



Singapore  
General Hospital  
SingHealth

# Enhancing Patient Care:

## Implementing Advance Care Planning (ACP) Initiative In Singapore General Hospital (SGH)

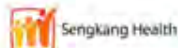
Esaias Poh Liang Jie, Programme Executive

Darlene Hong Yun Quan, Programme Coordinator

21 June 2018



PATIENTS. AT THE HE<sup>ART</sup> OF ALL WE DO.®



# Overview



1. ACP in Singapore
2. ACP Implementation Strategies in SGH
3. Moving forward: ACP 2.0

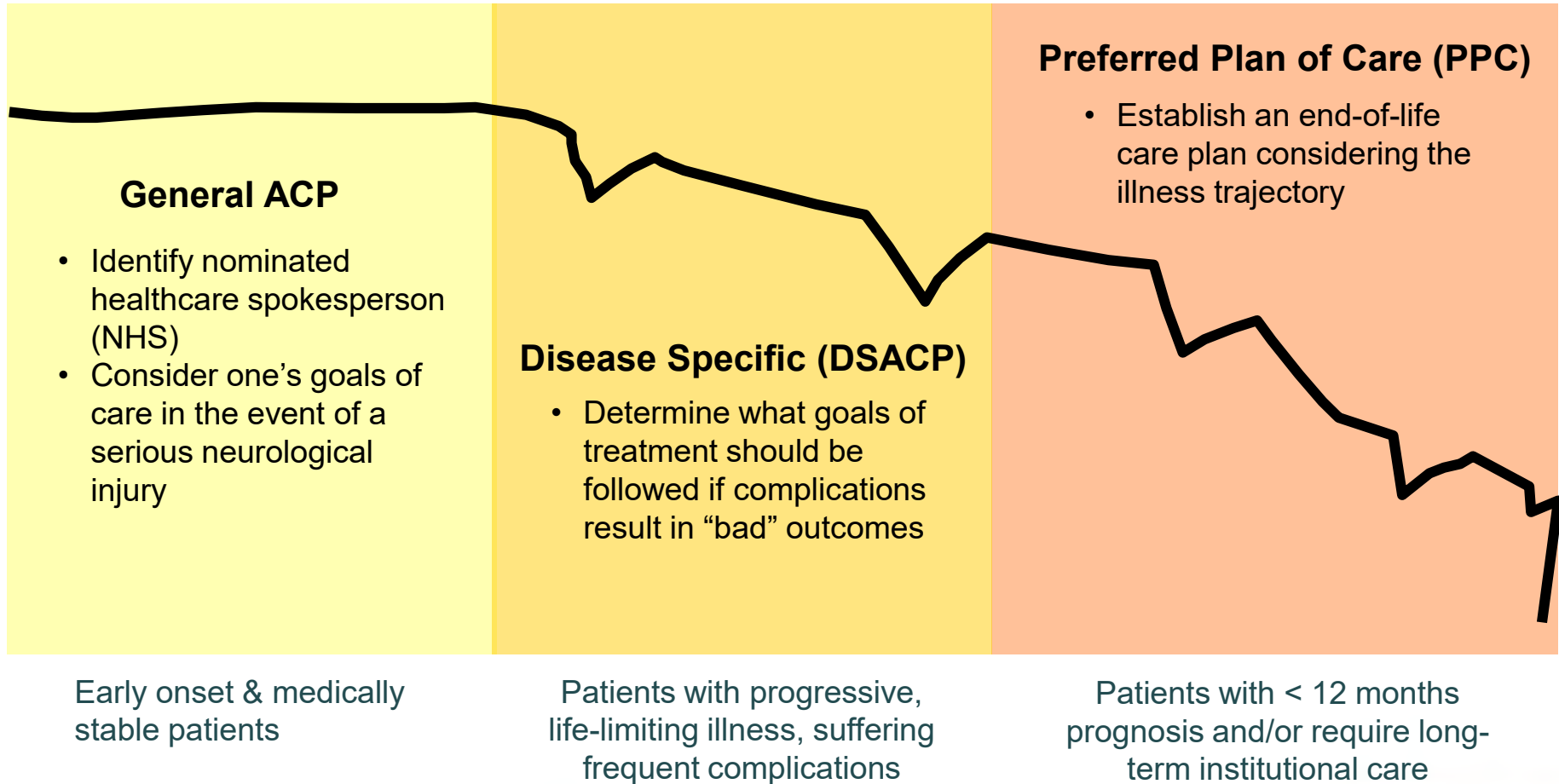
# What is Advance Care Planning?



Advance Care Planning (ACP) is the process of planning for your future personal and health care. It includes discussing personal values and goals for care with your loved ones and healthcare providers.

Conversations are facilitated by trained health and community care professionals.

# Stages of ACP Over the Life Time of Adults

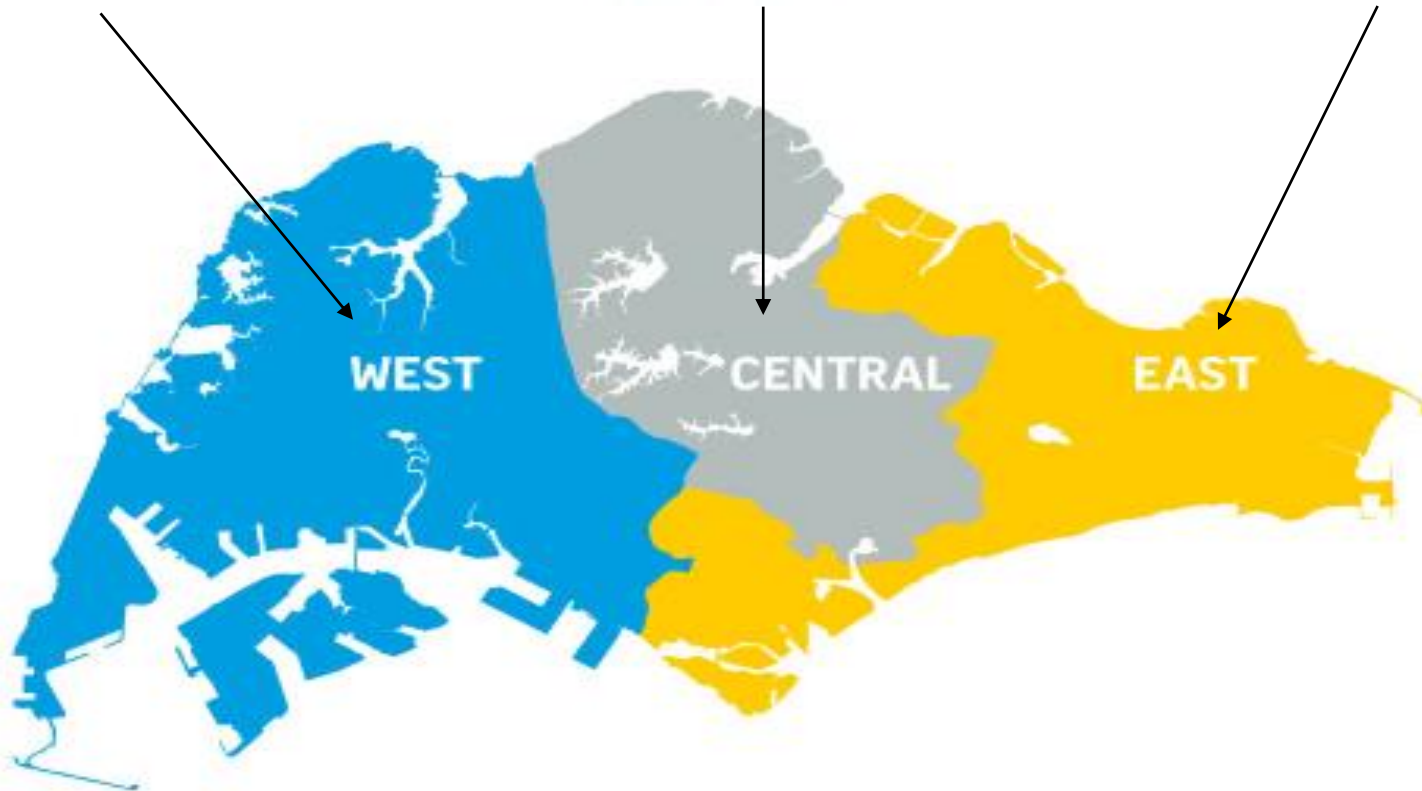


# Singapore's Healthcare Landscape

**NUHS**  
National University  
Health System

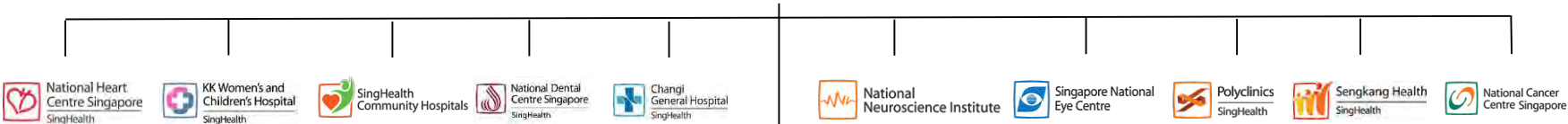
  
**National  
Healthcare  
Group**  
Adding years of healthy life

  
**SingHealth**  
Defining Tomorrow's Medicine



 Singapore  
General Hospital  
SingHealth

# Organisational Chart



**Development Committee**

- Clinical Lead
- Operation Lead
- Medical Social Worker Leads
- Group Communication Director

**Office for Integrated Care**  
Operation & Administrative Support

**Medical Social Services**  
ACP Coordinators

**Engagement & Communication**

**Training & Curriculum**

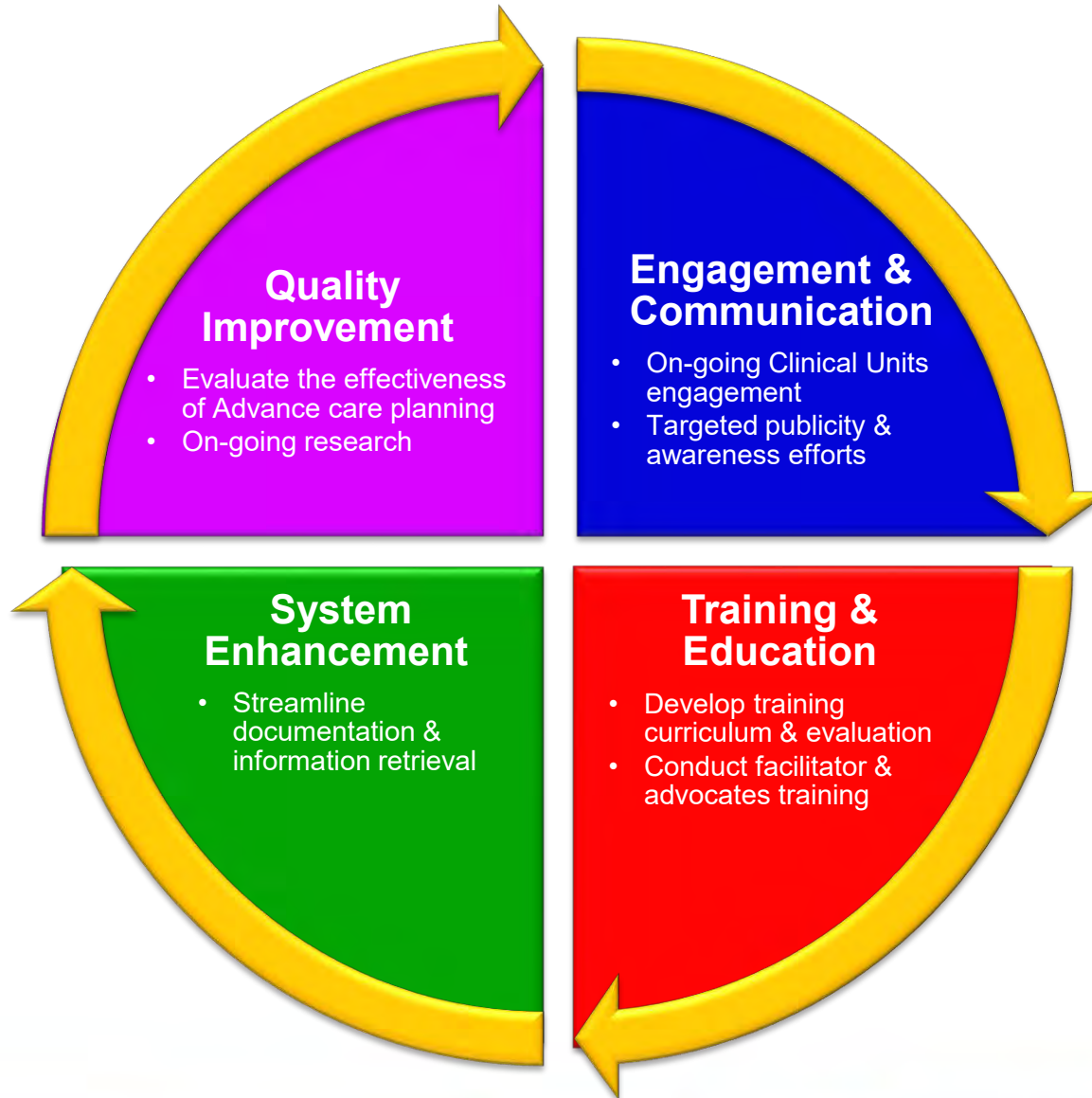
**System & Work Process**

**Research & Quality improvement**

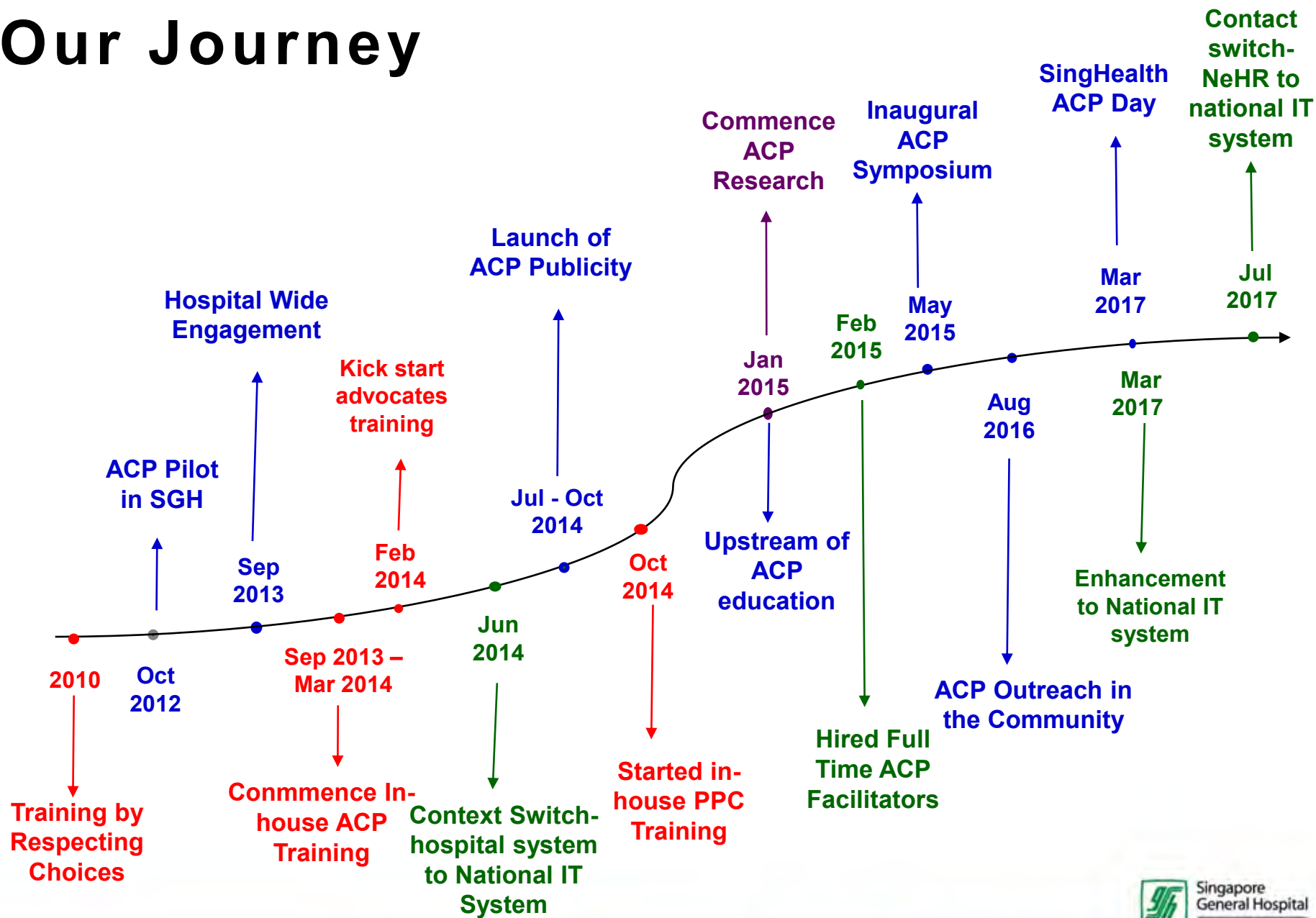




# Strategic Framework



# Our Journey

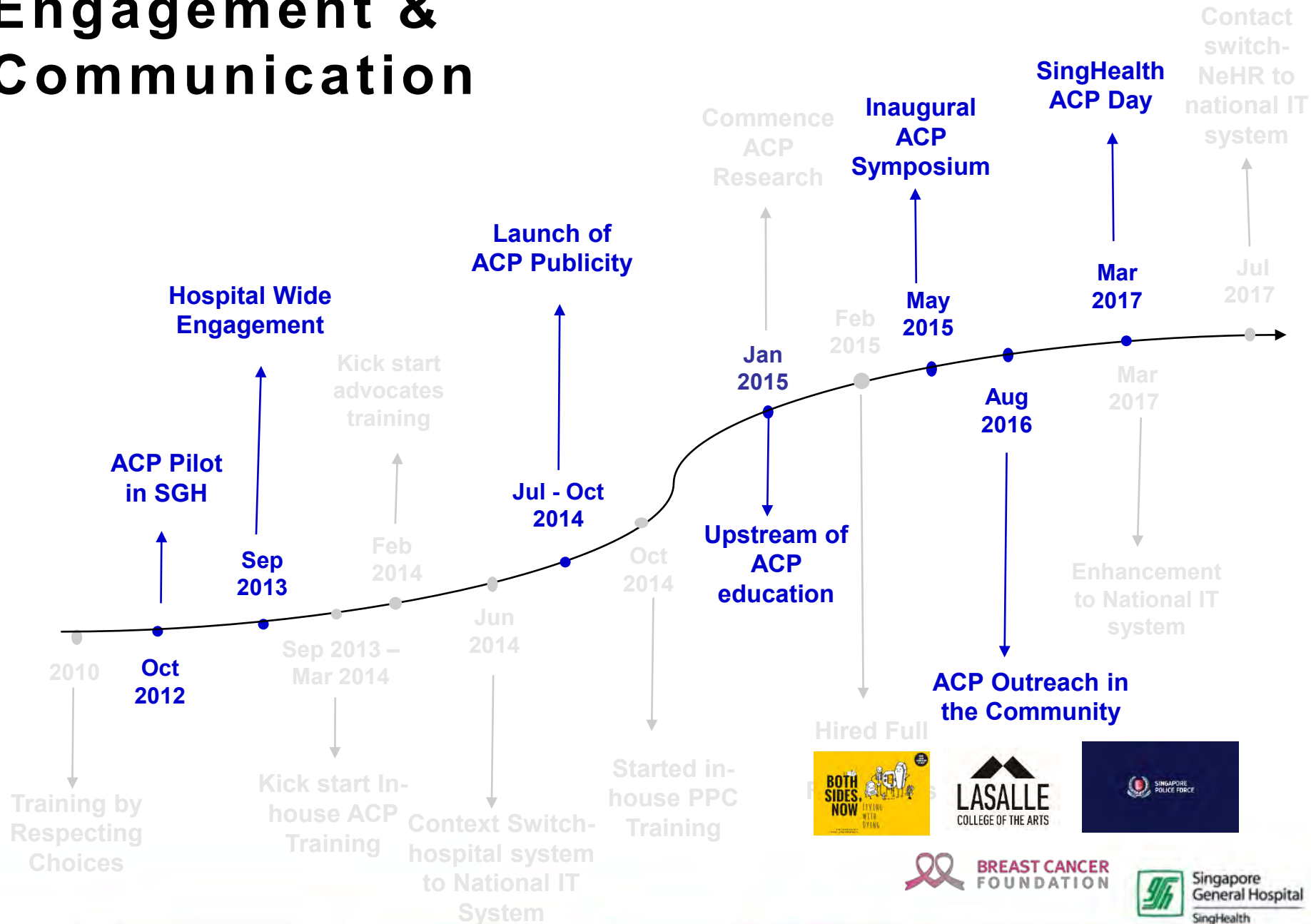




# Engagement & Communication



# Engagement & Communication



# Engagement Strategy



# Hospital-Wide Engagement (Since Sept 2013)

Implemented programme	Working Towards Implementation	On-going Engagement
<p><b><u>11</u> departments</b></p> <ol style="list-style-type: none"> <li>1. Internal Medicine</li> <li>2. Geriatric Medicine</li> <li>3. Renal Medicine</li> <li>4. Respiratory &amp; Critical Care</li> <li>5. Gastroenterology</li> <li>6. Neurosurgery</li> <li>7. Psychiatry</li> <li>8. Family Medicine &amp; Continuing Care</li> <li>9. Dermatology</li> <li>10. Nuclear Medicine</li> <li>11. Haematology</li> </ol>	<p><b><u>7</u> departments</b></p> <ol style="list-style-type: none"> <li>1. Endocrinology</li> <li>2. Infectious Disease</li> <li>3. Rehabilitation Medicine</li> <li>4. Neurology</li> <li>5. Rheumatology</li> <li>6. Emergency Department</li> <li>7. Hepato-pancreato Biliary &amp; Transplant Service</li> </ol>	<p><b><u>13</u> departments</b></p> <ol style="list-style-type: none"> <li>1. Hand Surgery</li> <li>2. Vascular Surgery</li> <li>3. Plastic &amp; Burns</li> <li>4. Otolaryngology</li> <li>5. Upper Gastrointestinal &amp; Bariatric Surgery</li> <li>6. Pain Management</li> <li>7. Orthopedics</li> <li>8. General surgery</li> <li>9. Anesthesiology</li> <li>10. Colorectal</li> <li>11. Infection Control</li> <li>12. Obstetrics &amp; Gynecology</li> <li>13. Urology</li> </ol>

# Engagement with Nursing Division (Since Feb 2014)

- Engaged Nursing Division
- Nurses to identify suitable patients for ACP
- ACP awareness talk into nursing induction program

ACP awareness talks conducted	<b>78</b>
Nurses who attended the awareness talks	<b>5362</b>

Events &  
Roadshows

Video Production

Communications

Publications

ACP Microsite



# Publications

## Communicating hope

This senior medical social worker has a keen interest in palliative and end-of-life care

\*\*\* BY SUKI LOR

**S**UPPORTING kidney patients through tough times and touching their lives is what gives Mr Andy Sim, Senior Medical Social Worker (MSW), Medical Social Services, Singapore General Hospital (SGH), a sense of satisfaction. "When I am able to round the sharp edges off very bad news and give patients the ability to cope, that is what drives me," Mr Sim, 35, said.

Having a warm personality, an ability to understand and appreciate other people's circumstances, and a liking for working with people, the affable bachelor joined SGH as an MSW for the



MSWs like Andy Sim (right) provide counselling and psycho-education to patients with chronic or end-stage renal disease and their family members to help them cope with the disease.

July 2014

## If I don't wake up...

Most people know how they want to live, but what about how they want to die? It's a good idea to think and talk about end-of-life issues early with loved ones



\*\*\* BY ANDY SIM

Advance care planning helps patients and their families to think about, discuss and document their personal health care preferences.

advance care plans for people who are generally healthy and which ask questions like, "To you, what is living well?", disease-specific plans for those suffering from chronic and progressive illnesses like renal, lung or heart failure, and preferred plan of care for the terminally ill. Although the idea is well established in places in the West, Australia, Hong Kong and Taiwan, advance care planning is still a new concept in Singapore. But realising its growing relevance, restructured hospitals have begun gearing up, setting up pilot programmes and training staff to be advocates and facilitators of the process. Advocates, when they sense the need for such discussions, introduce the process to the patient, while facilitators guide the patient and his family through the process. Singapore has a diverse population with different cultural and religious needs, and death and dying are still

November 2014

## It's OK to talk about dying

Dec 22, 2016 | Safety & Quality, Talent



Our ACP Coordinators (clockwise, from top left) Jane Wong and Cindy Lau from NHCS, Darlene Hong, Tay Xiu Fang, Mansor Mohd Mohter, Yvonne Lim and Elliot Lim from SGH.

December 2016

## "I was able to walk my love for my mother"

Feb 24, 2017 | Talent, Opinion



Mdm Tan (centre, seated) married into a traditional Teochew family.

February 2017

# ACP Outreach

October 2014



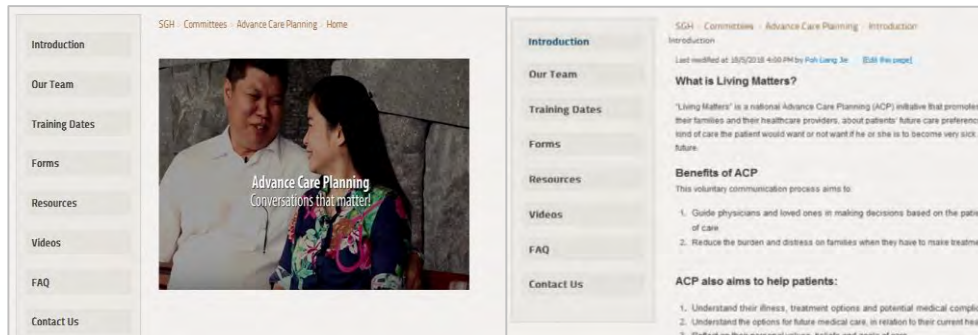
## SGH's Town Hall on ACP

- Chaired by SGH Chairman of Medical Board
- Outreached to **120 healthcare professionals**



## ACP Video – “Our patients’ stories”

- Collaboration with SGH Communications department and NHCS



## Launch of ACP microsite



# ACP Outreach

May 2015



## SingHealth Symposium on ACP

- Sharing by **Dr Doris Barwich**, **Ms Cari Hoffman** (Fraser Health, Canada), and **Ms Sumytra Menon** (local health law expert)
- Reached out to more than **375** healthcare and community professionals.



## ACP Video

- *"Have you had the conversation yet?"*

# ACP Outreach

January 2017



## Photo contest

- **95** photo submissions on the theme of “What is living well to me“
- **15** shortlisted photos displayed on ACP Day

March 2017



## SingHealth ACP Day

- **335** staff attended
- **88%** expressed interest to start the conversation with their loved ones after the event

# Learning Points

## *Multi-prong approach in ACP outreach*

- Endorsement from hospital leadership
- Collaboration with stakeholders (NHCS, Hospital Communication department)
- Targeted publicity efforts
- Use of arts and creative mediums e.g. photography, story-telling etc.

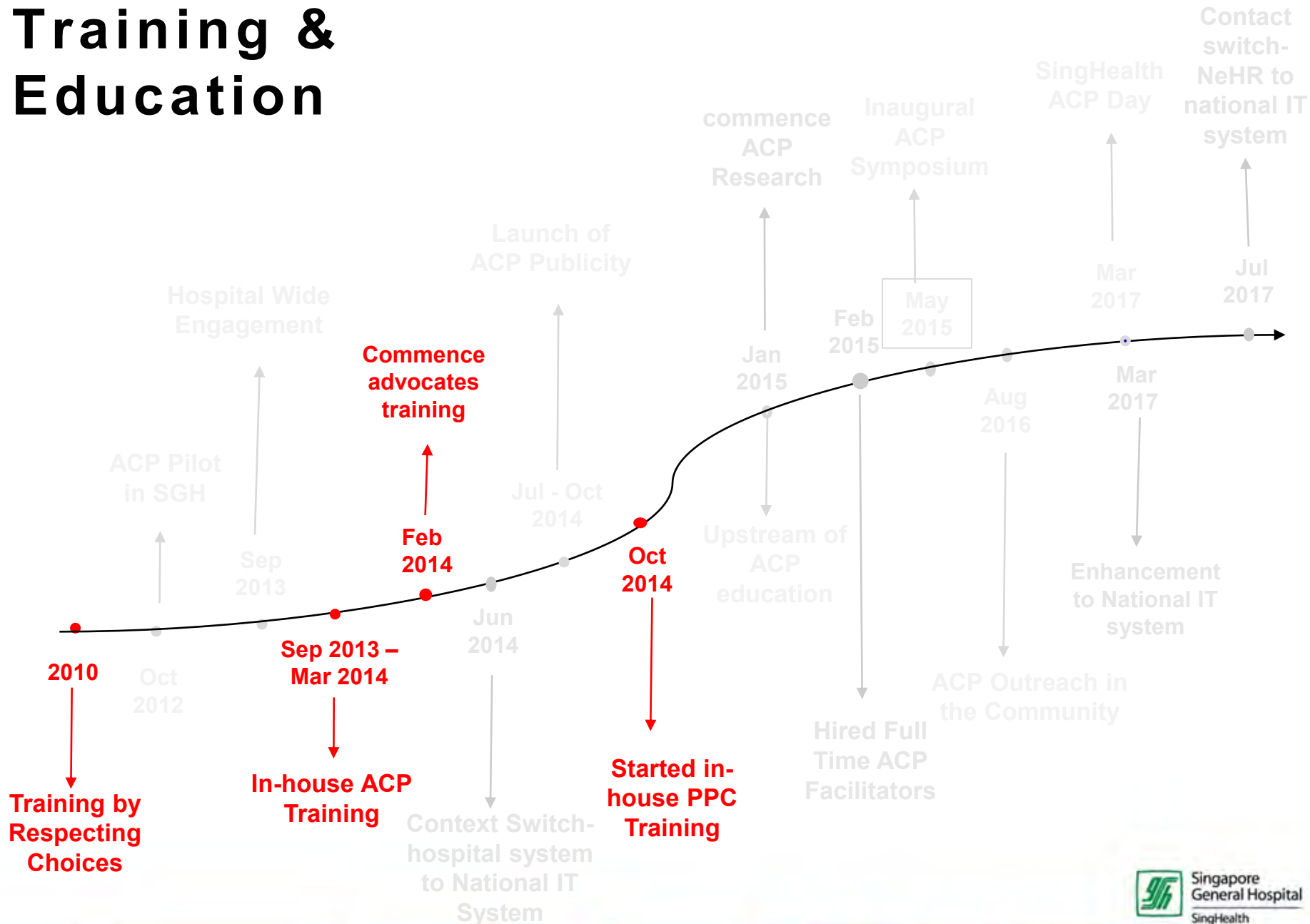


# Training & Education





# Training & Education



# Training & Education

Advocates'  
training

General  
ACP training

PPC  
training

- Introduce ACP to patients
- Provide ACP workbook & brochure
- Refer to trained facilitator

- Cater to the needs of patients in SGH

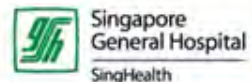
# Upstream of Education

To move advance care planning education and upstream to the medical schools and training institutions

1. To raise student's consciousness of the need for advance care planning conversations as part of patient care
2. To enable students to approach this topic with patient in a sensitive and respectful manner



Yong Loo Lin  
School of Medicine



# Training Outcome

ACP training workshops	Trained facilitators	Trained advocates
<b>79</b>	<b>384</b>	<b>942</b>



*Advocates' training for nurses*



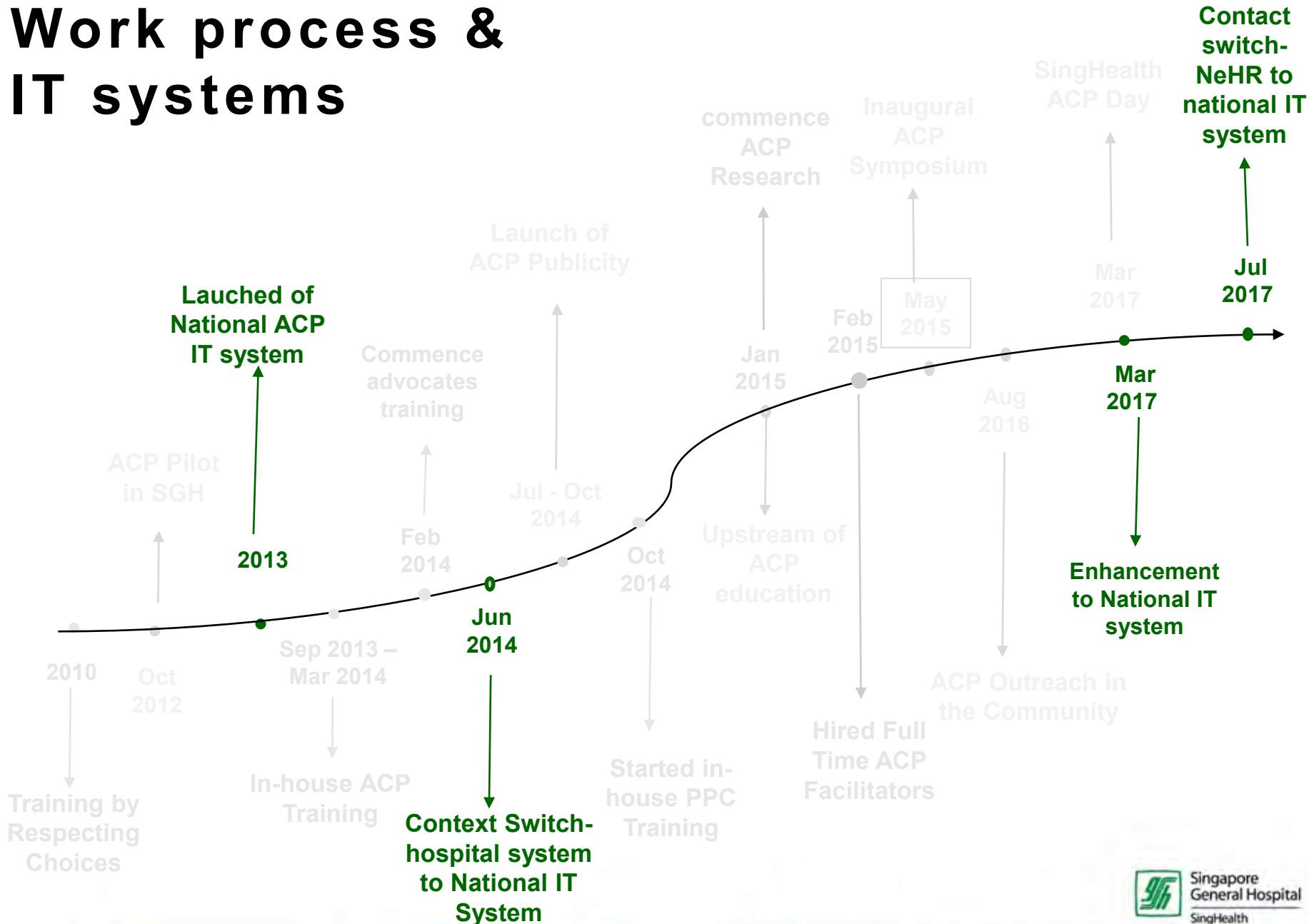
*PPC training for clinicians*

# Work process and IT system





# Work process & IT systems





# Integrating ACP into Admission Pathways

## Advance care planning

**Definition:** Advance Care Planning is a voluntary communication process between an individual, his or her loved ones, and health providers about his or her future care preferences. Advance care planning helps the individual to reflect, plan and make decisions about what kind of care the he or she would want or not want if he or she is to become very sick and is unable to make decisions in the future.

1 Patient has ACP?  Y  N

(Please check the ACP Tab in SCM)

1.1 If yes, ACP needs review?  Y  N

(Change in medical condition/ patient/ family request)

1.2 If No, is patient/ family agreeable for ACP?

Yes (To inform family that ACP coordinator will contact them for ACP discussion)

No (Please indicate reason): \_\_\_\_\_

N.A (Please indicate reason): \_\_\_\_\_

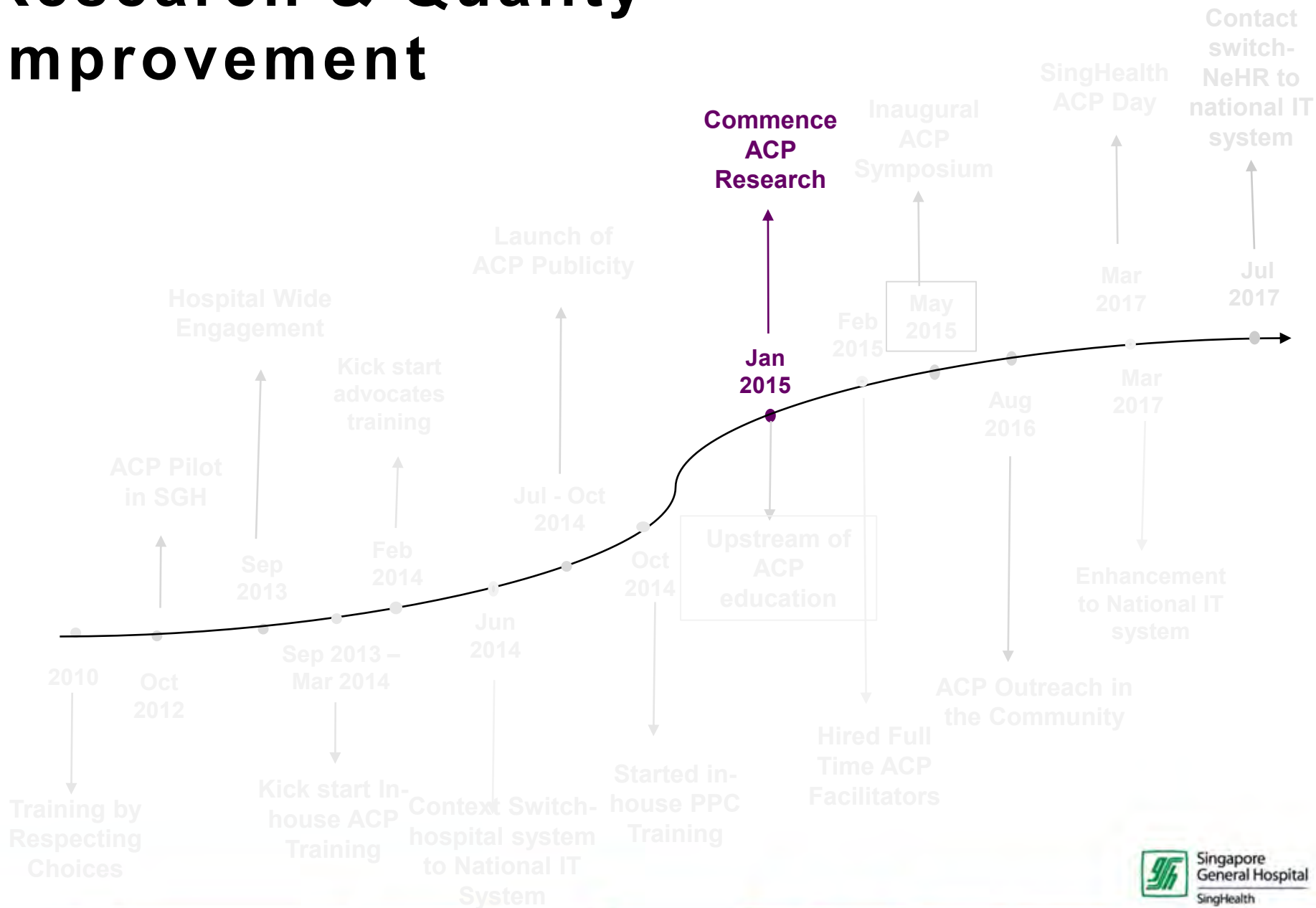
# Area for Improvement

- Review the format of ACP document
  - Focus on bite-size conversations
  - Simplify documentation process
- Streamline National ACP IT system
  - Ease to upload ACP document
- Enhance hospital electronic record system
  - Better access to patients' updated ACP documentation
  - Prompts to remind clinicians to initiate/ discuss / review patients' ACP

# Research and Quality Improvement



# Research & Quality improvement



# Research and Quality improvement

Scope	Description	Findings
<b>Communication</b>	<b>Patients' Views on Discussion of Their Future Healthcare Preferences</b>	<p>Patients cited 'not ready to do it now' as the top reason for unwillingness to carry out ACP discussion.</p> <ul style="list-style-type: none"> <li>Downstream ACP awareness into the community to normalize discussion</li> </ul>
<b>Training</b>	<p><b>Evaluation of an Advance Care Planning Advocates' Training Programme in An Acute Hospital in Singapore</b></p> <p><b>Evaluation of the Living Matters ACP training course for health professionals through a multi-centre study</b></p>	<p>Showing ACP videos in Western context was not helpful for participants to reflect based on their clinical relevance</p> <ul style="list-style-type: none"> <li>Develop local ACP training videos</li> </ul> <p>ACP training encouraged participants to reflect on their own healthcare preferences and increase self motivation to complete ACP</p> <ul style="list-style-type: none"> <li>Offer ACP services to Singhealth staff</li> </ul>
<b>Clinical Engagement</b>	<b>Impact of Advance Care Planning on Care for Patients with Advance Heart Failure: A Randomised Controlled Trial</b>	<ul style="list-style-type: none"> <li>On-going</li> </ul>
<b>Work Process</b>	<p><b>Advance Care Planning Intervention and Implementation: Early Experiences of Medical Social Workers in a Restructured Hospital.</b></p> <p><b>Improving ACP take up rate among patients with end stage renal failure on haemodialysis in Diabetes Metabolism Centre.</b></p>	<ul style="list-style-type: none"> <li>On-going</li> </ul>



# ACP Progress in Singapore & SGH





# Top 3 Reasons of Unsuccessful ACP

1. Patient or family do not feel the urgency to discuss ACP
2. Patient or family are not ready to discuss due to patient's acute medical condition or other care needs
3. Family knows patient's preferences and do not feel the need for ACP discussion

# Moving Forward: ACP 2.0 (2017-2021)



# Moving Forward: ACP 2.0

## Specialist outpatient clinics



- **Diabetes & Metabolism Centre**
  - Low Clearance Clinic (Renal)
    - Newly diagnosed renal patients
  - Hemodialysis clinic – DMC
    - Patients on Hemodialysis
- **Lung Centre**
  - Interstitial lung disease
  - COPD

## Nursing homes & hospice



## Identified Service Providers:

- **St Andrew Nursing Home (Henderson)**
- **Pearl's Hill Care Home (Chinatown)**
- **Bright Vision Hospice**

# Moving Forward: ACP 2.0

## Community outreach



## SingHealth Community Health Screening

- Advocated ACP to 139 residents
- Interested: 30% (40)

## Montfort Care Community Carnival @ Telok Blanglah

## World Hospice Day

- **828** residents participated in a survey
- Voted “good health” makes life meaningful: **73%** (**611**)

## Community nursing



- Train nurses in general facilitator training.
- Provide mentorship



# Contact Details

## SGH ACP Office

Enquiry Line (Office Hours):

**6576 2152**

Email:

**[livingmatters@sgh.com.sg](mailto:livingmatters@sgh.com.sg)**

THANK YOU