



Singapore Healthcare Management 2024

Activating Community Resources through the Partnership Engagement Framework

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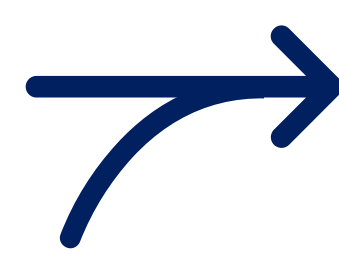
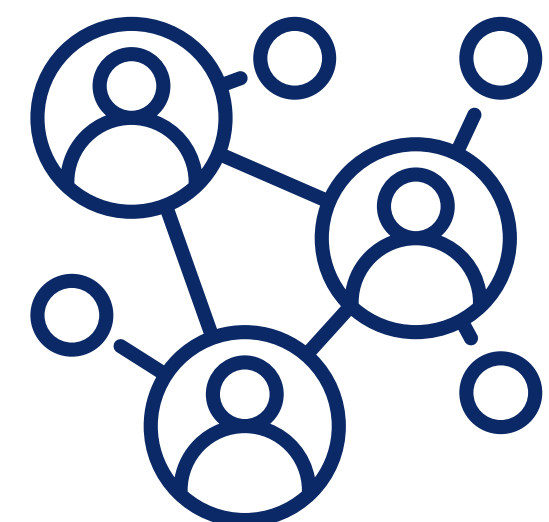
Regional Health System (RHS), SingHealth



INTRODUCTION

Under Healthier SG, the three Healthcare Clusters have been tasked as Regional Health Managers responsible for populations of **1.2 – 1.5 million** in their respective regions.

Providing quality care for our assigned population thus requires effective activation of community resources.



- 1 To this end, we have set up **55** Community Health Posts at Active Ageing Centres currently within SingHealth’s assigned population area.
- 2 To further optimise activation of community resources, the Community Partnership Operations Office has developed a Partnership Engagement Framework to guide SingHealth in improving population health by building stronger ties and inviting community partnership.



METHODOLOGY

Interviews and FGDs conducted with partners and internal stakeholders identified two key aspects for our framework: **Engagement** and **Support**.

ENGAGEMENT

We stratify our engagement with partners into three levels.

Strategic Leadership
Engagement at this level provides direction on policies, clinical governance, data sharing, etc.

Local Leadership
At the Local Leadership level, we aim to build and strengthen relations between health and social care providers.

Ground Engagement
On the ground, we aim to actualise shared care arrangements and implement ground initiatives.

- 1 At the Strategic Leadership Level, we foster closer relationships and collaborations with the **senior leadership** of our community partners. This is done through the formation of committees such as our Community Partnership Council, and the signing of Memorandums of Understanding (MOUs) for closer collaboration.
- 2 For the Local Leadership Level, we work to strengthen our relations through **staff-level** meetings and engagements. These are primarily driven by our Precinct Leads, who each oversee one of 15 SingHealth Precincts in our assigned population area.
- 3 Lastly, at the Ground Engagement Level, we aim to implement **ground initiatives** to effect change in how care is provided. Thus far, we have worked to implement our framework at the Strategic and Local Leadership levels and are now working to target Ground Engagement.



SUPPORT

Our support entails the delivery of the “4Cs”: items foreseen to be greatly beneficial to our partners.



Care Resources

✓ Equipping partners with Patient Empowerment resources, enabling them to provide quality care.



Communication

✓ Regularly engage partners through POCs from our Precinct Leads and Community Partnerships Office.



Capability Development

✓ Working with SingHealth training academies to provide courses for our partner’s employees.



Care Services

✓ Providing targeted programme support for population groups which partners can tap on.

IMPROVEMENT

We regularly monitor outcome measures to refine and improve our framework through a double-loop cycle.



- Healthier SG Dashboard
- Partner Satisfaction Surveys
- Longitudinal Insight Gatherings



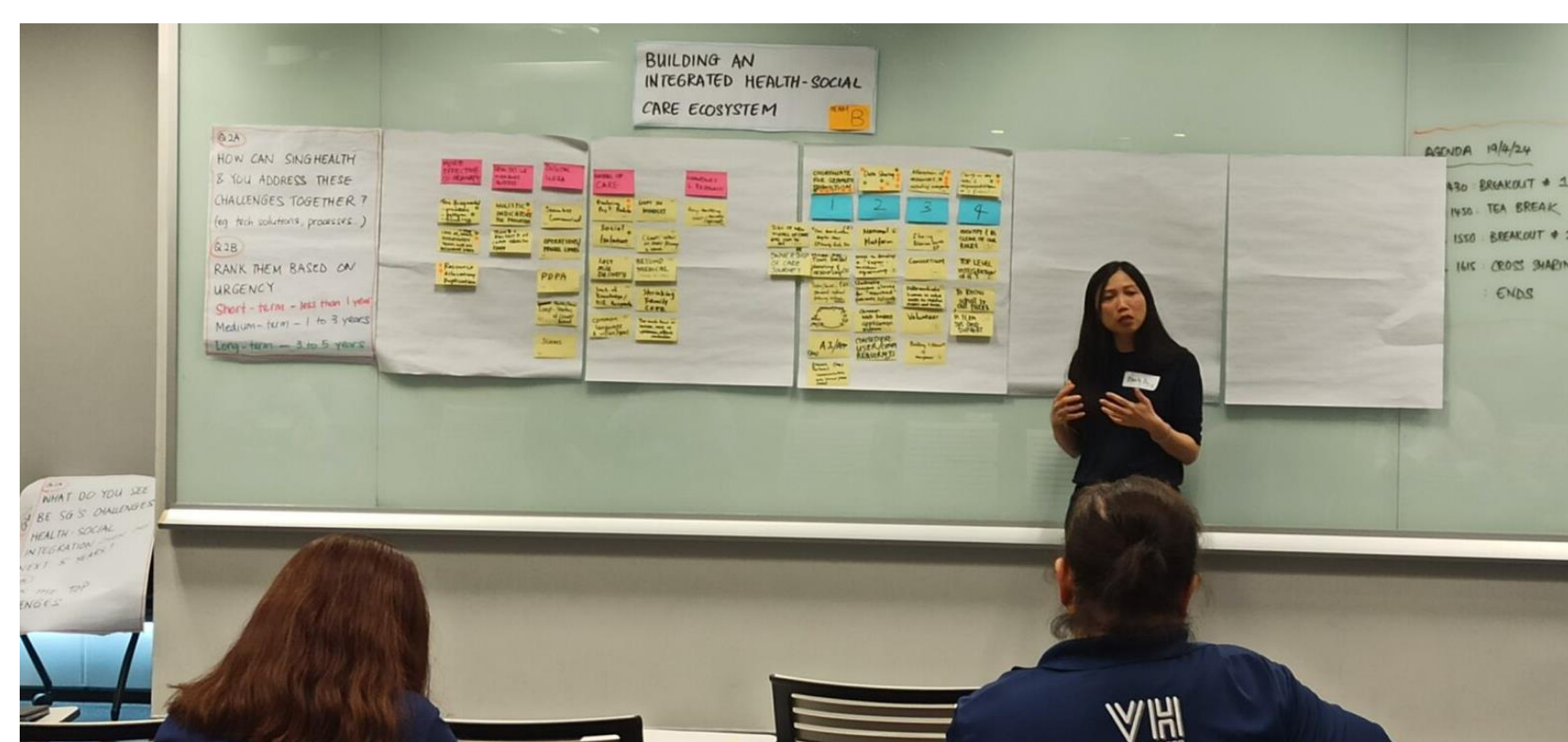
RESULTS AND CONCLUSION

Reformulation of the Community Partnership Council (CPC)



- Reformulated the Community Partnership Council: a committee consisting of senior leaders across 9 Government Agencies and 12 Community Partners from Health & Social Organizations.

Focus Group Discussion with CPC Local Leadership



- Conducted a FGD to discuss opportunities in our current Health Ecosystem and gathered suggestions to design a SingHealth roadmap for the future.

Moving Forward

After implementing the framework at the Strategic and Local Leadership levels, we are now focusing on the Ground Engagement level. We currently aim to:

- Optimise support of Active Ageing Centres through Community Health Posts.
- Conduct visits to partners’ centres to exchange ideas and invite collaboration.