

## Festive Greetings from President

### Greetings to Dearest Members!

The festive season has arrived and in the next few days, we will be marking the closure of 2017 and marching towards 2018.

This year has been a fruitful and busy year for the Case Management Society of Singapore (CMSS). A team of 6 council members were sponsored by AIC to attend a study trip about case management in Japan, from 13 to 17 February 2017.

Dr. Hussein Tahan was invited to conduct a workshop in June 2017, as a follow up from his visit last November. Under the guidance of Dr.

Tahan, the CMSS definition of case management was revised. Dr. Tahan, together with Dr. Jimmy Lee, Senior Consultant of Institute of Mental Health, spoke at a forum on 9 June 2017, which coincided with the CMSS 6<sup>th</sup> anniversary. *The Case Managers' Chronicles*, a compilation of case stories contributed by case managers across the various institutions was also launched during the event.

The 6<sup>th</sup> Annual General Meeting was held on 25 August 2017 with the election of a new CMSS Executive Council for 2017 to 2019. The society ended the year with the launch of the Standards of Practice and Core Competencies for Case Management (Second Edition) on 25 November 2017 at the annual celebration to commemorate Case Management Week.

On behalf of the CMSS Committee, we would like to thank you for your support over the years and we are committed to continue doing our best to serve you better.

To all CMSS members, have a Merry Christmas and a Happy New Year !

By Ms Lee Ngok Lin

## Case Management Forum 2017

Forum this year was held on 24<sup>th</sup> November at the Institute of Mental Health (IMH).

This year, the Institute of Mental Health (IMH), had the honor to host the Case Management Forum. The event held on 24<sup>th</sup> November was proudly graced by IMH's COO, Mr. Lim Hock Leng, as the Guest-of-Honor.

The Forum was kicked off by Ms. Lee Ngok Lin, President Case Management Society of Singapore (CMSS) with an encouraging opening address, followed up an interactive Powtoon video of what Case Management Unit (CMU) of IMH had presented to Senior Management to get their buy-in for the Hut, a drop-in facility, catered to service users and their relatives. A photo montage of the journey from the beginning to the official opening of the Hut, on 1<sup>st</sup> November was shared.

To ease the mood on a Friday afternoon, Ms. Gemma led everyone in an interactive game, 'Pass the Parcel', where the participant who was holding on to the parcel when the music stops, had to introduce and share a little about themselves. Everyone participated in enthusiasm and enjoyed themselves greatly. Indeed, it was a good way of bonding among the members!

Ms. Jasmine Soh, Case Manager, then shared an informative presentation about her recent Health Manpower Development Plan (HMDP) trip to Hong Kong to learn about their community case management. It was an eye opener for most of us to understand their case management practices and culture in Hong Kong.

The highlight of the Forum was the launch of the 2<sup>nd</sup> edition of Standards Of Practice (SOP) where Ms. Margaret Hendricks, Vice President of CMSS, reiterated on the importance of having a standard Practice in Case Management in Singapore. The Forum ended on a happy note with a ribbon cutting ceremony led by Guest-of-Honor, Mr. Lim Hock Leng, COO IMH.

Contributed by Benjamin and Felicia



## IMH celebrated Case Management week

IMH celebrated their Case Management Week with the official opening of "The Hut" on 20 November 2017.

"The Hut" is an initiative by the IMH Case Management Unit (CMU) to provide a sanctuary for patients and their caregivers, to foster stronger therapeutic ties with their Case Managers, in response to feedback from patients

regarding a space to socialize, share stories of recovery and hoped participate in activities together. A Peer Support Specialist and IMH volunteers will be assisting in activities at "The official opening was graced by CEO A/Prof Chua Hong Choon, CMB Adj A/Prof Daniel Fung, COO Mr. Lim Hock Leng, VCMB (Clinical) A/Prof Lee Cheng, as well as witnessed by many of our fellow colleagues. It was a meaningful and well-spent morning as our fellow colleagues mingled with our patients over a simple breakfast buffet.

"The Hut" aims to imitate the cozy-ness of a living room instead of a typical clinic room setting, thus creating a comfortable space for patients and their caregivers to share their concerns and stories. This has been successfully achieved through the generous furnishing donations from colleagues and patrons of IMH. "The Hut" is located near the entrance of IMH and is open from 10am to 3pm, on Mondays to Fridays.

Contributed by Ms Hannah Huang



## Khoo Teck Puat Hospital Case Management Week

In conjunction with the Case Management Week in November 2017, Khoo Teck Puat Hospital's (KTPH) Case Management Department presented a topic on, *Uncovering Case Management Practices in KTPH*, at the Nursing Journal Club. The aim of the presentation is to

create awareness on case management practices and to align the nurses' understanding on case management with the team. This is a crucial step as nurses are our closest care partner in this fast changing healthcare landscape.

The presentation was delivered by two new Case Managers who shared on their challenges as they transitioned into the case management role, as well as a Senior Care Coordinator who shared on her role as a ward care coordinator.

The nurses who attended the session also completed a survey questionnaire on Case Management and it was heartening to know that the nurses know about the functions of case management in their area of work. The KTPH Case Management Department will continue to work towards delivering excellent patient care with their care partners.

Contributed by Ms Saemah Sinwan



## Basic Case Management Workshop

CMSS organises the Basic Case Management Workshops annually to provide training for new case managers or healthcare professionals practicing case management. The recent workshop was held from 7 to 9 November 2017 at AIC Learning Institute, City Square Mall. The 28 participants comprised healthcare professionals from the institutions, polyclinics and the community sector, such as case managers and care consultants. The society is grateful and greatly appreciated all speakers for their continuing support to CMSS and giving their precious time to present at the workshops. Feedback received from the participants had always been favourable, as the various topics provided them a better understanding of the landscape of case management, e.g. Healthcare System in Singapore, Models of Healthcare Financing, Concepts of case and disease management, etc. In addition, the workshop provided a networking platform with colleagues from the various institutions.

Contributed by Ms Ann Yin



## UPCOMING EVENT !

The next Basic Case Management Workshop will be held from 29 – 31 Jan 2018.

For registration email to: [cmss.enquiries@aic.sg](mailto:cmss.enquiries@aic.sg)

Venue: AIC Learning Institute Training Room, #06-05/06 City Square Mall, Singapore 208539

