



An excerpt from "A Decade of Chronic Disease Management"— A Walk Down the History of Case Management in Singapore

In modern times, chronic diseases are no longer isolated events. With a rapidly ageing population, it is increasing typical that most patients above age 60 are saddled with several medical conditions. The increasing medical complexities for such patients and the need for coordinated interdisciplinary care pose enormous challenges to healthcare professionals.

When Chronic Disease Management (CDM) was first started in year 2000, Case Management (CM) was concurrently developed to be integrated into the multidisciplinary team approach to the programmes. CM as an institutional and practical system will coordinate patients afflicted with chronic diseases.

Implementing CM required the recruitment of case managers at every site of the healthcare continuum from hospitals to polyclinics. The case managers are typically experienced senior nurses from the nursing or administrative service who are groomed to become case managers. To facilitate and enable training and learning to occur, a Case Management Faculty was formed to drive this.

To learn the processes first-hand, some were sent on scholarship to USA and Australia on courses and attachment. NHG also engaged overseas experts to provide basic and advanced training regularly. A 9-month advanced diploma courses was introduced in Nanyang Polytechnic to strengthen the credentials of the case managers.

Message from Dr Jason Cheah, CEO, Agency for Integrated Care

I congratulate the formation of the Case Management Society of Singapore (CMSS). It is timely and gives me great pleasure that there is now a society for case managers in Singapore.

For the past decade, the number of case managers has grown significantly. It has become more imperative that we have more case managers with the growing complexity of healthcare and rising expectations of patients. Case Managers play a critical role in the coordination of care for their patients and families. They are advocates for the patients and their caregivers; and work with other healthcare professionals to ensure the best outcomes for their clients. CMSS has been established to provide a professional platform for case managers to be informed and updated about the latest practice and knowledge about case management. Hence, this e-newsletter is the first step to communication with the members.



Case Management in Institutions

Case Management Services in Khoo Teck Puat Hospital

The Case Management Services for Alexandra Health began in year 2010 in Alexandra hospital, and continued in June 2012 at Khoo Teck Puat Hospital (KTPH).

This service was introduced to meet the growing needs of patients with chronic diseases and their complex medical and social issues. Clinical pathways were developed to ensure that the standard of care delivered is evidence-based and cost efficient.

To integrate care from hospital to community, the Care Coordinator (CC) services were started in National University Hospital & Changi General Hospital in 2008. The service was subsequently rolled out to KTPH in July 2009. In KTPH, the case managers and care coordinators work closely to coordinate and monitor the care of the patients and their families, transiting from the hospital wards to their own home. The team follows up with the patients through telephone call and home visits when it is needed. *By Ms Lee Ngok Lin*



Case Management in National University Hospital (NUH)

The Case Management Unit (CMU) in NUH was introduced in December 1999 with four case managers under the Medical Affairs Department. Currently, the team has expanded to seven case managers. In addition, there are other case managers under The Cancer Institute and The Heart Institute.

The CMU led by Dr Sandhya Mujumdar, Deputy Director, Quality & Safety and Clinical Services and also supported by Dr Goh Khean Teik, Head, Medical Affairs Department. The team conduct utilisation review and evaluate the patterns of variances, length of stay and clinical outcomes on both periodic and ad-hoc basis.

The Case Managers support the Day Surgery, Endocrinology, General Surgery, Neurology, Respiratory, Neurosurgery and Osteoporosis programmes. They coordinate and facilitate the development of clinical pathways. Through these clinical pathways and case management, there was a noticeable decrease in length of stay and complication rates amongst their patients in some disciplines. *By Dr Louis Widjaja*



Forum

CMSS held its 2nd Case Management Forum on 2nd November 2012 at TTSH. With the growing concerns of mental health conditions impacting physical health, it was timely for CMSS to invite Dr Leong Jern Yi, Senior Consultant, Institute of Mental Health, to speak on common mental disorders. Mental health problems can result in reduced quality of life and possibly loss of life. Hence, It was important to learn more about mental distress and the various treatment.

The enriching and enlightening forum was attended by 30 participants. *By Mr Md Saifudin Bin Ma'Arof*



Calendar of Activities

On 15 December 2012, a group of 12 participants went on a shopping day trip to Johor Bahru, organized by the Social Committee. This was the first overseas trip organized for CMSS members and was timely for the festive season. The first stop was the Johor Premium Outlet, with numerous eateries and designer branded shops that offered huge discounts. The group was even more excited with the additional 20% discount offered at the Happy Hour during lunch.

The next stop was to Kipmart at Tampoi, a large wholesaler trader market. This was a shopping haven for fresh produce at low and affordable prices. Lunch was at Jusco in Tebrau City, another huge mall that had a wide range of fashion goods, shops, restaurants and a large supermarket. Some participants bought freshly baked fragrant fish shaped 'kueh baulu'.

The group returned to Singapore in the evening, laden with purchases and wallets much lighter, but an enjoyable experience for all. *By Ms Rosemary Tan*



Case Management Workshop 2013

CMSS is organising a basic case management workshop from 23 April to 25 April 2013 at Ren Ci Community Hospital, AIC L1 Training Room, level 14. It is the foundation of training for any new Case Manager / Care Coordinator and is targeted at healthcare professionals (nursing and allied health) with about 3 years of working experience.

Who Should Attend?

Case Managers / Care Coordinators / Nurses / Allied Healthcare Professionals from acute care, primary care and community care settings

Fees : Members = \$120, Non-Members = \$150, Overseas = \$300

To register and payment : Contact Michelle Wong <michelle.wong@aic.sg>

Merry Christmas & Happy New Year

