

# Optimise sugar control through Self care management With Empowerment, Engagement and Teaching. ( **SWEET** )

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**Members:** Ang Bee Leng (Nurse Clinician, Bukit Merah Polyclinic), Lui Kok Wah (Assistant Nurse Clinician, Bukit Merah Polyclinic), Ng Lay Peng (Nurse Manager, Bukit Merah Polyclinic), Tan Sok Heah (Senior Staff Nurse, Bukit Merah Polyclinic)  
**Sponsor:** Dr Hwang Siew Wai (Clinic Director, Bukit Merah Polyclinic)

## Background

Mr Ong (ESTHER) 73 years old Chinese male have history of multiple hospital admission due to elevated HbA1c of more than 14% and multiple falls. He is due for his cataract operation. However, due to his high HbA1c level, his operation is postponed. He expressed that he has issues administering his insulin due to poor eyesight and he stopped taking all his medications as they confuses him.

His frequent admissions to the hospital has affected him financially. As a result, he is unable to socialize with his friends as regularly. This project aims to reduce ESTHER's hospital admissions, improve his HbA1c control and empower ESTHER in managing his diet so as to optimise his HbA1c level. ESTHER will also be resourceful in engaging community services to aid with his medications.

### Issues that ESTHER is facing:

- Unable to see the numbers on the insulin syringe
  - Patient is referred to the community nurse to assist with the insulin injection and medication packing
- Do not own a fridge
  - Refer MSW to aid with ESTHER's financial needs
  - Fei Yue senior center will assist to provide the fridge
- Unsure of the medication that he is taking
  - Esther sent for medication reconcile
  - Pharmacist will go through the medication with ESTHER again.



Conducted the first ESTHER Café on 09 Feb 2023 in the health counseling room and provided some drinks and bread for ESTHER.

### During Esther Café interview:



"I got too many medicine I always forget to take.  
I cannot see the number to give myself insulin injection the number too small."

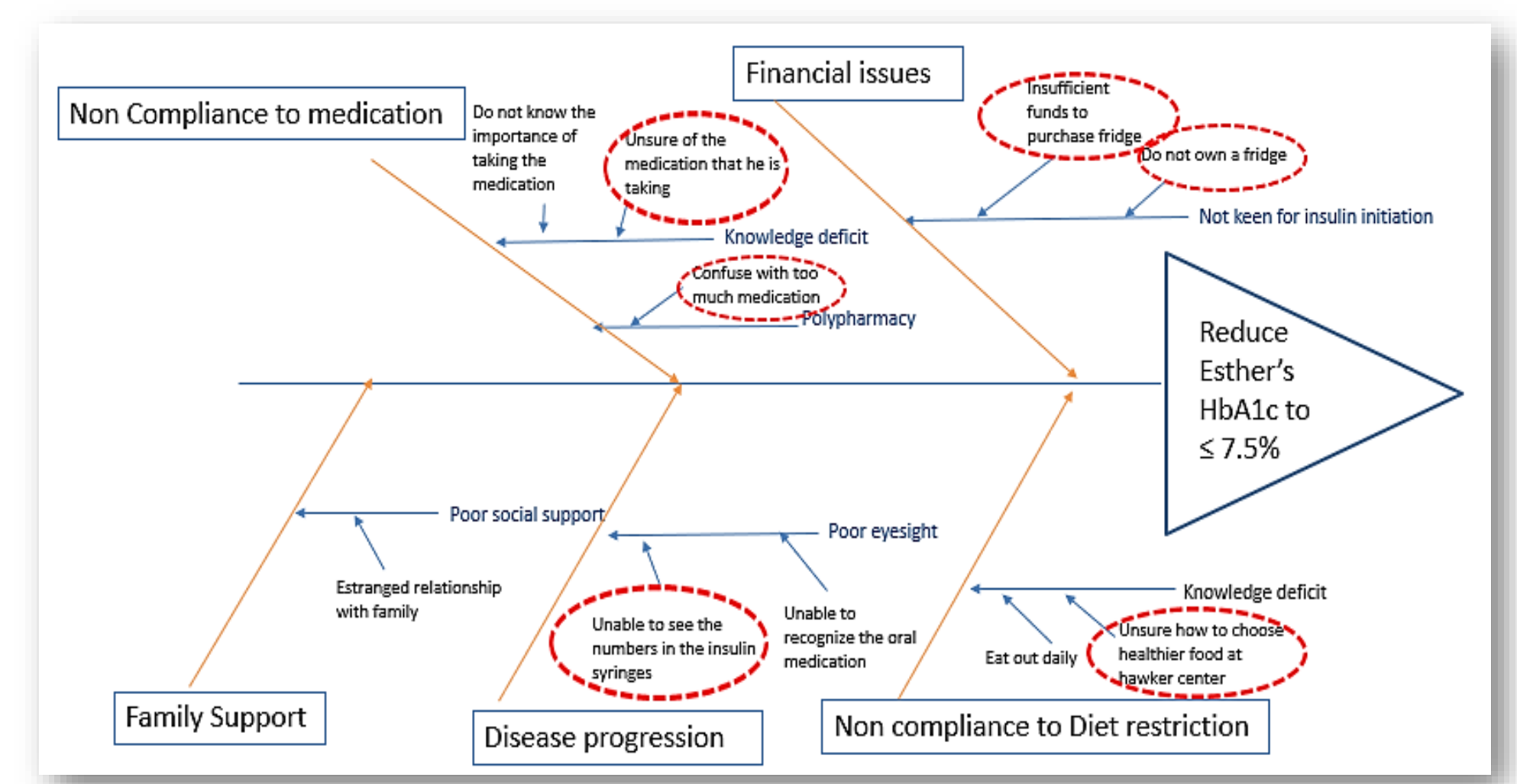
### How will this project benefit ESTHER?

Reduce number of admissions to the hospital to:

- Have more time to socialize with his friends as he enjoys meeting his friends at Chinatown every week.
- Save money for his daily expenses

**Mission Statement :** To improve Mr Ong's (ESTHER) HbA1c to  $\leq 7.5\%$  within the next 9 months

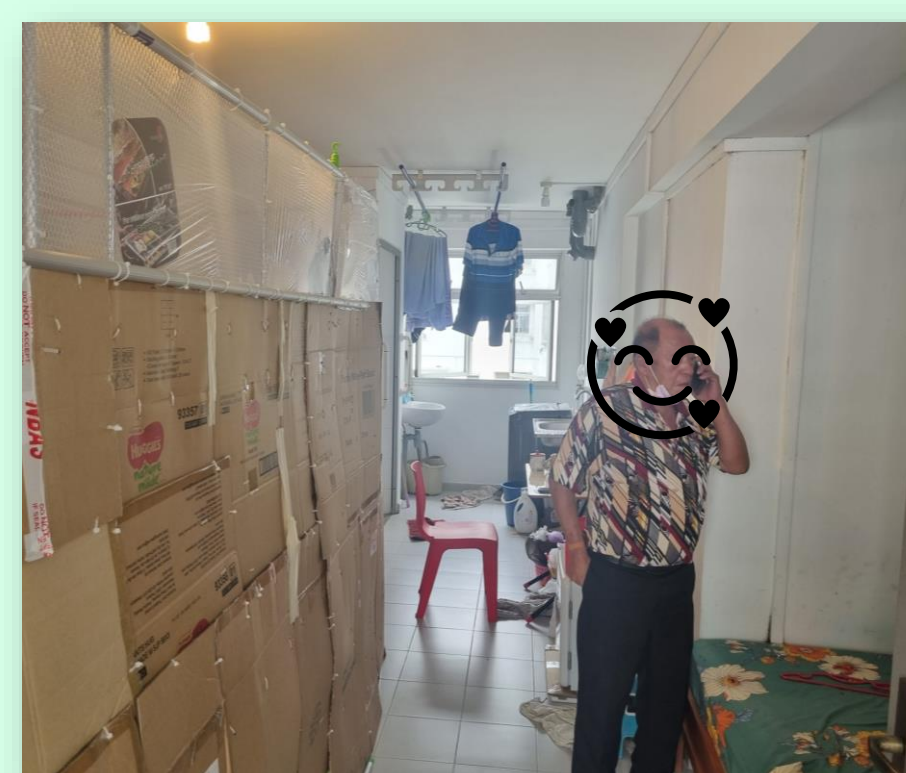
### Ishikawa Diagram



## Solutions and Implementation

### Second session of Esther Café on 22 Mar 2023:

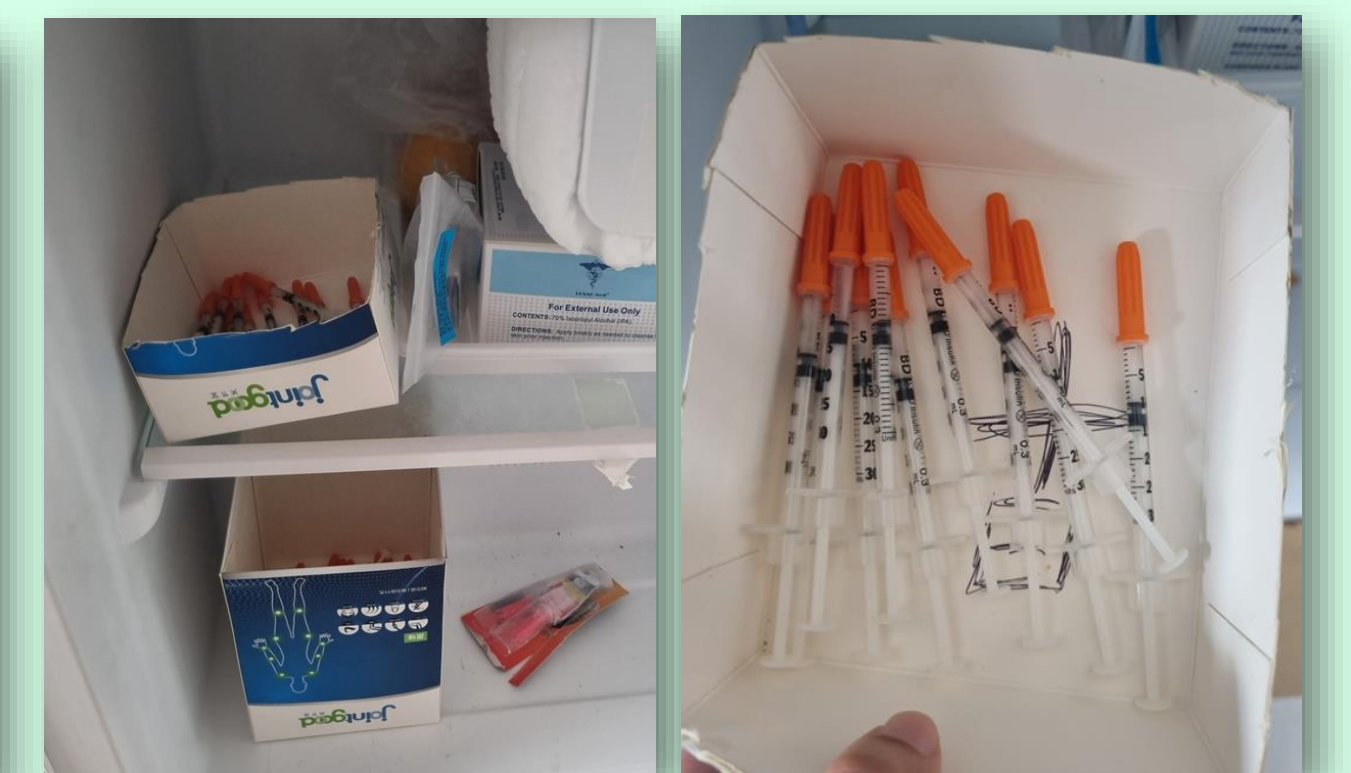
- Visited ESTHER's house in Chua Chu kang he stays in a rented house shared with his room mate
- Noticed a wall partition made from card boards by the room mate for privacy
- Bukit Merah Polyclinic collaborated with Care Manager Megawati from NUH for ESTHER's care
- Planned a visit to ESTHER's house on the day of the Nurse visit
- Met with Staff Nurse Jaden from Global Alliance
- ESTHER was referred to the Global alliance by NUH during his last admission
- ESTHER receive a small fridge from Fei Yue senior center to keep his insulin
- Nurse Jaden assisted to withdraw the insulin doses for Esther weekly
- Nurse Jaden assisted ESTHER with medication packing, withdrawing of insulin and hypocount checking
- Noticed grab bars have been fixed inside toilet and its entrance (these were fixed prior to last hospital admission)
- Toilet floor was seen slippery, reinforced to ESTHER on the use of non-slip mat



ESTHER's house with wall partition from room mate using card boards



ESTHER's blood glucose tested by nurse.



ESTHER's way of keeping insulin syringes.

Medication reconcile by DR and pharmacist went through ESTHER's medication

Collaborate with Community Nurse assisted by RN from Global Alliance to pack ESTHER's medication and assist to withdraw insulin

Volunteers from Fei Yue senior center donated a small fridge to ESTHER

ESTHER's Admission to Hospital reduced and his HbA1c is down trending



Nurse organized ESTHER's medications.



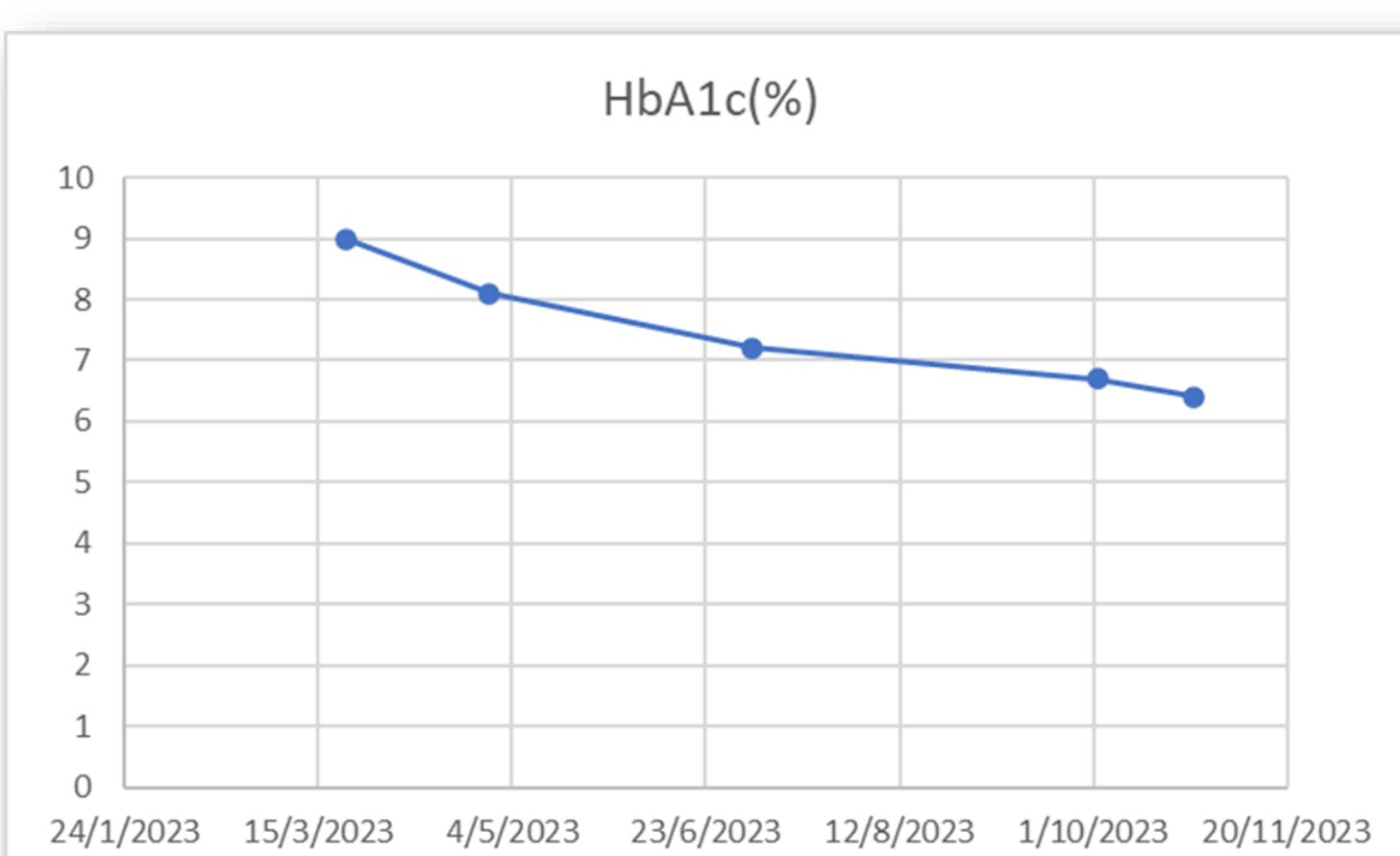
ESTHER brought project team to Fei Yue Senior Centre to meet the center's in-charge Ms Nicole



Toilet grab bars inside toilet and its entrance (these were fixed prior to last hospital admission); placement of non-slip mat outside toilet

## Outcomes

ESTHER's HbA1c trend from Jan to Nov 2023:



ESTHER's HbA1c is checked every 3 monthly during clinic visit and it shows down trending latest HbA1c is 6.4% ( 27 Oct 2023).

## Learning Points

- When patients are involved during the care discussion, we can focus on what really matters to patient
- What matters to Nurses and Doctors may not matter to patients
- Designing a person-centered care for ESTHERS is beneficial to them

## Future Plans

To customize person-centered care for ESTHERS so as to promote holistic care through concerted efforts from all polyclinic ESTHERS.