

An excerpt from “A Decade of Chronic Disease Management” — What is Case Management?



Case Management (CM) is an essential component of chronic disease management (CDM). While CMD is disease and population-centred, CM is patient-centred. This involves a clinical process that involves the timely coordination of quality healthcare services to meet an individual’s specific healthcare needs in a cost-effective manner. To drive and implement CM, clinical pathways and protocols must be developed derived from evidence-based clinical practice guidelines. At the individual patient level, the goals of CM are to manage individuals at their maximum level of comfort, functionality and independence while at the lowest level of intensity of service. At the population level, the goal of CM is to create a platform on which to identify patterns and develop strategies to optimize health and enhance functional clinical and cost outcomes. Both of these goals are directly related to chronic disease management.

Message from President CMSS

CMSS was formed nearly two years now, it has been a great pleasure working with the executive council members to bring various activities to the members of the society. In these two years, we have organized forums, social trip to JB, workshop on case management and presented at the MOH Quality conference. The highlight of this year, was the official launch of CMSS at the "Up & Up: A Forum on Community Care" in January. We are happy to share that our membership has grown by two folds since the society was formed.

In collaboration with Agency for Integrated Care, we are inviting Nancy Skinner, President of Case Management Society of America (CMSA) to share her expertise on case management at the World Congress on Integrated Care, 7 – 9 November 2013. Post conference, Nancy will coach us in developing certification and accreditation for case managers in Singapore and conduct an Advance Case Management workshop.

It will be an exciting journey ahead with many tasks to do for the executive committee. The second Annual General Meeting (AGM) will be held on 30 August 2013 and we hope to get more support from you in offering your nominations and also to participate to elect your next executive members and President. Your participation in electing committed office bearers to the Council will help to bring CMSS to the next level. I thank you for your support and hope to see you at the AGM. Best wishes to each and every one of you in your career as a case manager.

By Ms Koh Sai Fong



L.O.V.E in Case Management

Listening, Offering help, giving Value and patient Engagement (L.O.V.E) are qualities deeply embedded in the hearts of case management. These qualities catalyze the relationship between patients and the healthcare professionals and form a firm basis for the case management services.

This year in 2012, four employees from Khoo Teck Puat Hospital case management team, who brought along with them the L.O.V.E qualities and a just do it spirit when rendering patient care, were awarded the ‘Just Do It’ award for the extra mile they travelled to touch the patients’ and families’ lives. They were awarded a pair of Nike shoes each (remembering the Nike slogan of Just do it), hang over their shoulders by Mr Liak Teng Lit, GCEO of Alexandra Health System at the Patient Satisfaction Survey Celebration, themed L.O.V.E. It has been a tradition for KTPH to continually recognize the “just do it” efforts of the employees.

By Ms Loh May Shan



Launch of CMSS



From left: Dr Jason Cheah, CEO, AIC; Mrs Tan Ching Yee, PS (Health), MOH; Ms Koh Sai Fong, President, CMSS & Dr Jennifer Lee, Chairman, AIC

In conjunction with the Up and Up: A Forum on Community Care, organised by the Agency for Integrated Care (AIC) on 11 & 12 January 2013 at Grand Copthorne Waterfront Hotel, the Case Management Society of Singapore (CMSS) was launched at the opening ceremony on 11 January 2013. The two-day forum was well attended with 800 local and regional delegates comprising healthcare practitioners and administrators from Ministry of Health, National Council of Social Sciences, hospitals, community hospitals, nursing homes, home health teams and polyclinics. The event was graced by the guest of honour, Mrs Tan Ching Yee, Permanent Secretary (Health), Ministry of Health. A video presentation on case management produced by AIC preceded the launch. Together with Mrs Tan Ching Yee, Dr Jennifer Lee, Chairman, AIC, Dr Jason Cheah, CEO, AIC and Ms Koh Sai Fong, President, CMSS, launched the society to the cheering audience. The launch of CMSS created the awareness of the society, and a few new members were recruited. Thus, we hope that following his official launch, many more will joined CMSS and support its activities.

By Ms Ann Yin

Case Management Workshop 2013

The drive for knowledge on case management encouraged participants to sign up for the 1st Basic Case Management Workshop organised by CMSS. The 3-day course was held on 23 – 25 April 2013 at Ren Ci Community Hospital. Populated with 75 participants from a variety of healthcare settings, a knowledge exchange platform was immediately created for participants to acquire, interact and share their experiences.

The workshop comprised lectures, case studies review and discussion, pertinent to case management. Furthermore, participants were able to display abilities of concept application onto the case studies given to them on the third day of the workshop. Their determination and good attitude for learning was remarkably apparent.

Spontaneous feedback and excellent exchange of information during the workshop affirmed the participants’ enthusiasm in learning about case management. It was an awesome and inspiring experience. The committee acknowledged the support from the speakers across the various institutions and is grateful for giving their time and sharing their knowledge at the workshop. Great thanks too, to the participants for their valuable feedback and stay tuned for more up coming workshops.



ANNOUNCEMENT !!

CMSS 2ND Annual General Meeting

Date: Friday, 30 August 2013, 5.30pm
Venue: TTSH Annex, Pavilion, N-M002, Level 5
The 2nd CMSS’s Executive Council will be elected at the AGM for the next term, 2013 - 2015.

Only CMSS’s members are eligible for voting.
The CMSS invites you to participate in the nomination of the Office Bearers and eight Executive Council Members for the new term.

Nominations for the key office bearers are as follow:
- PRESIDENT; VICE-PRESIDENT; SECRETARY;
ASSISTANT SECRETARY; TREASURER; ASSISTANT
TREASURER; EXECUTIVE COUNCIL MEMBERS (8)

We invite all members to the 2nd Annual General Meeting. If you are interested to make the difference in Case Management and have your voice heard, we encouraged you to join in the election for the new Executive Council.

Please complete the nomination form.
(download from www.casemanagement.com.sg) and email to the Secretariat, Ann Yin at ann.yin@aic.sg by 16 August 2013.