

VALUE-BASED HEALTHCARE CONFERENCE 2024

22-23 AUGUST 2024



National Healthcare Group
POLYCLINICS

IMPLEMENTATION OF HEALTHIER SG (HSG) IN NHGP TO ENHANCE PATIENTS' HEALTH

Authors: Dr Lim Ziliang, Dr Sabrina KW Wong, Dr Kung Jian Ming

BACKGROUND

Healthier SG launched in July 2023 to enhance preventive care, and establish stronger patient-provider relationships. This transformative national initiative throws huge challenges to the primary care ecosystem, including polyclinics which are operating with high patient density in a lean-resource environment.

AIM

The team aims to enhance NHGP residents' health in Central-Northern Singapore by augmenting relationship with committed patient enrolment, completing personalised health plan discussion to optimise health beyond diseases and taking up evidence-based cancer screenings and vaccinations, through a multi-dimensional approach.

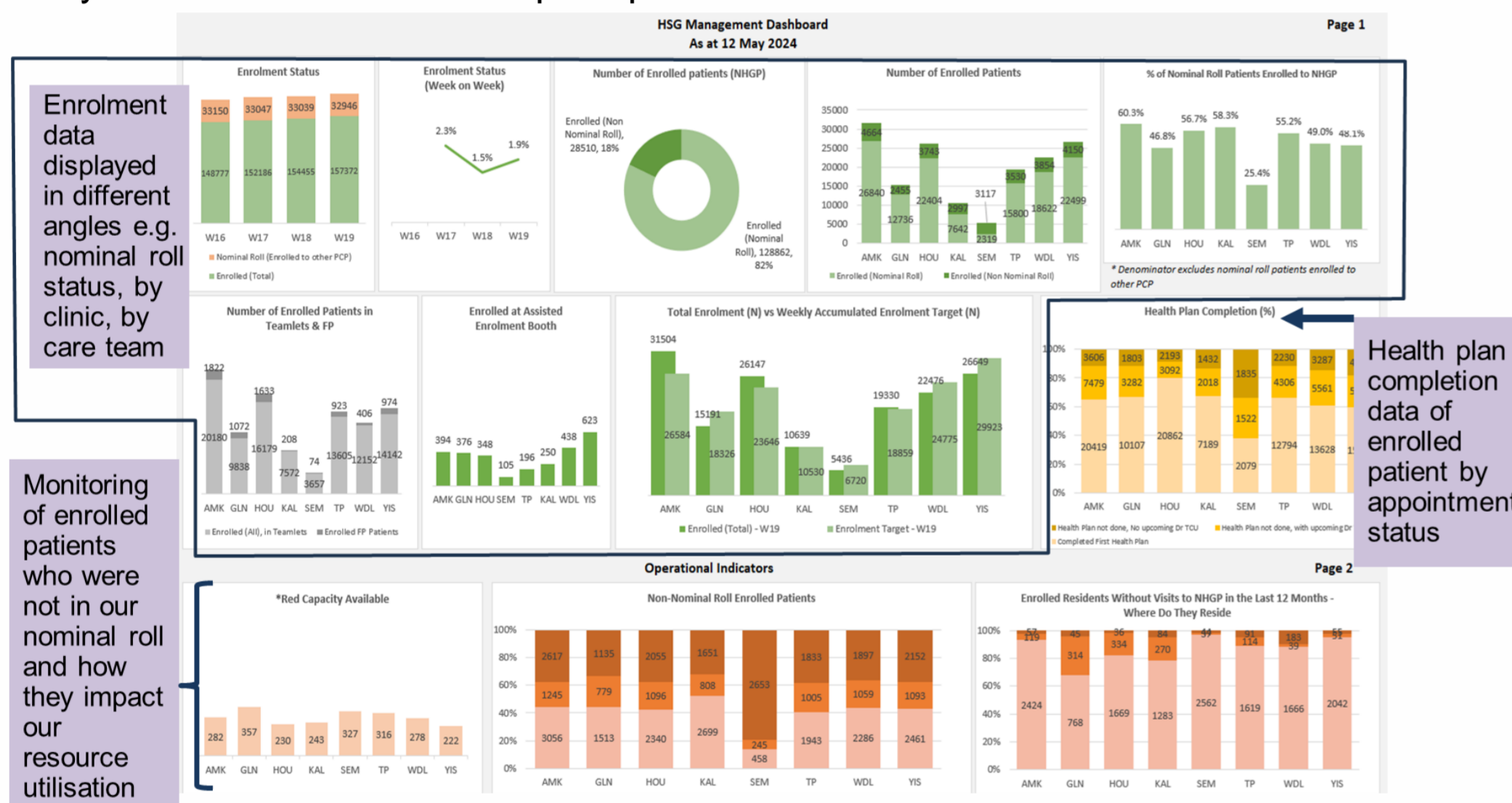
METHODOLOGY

1. Refinement of HSG nominal roll

The team collaborated with various departments and provided feedback to MOH to refine the definition of patients that should be tracked for the HSG initiative. This collaboration led to regular refreshment of eligible patient lists which were made visible to front end staff through systems like Epic's patient storyboard and queue management system. This improved visibility supports the ongoing effort to enrol these patients.

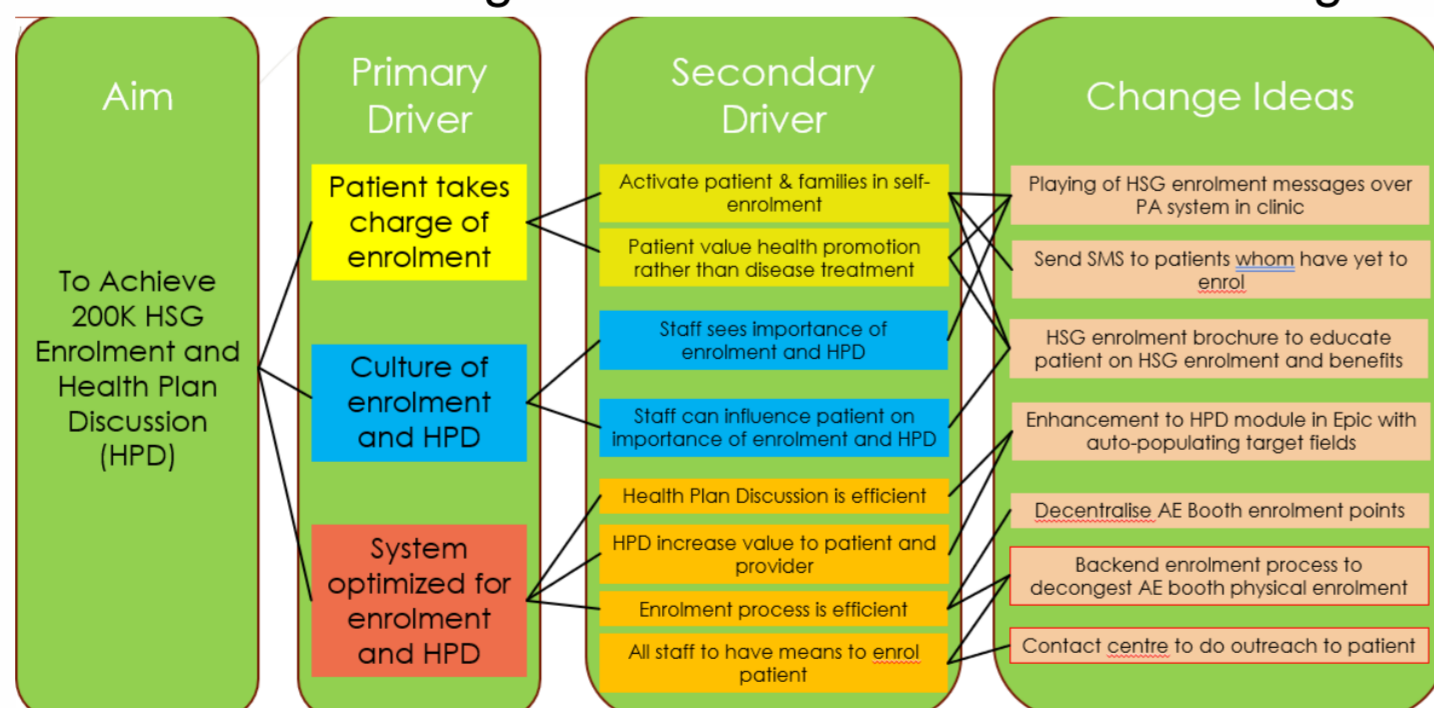
2. Creation and enhancement of HSG Dashboard

A weekly dashboard was created, monitoring family of indicators pertaining to enrolment, health plan, lead time for cancer screening and vaccination. This allows timely detection of trends and prompt actions to address issues.



3. Boosting resident enrolment rate

Enrolment of residents is key to achieving the intended outcomes of HSG. Root cause analysis was performed with identification of primary and secondary drivers. Multiple PDSAs were conducted for continuous learning and refinement before scaling and spreading enrolment workflow.

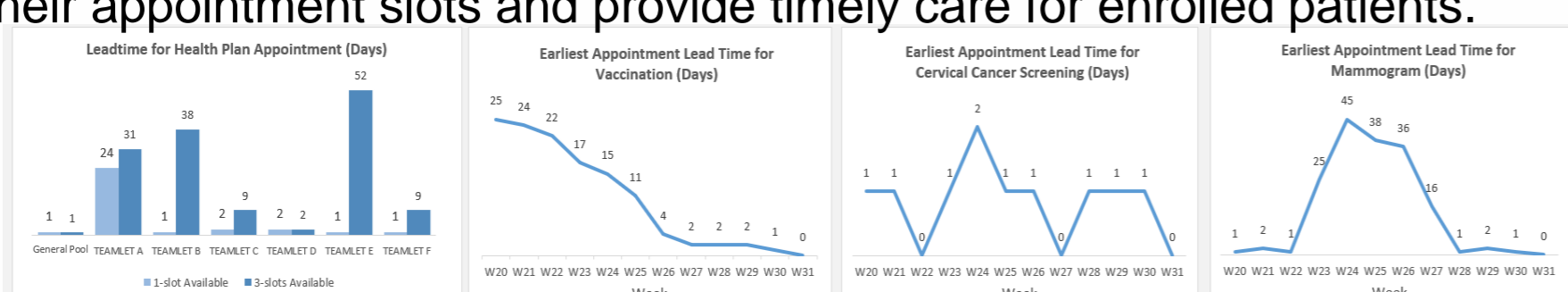


4. Enhancing Health Plan Discussion Processes by leveraging on Epic Functions

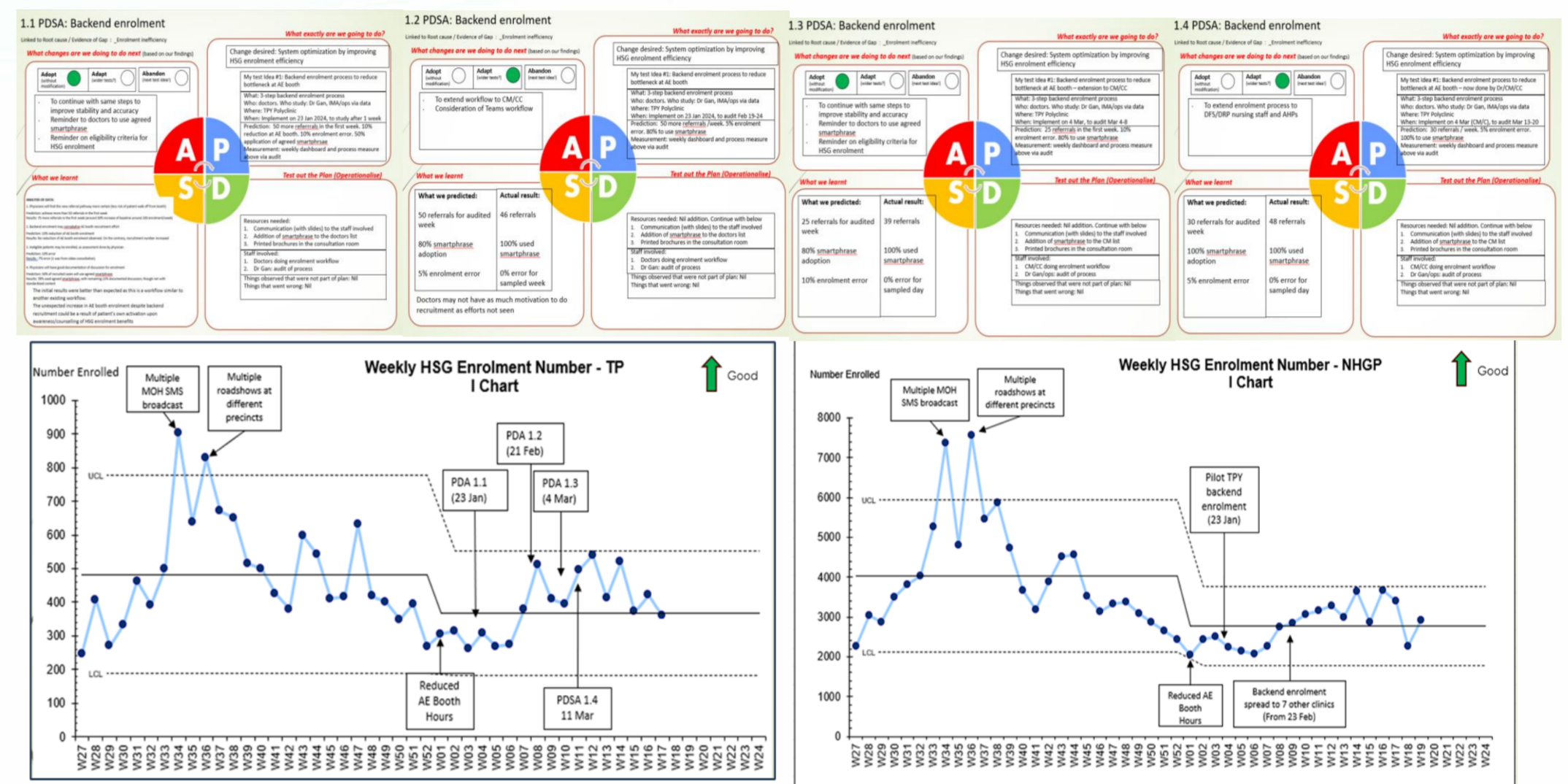
Smartlinks were created and spread among physicians to embed within their consultation template. This improves access and shortens time to get to Health Plan Module to complete and submit health plans.

5. Resource Optimisation

Enhanced resources for HSG screenings by boosting nursing staff, expanding appointment availability and deployment of Mammobus, and reallocating conventional roles to bolster screening efforts. The weekly dashboard also tracks each clinic's appointment lead times for HSG-related services and screenings, enabling clinics to optimise their appointment slots and provide timely care for enrolled patients.



RESULTS



Increased Enrolment Rates: Refining of the nominal roll and efforts to increase enrolments have yielded results. As of 12 May 2024, NHGP has enrolled 157,372 residents making it the highest enrolment among the 3 polyclinic clusters.

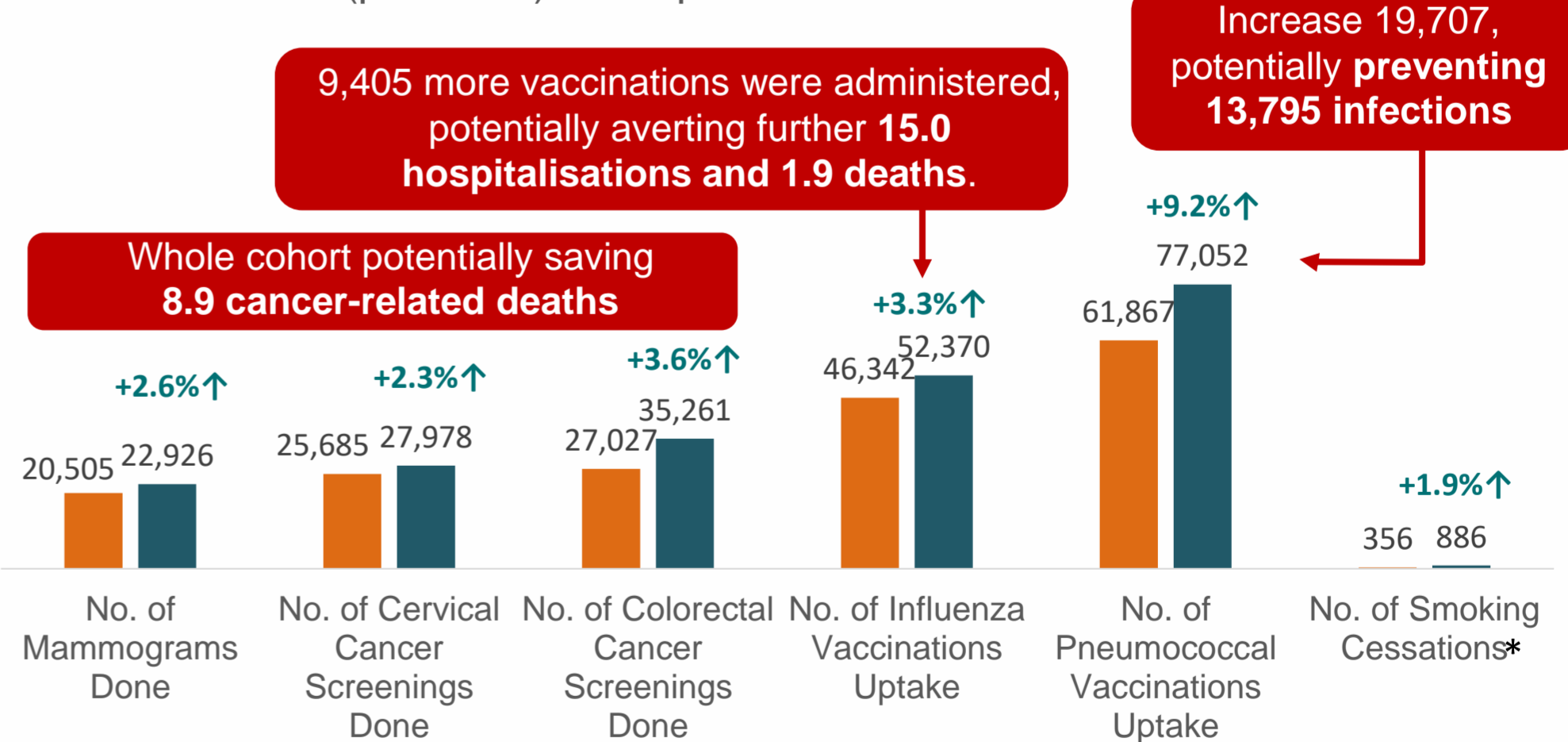
HSG Health Plan Discussion

NHGP completed more than 100,000 health plans by 12 May 2024 through improved processes for same-day health plan completion. An experience survey conducted on 467 patients who participated in health plan discussions from 8 – 16 May 2024 indicated high levels of patient satisfaction and empowerment (95.6%-99.3%) on their health management.

Clinical Outcomes: NHGP's chronic patients have seen notable health improvements:

Compared to July 2023, by March 2024, there were additionally 2,421 mammograms, 2,293 cervical cancer screenings and 8,234 colorectal cancer screenings conducted, with whole cohort potentially saving more than 8.4 cancer-related deaths. Moreover, 6,028 more influenza vaccinations were administered, averting further 9.6 hospitalizations and 1.2 deaths. Pneumococcal vaccinations rose by 15,185, preventing 10,630 infections. Furthermore, 3,038 more smoking cessations were recorded. Increased cancer screenings promise better treatment outcomes and reduced healthcare costs in the long term.

Jul22-Jun23 (pre-HSG) Apr23-Mar24



* Smoking cessation rate is a new indicator for HSG so there was no prior data before Dec23's capture rate
<https://bmcmidinformedecismak.biomedcentral.com/articles/10.1186/1472-6947-9-18>
<https://bmcpublichealth.biomedcentral.com/articles/10.1186/s12889-023-17358-0>
<https://www.cdc.gov/vaccines/vpd/pneumo/public/index.html>

CONCLUSION

NHGP's HSG efforts have significantly improved NHGP residents' health outcomes through expanded enrolment, data-driven analytics, and enhanced access to preventive care. These initiatives promise better treatment outcomes and reduced healthcare costs in the long term, highlighting NHGP's commitment to improving public health.

These initiatives promise better treatment outcomes and reduced healthcare costs in the long term, highlighting NHGP's commitment to improving public health.