



# Singapore Healthcare Management 2024

## Primary Care Providers (PCPs) Empowerment – To Deliver Person-Centred and Place-Based Care

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### INTRODUCTION



Healthier SG is a national initiative launched by the Ministry of Health in July 2023 which aims to empower all Singaporeans towards better health and quality of life.

Focusing on preventive care through long-term and trusted patient-doctor relationships, individuals are encouraged to have a regular family doctor to support them in health promotion and disease prevention.

With care delivery model now focused within the community,



**General Practitioners (GPs)** play a critical role in managing the population's health and social care needs in an integrated fashion.

It is essential to strengthen the current primary healthcare system to provide longitudinal and holistic care that is person-centred and place-based.

### OUR AIMS

To develop a structured approach in empowering our GPs to provide person-centred and place-based care for our 1.51 million assigned residents to achieve better health and quality of life.

To develop and maintain an active relationship with the GPs and their supporting staff.

To identify areas of administrative and clinical support that the GPs and their supporting staff require to deliver person-centred and place-based care for their patients.

### METHODOLOGY

With the aim to empower our GPs, the GP engagement strategy is developed to **Engage and Enable to Excel**. The GP engagement strategy is underpinned by three levels of engagement and four key pillars of support.

#### (A) Three levels of engagement with our GP partners

##### Strategic Leadership

- SingHealth Primary Care Advisory Committee (Quarterly)
- Informal meetings with PCN Clinical and Admin Leads (Ad-hoc)

##### Local Leadership

- PCN HQ engagement sessions (biannually)

##### Ground Engagement

- Direct GP clinic engagement
- Annual RHS Partners Satisfaction Survey
- GP partners profiling and engagement tracking on RPRM

#### (B) Four key pillars of support that SingHealth can provide our GP partners



##### COMMUNITY CARE RESOURCES

Equip GPs with the information and resources to provide their patients the place-based care in their locality



##### CAPABILITY DEVELOPMENT

Capability building support to GPs and their supporting staffs to manage their patients safely, and to enable value-based care across care settings



##### COMMUNICATION SUPPORT

Engagement with the Leaders, GPs and PCN HQ staffs over formal strategic, working level meetings and networking events



##### CARE SERVICES SUPPORT

Enable GPs to provide their patients the person-centred care based on their care needs, and to enable patient self-empowerment

### RESULTS

Since the GP engagement strategy is implemented, SingHealth has established positive formalised working relationship with 11 Primary Care Networks (PCNs) which oversees more than 400 HSG GP clinics in our region.

SingHealth has also provided relevant administrative and clinical support to the PCNs, GPs and their supporting staffs, based on the 4 key pillars.



#### COMMUNITY CARE RESOURCES

Collaboration with place-based care team support (**SHS HSG Teams**) for PCN



Access community resources through **GP HSG collateral with easy-to-scan QR codes** (as of Dec 2023)



#### CAPABILITY DEVELOPMENT

Explore **practical skill and HSG-relevant training** for GPs, PCN Nurses, PCCs and Clinic Assistants



**Easy access to Training & CME events** for GPs & supporting staff at [SingHealth Academy website](#)

**Sharing of curated clinical content** for GPs through the newly launched SHP Primary Care Training Account

Link up SingHealth IPSQ with Primary Care Providers to **improve QI knowledge**, in line with national efforts

#### COMMUNICATION SUPPORT

##### Strategic Level:

SingHealth Primary Care Advisory Council (SPCAC)

##### Operational Level:

- PCN HQ Engagement
- Direct GP Clinic Engagement
- Partners Buddy App (for GP-SOC referrals)
- Specialist-supported Primary Care Telegram Group with NHCS
- SingHealth GP Symposium
- SingHealth HSG Account Manager

#### CARE SERVICES SUPPORT

**Access to Diagnostic, Allied Health, Ancillary & Screening services** info at [GP Support Services website](#)

**Collaboration with Future & Digital Communications Shared Services** on Self-Empowerment initiatives

**Personalized Care and Support Planning (PCSP)** on a person-centred care delivery process

**GPFirst Programme**  
Enhancements to **Find a GP clinic Portal**

**Shared Care & Virtual Consult** collaborations

### CONCLUSION

In support of Healthier SG, SingHealth recognises the importance of empowering our GPs to strengthen the current primary healthcare system and provide person-centred and place-based care. The GP engagement strategy is developed to engage and enable our GPs to excel, through the three levels of engagement and four key pillars of support. The implementation has resulted in positive formalised relationships and

provision of the administrative and clinical support required to deliver person-centred and place-based care.

### MOVING FORWARD

A GP partners satisfaction survey has been conducted in April 2024. The GP engagement strategy described is part of a continual improvement process that constantly adapt, refine and improve on the services provided to GPs and their patients in a continuous loop.