



Singapore Healthcare
Management 2024



SingHealth Patient Advocacy Network

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SINGAPORE HEALTH Patient Advocate Connection



Elevating the Voices of Patients, Families and Caregivers



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to visit
the SPACe
website.

Background

Before 2022, Singapore had no common platform to connect patients and caregivers interested to improve the healthcare landscape. Existing support groups dedicated to specific diseases catered only to respective patients/caregivers.

To fill the gap, the SingHealth Patient Advocacy Network (SPAN) launched the Singapore Health Patient Advocate Connection (SPACe) in 2022 to bring together patients, caregivers, healthcare professionals and like-minded persons to share lived experiences and best practices, raise awareness on the important partnership between patients and healthcare teams in improving care, and grow patient advocacy. Following its success, SPACe is now an anticipated annual event.

Objectives

- To grow patient advocacy in Singapore
- To raise awareness on the importance of partnering patients to improve care quality
- To provide a platform for collaboration opportunities between patients/caregivers and healthcare providers

Approach

Organised by the SingHealth Patient Advocacy Network (SPAN) and supported by the SingHealth Duke-NUS Institute for Patient Safety & Quality, and SingHealth Group Office of Patient Experience, a tailored program was specially curated with the following:

Varied Perspectives

Blended representations from across professions



Intentional Topics

Covers topics of interest to patients/caregivers, and explores ways that healthcare teams can tap on patient voices

Highly-raved: the sharing of lived experiences by patients and caregivers provides tangible learning points for both patients and healthcare providers. SPACe 2023 also saw two doctors-turned-patients whose sharing on their own patient journey left the audience with new perspectives.



Networking Gallery

Inspired by the "Human Library" concept, the gallery is a networking platform to provide collaboration opportunities. This is an important and intentional approach for the reserved Asian culture of few words.



About the SingHealth Patient Advocacy Network (SPAN)

Following its inception in 2017, SPAN was established with the intention of catalysing a self-driven group of knowledgeable and passionate volunteer patients/caregivers committed to the cause of representing the voice of patients.

The network has a current strength of 58 (from its initial 13) and through its endeavours and over 217 project collaborations with the healthcare team since, SPAN is in an excellent position to organise the Singapore Health Patient Advocate Connection (SPACe), a first-of-its-kind conference for patient and family advocates in Singapore.

Outcomes

	2022	2023
Number of attendees	220	270
	56% patients/caregivers 34% healthcare staff 10% others	60% patients/caregivers 28% healthcare staff 12% others
Strongly agreeing that SPACe:	81%	87.5%
<ul style="list-style-type: none"> improves understanding on significance of patient advocacy offers useful takeaways for patient engagement 		
Networking gallery	12 booths	19 booths

Feedback from attendees at SPACe 2022 were reviewed and where feasible, were applied in the organising of SPACe 2023. The table above reflects SPACe's positive progress in driving a culture of advocacy to better patient safety and care quality. With SPACe's strong success, it is now a much-anticipated annual event in Singapore.

Interactions

Interactive segments were created intentionally to encourage exchanges and build conversations. In a conservative Asian culture where many are used to keeping mum even in times of doubt, patients/caregivers are now encouraged to speak up,

Excellent reviews:

- Interactive Theatre – the audience had a say in the skit's storyline;
- Fix-the-puzzle – attendees approached others to get missing pieces;
- Networking Journey – attendees got stickers for visiting different booths to exchange for a gift



Food

A key ingredient for bonding and conversations in Singapore's food-loving culture

Inclusivity

Includes being respectful of culture differences in multi-cultural Singapore such as in food selection; and ensuring friendly routes and designated spaces for participants with mobility impairment.

Supportive Partners

Lend expertise as plenary/content experts; support networking gallery as participants; and post-event collaboration to benefit even more people

Co-Creation by Patients and Healthcare Teams

Launched at SPACe by SingHealth and SPAN with collective inputs from patients, caregivers and healthcare staff, the Patient and Healthcare Team Care Pledge™ aims to cultivate a safe and mutually respectful healthcare environment for both patients and staff amidst the rising cases of abuse of healthcare workers. The pledge has garnered the support of more than 20 local organisations and counting, on top of the 11 institutions within the SingHealth Duke-NUS Academic Medical Centre.



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The SPAN Leadership

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Ms Audrey Lau

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The Secretariat Team

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Ms Tallin Ang
Ms Tricia Ng
SingHealth Duke-NUS Institute
for Patient Safety & Quality
Ms Zann Foo
Ms Joo Ying Tang
Ms Juvette Lee

Patient Advocacy

The practice of patients, families, caregivers and interested individuals working together with healthcare providers, on a voluntary basis, to advance best practices in healthcare.