



Message from President CMSS

Dear members,

Time really flies. With a blink, two years have passed. I would like to take this opportunity to thank all of you for your support and re-electing me. We are proud to say that the society has grown from strength to strength. Our membership stands at more than 200, which mean more than 50% of case managers are now CMSS members. Over the last two years, we had organized workshops, forums and social trip to Johor. In January, we are organizing a second trip to Johor to visit a purpose built Care Centre. The society was fortunate and appreciative that we have the support of AIC. We managed to engage Nancy Skinner, President of CMSA, to share her expertise on Case Management and conducting the Advance Case Managers Workshop. With her advice, CMSS will be working towards certification and accreditation for Case Managers in Singapore. We are happy to announce that Nancy has accepted our request for her to be our Advisor. Moving forward, we hope to have closer collaboration with CMSA to bring more information and educational excerpts from our members. We hope to keep you in closer touch with everything that is happening around us and any changes in the healthcare landscape in Singapore and internationally.

By Ms Koh Sai Fong



The Case Managers in NHG

The increasing medical complexities for elderly patients and the need for coordinated interdisciplinary care pose enormous challenges to healthcare professionals who are traditionally trained to view patients from a specialty-specific rather than patient-centric focus. To address the needs of both the hospitals and patients, case management was necessary to manage care, outcomes and cost in a holistic manner for the patient. Case managers would equipped with essentially the same core skills to execute their role of assessing needs, organizing care-plans, monitoring progress and set targets. Case managers also educate patients, train caregivers, coordinate and facilitate development of clinical pathways, teach case management to healthcare professionals, conduct utilisation reviews, evaluate patterns of variances, length of stay, clinical outcomes on a periodic as well as ad hoc basis and perform statistical analysis of individual department's performance.

To efficiently manage across the healthcare continuum, supporting case management and chronic disease management programs, the case managers are taught new skill sets to offer different levels of care at different venues. At the primary care level within the polyclinics, case managers are generalists who administer patient education and motivational interviewing. Acute hospital case managers are coordinators who implement clinical pathways for patients of various diseases and motivate patients to step-down. Disease specific case managers are specialists who manage specific diseases to facilitate the doctor's work.

Adopted from 'A decade of Chronic Disease management'

The inaugural World Congress on Integrated Care

The inaugural World Congress on Integrated Care (WCIC) held from 7 – 9 November 2013 at Grand Copthorne Waterfront Hotel was graced by Health Minister Mr Gan Kim Yong. The event had a turnout of over 1,100 delegates, with international and local speakers presenting an extensive range of topics in various tracks such as the current integrated care efforts around the world. Case Management Society of Singapore (CMSS) organised the pre-conference workshop "Evolving Case Management: Practices, Models and Trends" held on 7 November which had an overwhelming response of over 100 participants. Speakers included Nancy Skinner and representatives of CMSS who presented on topics that range from concepts and principles of care planning to scope of case management in mental health. The sessions ended with an interactive experts' panel discussion. CMSS also organised the concurrent session on 'Success Factors in Case Management' with speakers, Prof Swapna and Helen Lee from Institute of Mental Health and Nancy Skinner who shared the challenges and rewards of case management. The speakers presented on the role and challenges faced by case managers and also highlighted how being a case manager can support mental health issues faced by their clients and their caregivers.

By Ann Yin

Integration within Case management to Better Patient Care –COPD and Heart Failure

The Chronic Obstructive Pulmonary Disease (COPD) and Heart Failure (HF) case managers at KTPH integrated their skills to care for patients with concurrent COPD and HF. Research revealed high mortality and healthcare utilization in this group but no studies have explored how the patients are coping with the management of both diseases concurrently. The case managers explored the challenges experienced by this group of patients to understand their coping strategies. A pilot report of 2 case studies with challenges identified was presented at World Care Integration Conference 2013 (WCIC). The key strategies of collaborative case management were presented. With the support of both case managers, patients were able to manage both conditions and cope better. The case managers felt that relationship building with patients and families is one of the keys to successful implementation of care strategies once we understand their challenges, especially for complex chronic conditions like concurrent COPD and HF.



Start building positive 2-way relationships with your patients and families and explore their challenges in self-care to support them!

By Loh May Shan & Saemah

Merry Christmas!

Wishing you a sparkling Christmas and bright happy New Year! May the season bring much pleasure to you.

FROM: THE CASE MANAGEMENT SOCIETY OF SINGAPORE



Case Management Workshops by Nancy Skinner

Agency for Integrated Care (AIC) had engaged Nancy Skinner to conduct two workshops on Advance Case Management and Certification, Accreditation for case managers from 12 – 15 November. The workshops were well attended by participants who comprise case managers, care coordinators, community providers and administrators.



Nancy Skinner is the President of Case Management Society of America (CMSA). Feedback received from the participants was that they had enjoyed her interactive sessions and gained more understanding on case management. Through the case studies exercises, the participants learnt the challenges and management of complex cases. Some comments received were **"A comprehensive and practical workshop. Nancy is able to pitch the workshop to the local context and apply case study that is relevant and applicable in Singapore"**; **"She gives useful insights and interspersed her teaching with real life stories of her patients to highlight challenges that case managers faced daily"**

On the certification and accreditation for case managers, the participants had an exercise to formulate questionnaires for certification. Many of the participants had expressed to have Nancy back again.

By Ann Yin

CMSS 2ND Annual General Meeting

The CMSS 2nd Annual General Meeting (AGM) held on 30 August 2013 at Tan Tock Seng Hospital's auditorium was attended by 78 members.



Before the AGM commenced, members viewed the video on case management. The AGM began with the President, Ms Koh Sai Fong's address to the participants and acknowledging the outgoing council members for their contribution and time. After the presentations by the Secretary and Treasurer on the minutes of 1st AGM and report on activities of CMSS held in the past two years and the financial statements for FY2011 & FY2012 respectively, the election of the new council commenced. Ms Michelle Tan from Changi General Hospital was the protem chairperson for the election. A total of 18 members were elected to the new council for the term 2013 – 2015, including 14 members, 2 co-opted members and 2 internal auditors.



The new office bearers for 2013 – 2015 are as follows:

President – Ms Koh Sai Fong (West Point Hospital)

Vice-president – Ms Margaret Hendricks (Institute of Mental Health)

Secretary – Ms Ann Yin (Agency for Integrated Care)

Assistant Secretary – Ms Loh May Shan (Khoo Teck Puat Hospital)

Treasurer – Ms Saemah Bte Sinwan (Khoo Teck Puat Hospital)

Assistant Treasurer – Ms Lee Ngok Lin (Khoo Teck Puat Hospital)

Member – Ms Rosemary Tan (Institute of Mental Health)

Member – Mr Md Saifuddin (Institute of Mental Health)

Member – Ms V Thamilselvi (Institute of Mental Health) [subsequently request to step down]

Member – Ms Seah Sok Eng (Tan Tock Seng Hospital)

Member – Ms Yean Chee Yeow (Changi General Hospital)

Member – Ms Lim Geok Choo (Eastern Health Alliance)

Member – Ms Winnie Soo (Changi General Hospital)

Member – Ms Rose Low (National Healthcare Group HQ)

Co-op Member – Ms Fiona Hon (Tsao Foundation)

Co-op Member – Ms Wendy Khon (Tsao Foundation)

Internal Auditor – Ms Chin Soh Mun (Dover Park Hospice)

Internal Auditor – Ms Wong Wai Mun (National Healthcare Group HQ)

The AGM ended with a group photo of the newly elected council members and acknowledgment to the attendees for their support by the President.

By Ann Yin