the Ministry of Health (MOH) in 2012, Primary Care Networks (PCNs) decentralise care into the community to bring care closer to home. Under this model, networks of GPs are supported by nurses and care coordinators. Additionally, patients are able to use the ancillary and support services provided by the PCN. This way, patients can receive holistic and coordinated care for their chronic conditions.

A Boost to Primary Care in the Community

Since April 2018, the NHG has been growing its CN-PCN and now has more than 30 GPs in its network. As part of this CN-PCN, GPs are supported by ancillary services such as nurse counselling, and diabetic eye and foot screenings, which might not be readily available in their current clinic setting. This holistic provision of care allows for closer monitoring of chronic conditions.

Suitable NHGP patients with stable hypertension, lipid disorders, diabetes or asthma, and who are also Community Health Assist Scheme (CHAS) holders, can be referred to CN-PCN GPs for management of their conditions.

PCN BENEFITS

Provides ancillary services and admin support to GPs

Improves convenience for patients

Raises the level of holistic care for better care outcomes

Leverages existing GP-patient relationship for better care compliance



Central-North Primary Care Network: A Strategic Collaboration

The CN-PCN builds on the GPs' existing infrastructure and established doctor-patient relationships. This strategic collaboration leverages the skillsets and patient engagement of GPs with leadership and clinical governance provided by NHGP.

Since its launch, several programmes have been added to further enhance the reach and impact of the CN-PCN. One of these is to improve diabetes care by making diabetic retinal photography and diabetic foot screening more accessible. Patients with diabetes from the CN-PCN have been referred to the National Healthcare Group Diagnostics' Mobile Community Health Centre for diabetic retinal photography and diabetic foot screenings since February 2019. From March 2019, chronic patients right-sited from NHGP to Raffles Medical Group (Toa Payoh) can also be referred to the Mobile Community Health Centre.

"The aim of the CN-PCN is to drive better chronic disease management, support earlier intervention and reduce complications," said Dr Gowri Doraisamy, Family Physician, Senior Consultant and Director of Care Integration at NHGP.

Bolstering the GP Community

Beyond offering shared support services to GPs, one of the CN-PCN's vital roles is to ensure that GPs remain connected to the larger healthcare landscape.

GPs under the CN-PCN receive news on current mandates and regulations from MOH or the Agency for Integrated Care. The network also connects them to clinics and hospitals in the Regional Heath System.

The CN-PCN also supports GPs in medical education and training. For instance, quarterly Continuing Medical Education talks serve as an important platform to hear from subject matter experts and allow partner GPs to network with leaders from partnering Regional Health Systems. PCN GPs also enjoy special rates on courses organised by NHGP's Primary Care Academy.

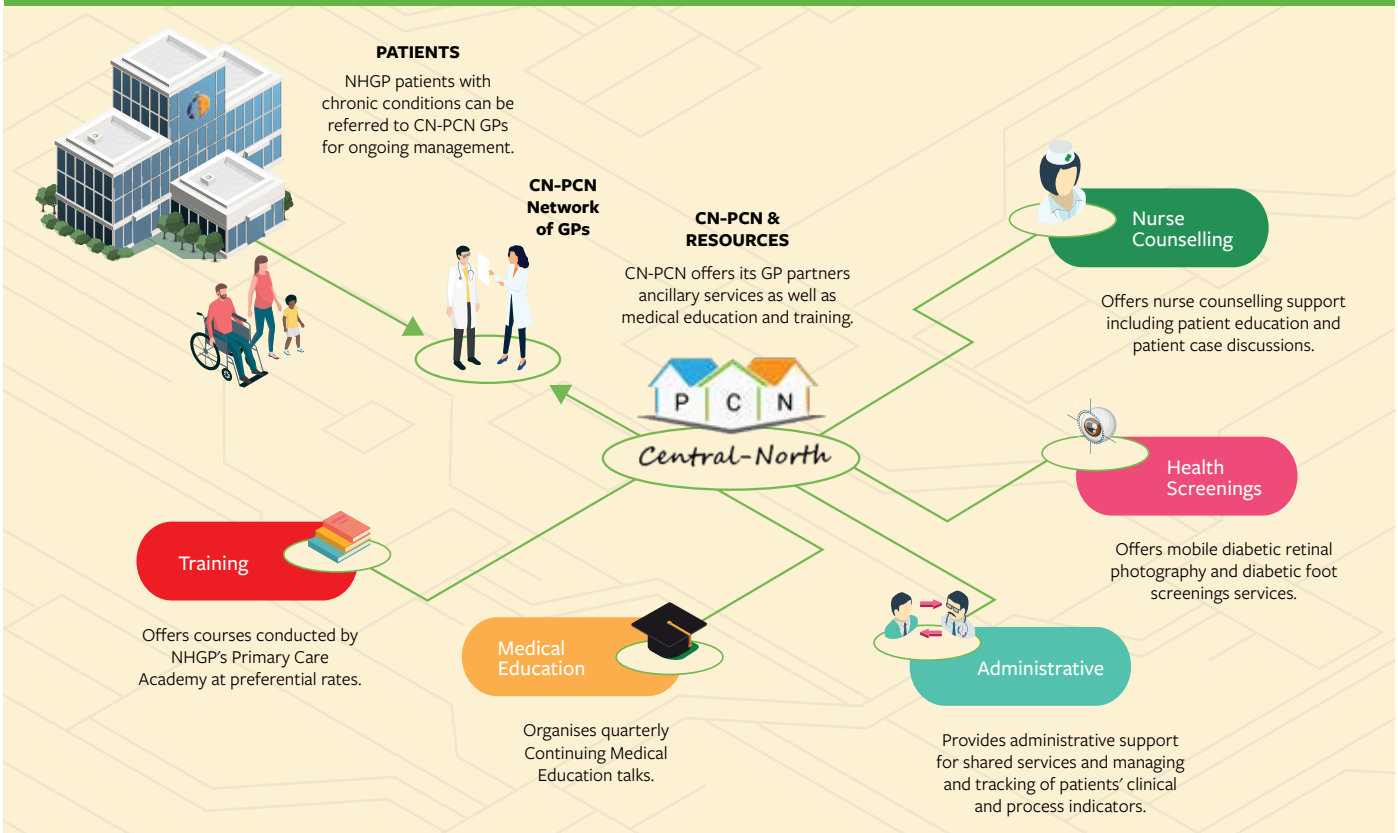
Looking Ahead

Dr Gowri adds that work is currently underway to further strengthen and support GPs in the CN-PCN, such as the deployment of nurses to partner GP clinics so that screening sessions and counselling can be conducted more conveniently.

"We hope to see more GPs participate in right-siting initiatives with Yishun Health Campus, Woodlands Health Campus and Tan Tock Seng Hospital as well as encourage peer review learning sessions with specialists in time to come," she said.

These efforts to engage GPs in the PCN will go a long way towards improving the way healthcare is delivered. With primary care as the foundation of Singapore's healthcare system, the CN-PCN will serve as a key pillar in NHGP's efforts to bring patient-focused care closer to home.

CENTRAL-NORTH PRIMARY CARE NETWORK FRAMEWORK



CN-PCN GPs

Region	Doctor (*Licensed Clinic Manager*)	Clinic Name
WOODLANDS	Mark Low Chee Wah	Doctors Clinic & Surgery
	Tan Wen-Hui	SATA Commhealth Woodlands
	Mok Boon Rui	Pinnacle Family Clinic (Woodlands)
	Nah Kwang Meng	Dr Nah & Lee Family Clinic
	Seow En Hao	EH Medical
	Sorinder Singh	Woodlands Medical Centre
	Goh Chiew Kai	Central 24-Hr Clinic (Woodlands)
	Heng Kuo Leng John	First Medical Clinic & Surgery
	Loh Foo Keong Jeffrey (*Clinical Sublead*)	Lian Clinic
YISHUN	Gideon Hong Eu Gee	Greenlink Medical Clinic
	Ong Chee Meng Robert	Central 24-Hr Clinic (Yishun)
	Tan Buay Imm	Sincere Medical & Dental Clinic
	Sin Yew Leong	VitaCare Family Clinic @ Canberra
ANG MO KIO	Tan Chin Beng Melvyn	AMK Family Clinic
	Lim Kim Show	Life Family Clinic
	Raymond Ong	Ong Medical Clinic
	Gavin Soh	Clarion Medical

Region	Doctor (*Licensed Clinic Manager*)	Clinic Name
TOA PAYOH	Low Mun Heng Gerard	L & L Family Medicine Clinic
	Lee Kong How	E Medical Clinic & Surgery
	Goh Sze Yi	Prudence Family Clinic
	Goh Bee Teng	B.T. Goh Family Clinic & Surgery
	Wee Chee Chau	Wee Family Clinic
	Sharon Kaur	SATA Commhealth Potong Pasir
	Chung Wing Hong	Finest Health
HOUGANG	Eng Soo Kiang (*Clinical Lead*)	Unity Family Medicine Clinic
	Loh Wai Leong Jeffrey	The Family Physician Clinic
	Lok Ying Fang	Family Care Medical Centre
	Sia Chong Ming	Sia & Yeo Hougang Clinic
	Ng Suat Tong	Tai Seng Clinic
	Adele Seet Wei Min	Daily Medical Centre
	Siew Boon Liong Glenn	Comfort Clinic & Surgery
	Eugene Ung	Meridian Medical & Dental Centre
	Cheong Wei Ling	Sterling Clinic & Surgery
	Soh Yew Chye Albert	Excel Family Clinic
GEYLANG	James Cheong (*Clinical Sublead*)	C3 Family Clinic @ Aljunied Crescent
	Chee Weng Sun	Japan Clinic And Surgery
	Tan Su-Ming Jean	Changi Clinic

MOBILE COMMUNITY HEALTH CENTRE

The National Healthcare Group Diagnostics' Mobile Community Health Centre is located at each of the following locations, once a month.

- Anchorvale Community Club
- Bishan Community Club
- Bishan North Community Club
- Bukit Batok Community Club
- Gek Poh Ville Community Club
- Geylang West Community Club
- Hong Kah North Community Club
- Kovan Hub
- Macpherson Community Club
- Paya Lebar Wellness Centre
- Pasir Ris Elias Community Club
- Punggol Community Club
- Senja-Cashew Community Club
- Sree Narayana Mission Nursing Home
- The Serangoon Community Club
- Toa Payoh Central Community Club
- Whampoa Community Club
- Woodlands Community Club



Interested in finding out more, or being a part of NHG's CN-PCN?
Email us at admin@cn-pcn.com.sg.

PROUD MOMENTS

NHGP's Nursing and Patient Care Research Lauded

The 2nd Asia Pacific Diabetes in Pregnancy Conference and Integrated Platform for Research in Advancing Metabolic Health Outcomes of Women and Children (IPRAMHO) International Meeting was held on 11 January 2019. At the event, NHGP's poster presented by Ms Goh Ling Jia, Assistant Nurse Clinician, on dietary assessment for Singaporean children clinched the top prize in the poster category. In its second year, the conference facilitates collaboration among healthcare professionals to improve education and research in gestational diabetes, obesity, and metabolic diseases in pregnancy.

Triple Wins at BCA Awards

Ang Mo Kio Polyclinic, Kallang Polyclinic and Yishun Polyclinic were among the 37 projects conferred the Building Construction Authority (BCA) Universal Design (UD) Mark Award on 22 April 2019. Ang Mo Kio Polyclinic and Kallang Polyclinic clinched BCA's UD Mark Gold^{PLUS} Award, while Yishun Polyclinic was conferred the UD Mark Gold Award.

Healthcare Humanity Awards 2019

Dr Melissa Guay, Dental Surgeon at Geylang Polyclinic was conferred an 'Honourable Mention' for the Healthcare Humanity Awards (Open Category) on 25 April 2019 for her work in providing holistic dental care to patients with special needs. She also established administrative and clinical protocols to ensure that safe and evidence-based care is delivered at all dental clinics at NHGP.





△ Dr Amy Khor (in blue jacket), Senior Minister of State, Ministry of Health, with conference participants from NHGP and other institutions.

Top Honours at National Innovation and Productivity Medals 2019

NHGP's project titled, 'NHGP Teamlet Care Model: A Redesign of Chronic Care Delivery' was awarded the overall Excellence Champion Medal out of more than 50 project submissions at this year's National Healthcare Innovation and Productivity Medals on 9 May 2019. The winning team, led by Dr Sabrina Wong, Family Physician, Consultant and Assistant Director of Clinical Services, redefined how healthcare providers leverage technology to provide patient care that is personalised and sustainable.



△ Dr Sabrina Wong receiving the overall Excellence Champion Medal from Mr Gan Kim Yong, Minister for Health.

◁ Award recipient Dr Melissa Guay (second from left) with NHGP's senior management members at the award ceremony.

Volunteers Honoured for Years of Service

To honour our patient volunteers for making a positive difference to patients and the community, NHGP presented the iCARE Volunteer Awards to outstanding volunteers on 16 February 2019. Dr Simon Lee, Chief Operating Officer and Chief Clinical Informatics Officer also presented two of NHGP's longest-serving volunteers, Mr Joseph Ong Ah Yee and Mr Sunny Soo Siong Guan, with the Guiding Hands Long Service Awards.



△ NHGP Volunteers Mr Sunny Soo Siong Guan (left) and Mr Joseph Ong Ah Yee (right) recognised with the Long Service Award.

SUPPORTING GOOD HEALTH IN THE COMMUNITY

Planning for Future Care

In line with the Ministry of Health's efforts to encourage earlier conversations on Advance Care Planning (ACP), a group of final year students from Nanyang Technological University's Wee Kim Wee School of Communication and Information partnered NHGP to raise awareness on the importance of ACP. A roadshow themed 'Let's Talk Care' was held at Ang Mo Kio Polyclinic on 25 January 2019 and at Geylang Polyclinic on 26 February 2019. During the roadshows, students explained the differences between ACP and other health planning tools requiring legal documentation, such as the Advance Medical Directive, to patients and their caregivers.

World Kidney Day 2019

In conjunction with World Kidney Day in March, NHGP's Holistic Approach in Lowering and Tracking Chronic Kidney Disease Team held talks to raise awareness on chronic kidney disease on 7 March 2019 at Geylang Polyclinic. Dr Shaik Mohamed Bin Mohamed Noor and Dr Sim Shin Wei spoke to participants about the risk factors for chronic kidney disease. Patients with chronic diseases were encouraged to attend regular screenings to measure their kidney functions for early detection and prevention.

Colorectal Cancer Awareness Month 2019

To raise awareness of how colorectal cancer can be prevented, NHGP collaborated with the Singapore Cancer Society (SCS) to hold its 15th colorectal cancer campaign in March 2019. Roadshows were held at all NHG Polyclinics, and patients were educated on how lifestyle changes such as increasing the consumption of food with high dietary fibre content can reduce their risk of colorectal cancer. The SCS also distributed complimentary faecal immunochemical tests (FIT) kits to eligible patients above the age of 50.



△ Ms Jaslyn Tan, Health Promoter educating patient on how to increase her dietary fibre intake to reduce the risk of colorectal cancer.

Dietitians' Day 2019

On 16 March 2019, dietitians and care managers from Yishun Polyclinic held a public event titled 'Diabetes Self-management: Because It Matters' with the aim of improving self-management skills among diabetic and pre-diabetic patients. Residents from Woodlands, Ang Mo Kio and Yishun learnt practical tips on self-monitoring of blood sugar levels and mindful eating.

Podiatry Day 2019

On 11 April 2019, NHGP celebrated Podiatry Day by setting up interactive booths at Geylang Polyclinic and Woodlands Polyclinic with the aim of educating patients and members of the public on foot health. Participants learnt about the importance of proper foot care and simple care tips through quizzes and by speaking with our podiatrists.



◁ Ms Alvernia Chua, Senior Dietitian, delivering a talk on dieting habits that aid in self-management of diabetes at Yishun Polyclinic.

▽ Members of NHGP's Podiatry Team ready to engage with patients at Woodlands Polyclinic.



DUAL DEDICATION

In conjunction with World Family Doctor Day, we caught up with Dr Valerie Teo, former national bowler and current Family Physician, to find out how she started her journey in primary care, and how the skills picked up from her sporting experience translated into better skills for her as a clinician.



△ Dr Valerie Teo Hui Ying
Family Physician, Consultant
Deputy Head, Ang Mo Kio Polyclinic, NHGP

Why did you choose Family Medicine over Sports Medicine?

As a sportsperson for most of my younger days, I always believed I would take up sports medicine to help my fellow athletes in the sports community. However, the breadth of Family Medicine during my family medicine training rotation resonated strongly with me. Being in Family Medicine allows me to journey with patients not only through episodes of illness, but also I get to be part of their growth as a person to lead healthy and active lives in the community. This is what truly gives meaning to my practice in Family Medicine.

Does being in Family Medicine still give you the opportunity to contribute to the sports community?

In 2014 and 2015, I was part of the team from NHGP supporting the Games Medical Center, which oversaw the provision of medical care to athletes, officials and delegates participating in the SEA Games and ASEAN Para Games. This year, I have been appointed assistant chef de mission at the upcoming SEA Games to provide athletes with the best possible environment and opportunities to perform at their peak and strive for sporting excellence for Singapore.

Has any of your colleagues started bowling because of you?

The Ang Mo Kio Polyclinic team has bonded over many different bowling sessions, and participated in inter-department bowling competitions. I'm quite sure many of my colleagues knew how to bowl even before they knew me, so it might be more accurate to say that I reminded them about how fun bowling can be.

Why did you choose to work in a Polyclinic?

When I spent six months at a polyclinic at the start of my Family Medicine training, it felt like an 'ohana' (family in the Hawaiian language) that I wanted to return to and be part of. That said, being a Family Physician in a polyclinic setting gave me many opportunities to devote myself to Family Medicine. I get to train and teach the next generation of Family Physicians and fellow doctors, and to be involved in various initiatives with other healthcare institutions, to improve the way we manage our patients and also the working environment for our team.

Are there any skills or lessons you picked up from bowling, which you can apply to your work in Family Medicine?

I would say that my sporting experience has given me the ability to stay calm in stressful situations, a useful skill given the fast-paced nature of the work I do.

A lesson taught by my bowling coach – to always continue to learn and hone your craft - is something I hold close to my heart. I have applied this principle to my Family Medicine practice, as a reminder to continuously strengthen my competencies in providing patient-centred, quality primary healthcare.

AWARDS AND ACHIEVEMENTS

1. Singapore Bowling Federation Council Member (2015-Present) and Vice-President (2017-Present)
2. NHG Young Achiever Award 2018
3. NHG Developmental Award – HMDP Medical – Registrar & Associate Consultant 2017
4. NHGP Best Family Medicine Trainer's Award (Residency Training) 2017
5. NHGP Best Family Medicine Trainer's Award (Undergraduate Training) 2016
6. NHG Teaching Award for Junior Clinicians 2015
7. NHG-NUSMedicine Junior Doctor Teaching Award 2015
8. Master of Medicine (Family Medicine) – Gold Medal 2013

"Family Medicine is going beyond personal, comprehensive, coordinated and continued care. It is about being on a journey with the patient and their family."