



Singapore Healthcare Management 2024

Empowering Volunteers to Support SKH Telehealth Programme in the Community

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INTRODUCTION

The SKH Telehealth Programme, launched in December 2022, aligns with Healthier SG's focus on promoting healthier lifestyles and community healthcare.

Enlisted and trained volunteers to support community nurses in monitoring residents' health (≥ 60 years old with chronic conditions) at Community Health Posts (CHPs) through virtual consultations.

These CHPs are situated in various locations such as Senior Activity Centres, Active Ageing Centres, Community Centres, Residents' Corner and other easily accessible areas in the Northeast (NE) region.

AIM OF PROGRAMME

Shifting Care Beyond Hospitals

The aim of the programme is to support the increasing nursing manpower required for community programmes such as the CHP.

Optimises nursing resources, especially when residents miss appointments, which exhaust valuable nursing time and resources.

Facilitates new staff induction and training virtually, without overwhelming residents with staff on-site.

COMMUNITY



METHODOLOGY

- 1 Collaborated with existing community partners hosting CHPs to gain interest and support for the telehealth volunteer programme
- 2 Co-developed a list of duties and relevant training materials for volunteers
- 3 Recruited 20 community volunteers with the ability to converse with residents and an interest in serving in the programme
- 4 Co-organised volunteer orientation and training covering guidelines, virtual consultations, vital signs monitoring, and data relay
- 5 Rostered and deployed volunteers to 3 CHPs for review cases. Residents visiting the CHP for the first time are assessed by the CHP team



Community Nursing and Volunteers working together to serve residents in the Northeast region

RESULTS ACHIEVED IN 16 MONTHS

Conservation of Nursing Resources

Reduced Travel Time
Volunteers eliminate the need for nurses to travel for follow-ups.

Increased Efficiency
Nurses can attend to more residents.

Appointment Management
Minimises missed appointments and wasted nursing time.

Successful Implementation of Telehealth

"Train-the-Trainer" Sessions
Larger, more efficient training sessions via telehealth.

More Comfort for Patients
Virtual sessions prevent patients from being overwhelmed from physical nurse presence.

Achievement of Expected Outcomes

Enhanced Resource Utilisation
Efficient use of nursing resources, reduced travel, and minimised missed appointments.

Improved Patient Care
Holistic, integrated health and social services.

Efficient Training
Streamlined "Train-the-Trainer" sessions improve volunteer training capacity and quality

3 CHPs

20 Volunteers Deployed

178 Hours Contributed

128 Residents Served in NE

The seniors here used to have doubts on teleconsultation as they prefer a face-to-face session with the nurse on duty. However, after trying it out themselves, the seniors have told us that the volunteer team has made the teleconsult a smooth and pleasant experience for them (e.g setting up the zoom sessions etc).

As such, we would like to thank the volunteer team on behalf of the seniors and MWS as a whole.

Methodist Welfare Services @ Fernvale - Telehealth Volunteer Programme



Volunteers utilising skills learnt from Telehealth at Functional Screenings and Exercise Programmes

CONCLUSION



The SKH Telehealth Programme has demonstrated significant success in conserving nursing resources, implementing telehealth effectively, and achieving expected outcomes. With the active participation of 84 volunteers since November 2022, the programme has enhanced healthcare outreach and improved patient care. Besides telehealth, these volunteers also supported health screenings and community events. These efforts align with the Ministry of Health's Healthier SG initiative, which aims to empower residents to take charge of their health.

FUTURE PLANS

Looking ahead, the SKH Telehealth programme aims to expand to additional Community Health Posts and cover higher-tier cases by 2025, further advancing its mission of promoting healthier lifestyles and community healthcare.

