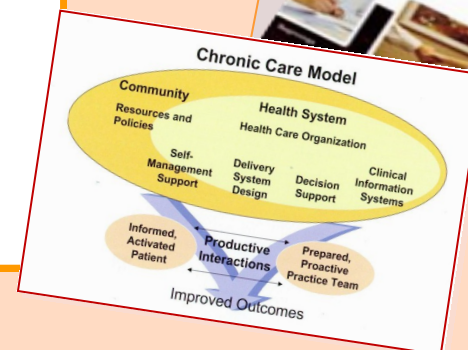


The History...Excerpt from a Decade of Chronic Disease Management (CDM)

'In the 1990s, a new buzz in healthcare was taking the USA, UK and Australia by storm. The concept was 'Chronic Disease Management'. Having meet the experts in the USA and discovered first-hand the intricacies of the new system taking over the world, Dr Jason Cheah invited the various experts into Singapore to speak, courtesy of MOH's Health Manpower Development Programme expert series. For an expert in clinical pathways and casemix management, Dr Jason Cheah understood that the basic ingredients of a good disease management programme were already in place and the time was right to introduce CMD into Singapore to handle the onslaught of chronic diseases.'



Message from President CMSS

I would like to take this opportunity to thank all the case managers for your support. I am glad that we finally have a society to call our own and an e-newsletter that is written by case managers for the case managers. It is important to have practicing case managers keep up with the latest medical news which affects the Singapore healthcare system. It becomes even better when the facts come directly from our own case managers.

The Case Management Society hopes to keep all our members in closer touch with everything that is happening around us and any changes in the healthcare landscape, whether locally or internationally. These sharing will be done through articles contributed by case managers who have had attended relevant conferences and any overseas study trips.

For a start, the e-newsletter will be released and circulated every six monthly to all our members. In future, there will be more frequent releases as we gain experience and gather more information to share with you. We will also provide you with links to access the various sites, relevant to case management. The e-newsletter will not only help serve the diverse interests of our members, it will also support the society in its effort to promote continuing education and professionalism in case management.

I hope you will find our e-newsletters useful. At the same time, I invite you to contribute actively and share your knowledge and experience with all our peers. My best wishes to each and every one of you a successful career in case management and a fruitful journey in helping your patients. **Koh Sai Fong**



Calendar of Activities

CMSS held its 1st Case Management Forum on 14 Dec 2011 at the Institute of Mental Health. The event was attended by distinguished guests and staff from various institutions, and was opened by the Guest of Honor Dr Jason Cheah, CEO of AIC. Dr Joseph Leong Jern-Yi, Senior Consultant of IMH, shared his expertise in psychosocial rehabilitation on the topic of Recovery. The forum ended with a bang where everyone had much fun and laughter playing the game "Bola Bola". Kudos to the CMSS Social Workgroup and the case management team from IMH for a job well done in organising the event.



A 2ND Case Management Forum cum a BBQ dinner was held on 15 June 2012

A total of 30 members enjoyed the sumptuous BBQ dinner which was held at TTSH roof top garden.

At the **forum**, Ms Koh Sai Fong shared her experience on her trip to Geisinger.

'A group of case managers, nurse clinicians and care coordinators attended the Case Management Training conducted by Geisinger Healthcare in USA. During the visit, Geisinger showcased their best practices, including methods to reduce hospital readmission rates; chronic disease self-management to empower patients; using Bluetooth devices to instantaneously retrieve patients data; risk-stratification for case management; and using robust Information Technology to capture patients' information across various settings.

The team also observed from Geisinger the importance of maintaining good relationships with community partners who could extend further support to patients.

To become Case Managers at Geisinger, nurses had to attend a 12-week orientation that covered the defined competency framework and standard of practice for case managers. Only suitable candidates with relevant IT skills were selected to fulfill the role.

The group then joined the Primary Health clinics and was shown 11 different practices to observe the embedded case managers. The *Proven Health Navigator*, an intensive multi-dimensional medical home model which aimed at improving patient care while reducing healthcare expenses, was widely promoted. Completing their training, the group returned home equipped with knowledge on ways of information technology could be used to transform healthcare and also to become trainers for future case



Upcoming activities

1 Day Desaru Fruit Farm/ Lobster + Firefly Tour

Saturday, 3 November 2012

To register and make payment to your institution's representative by 9 October 2012 or email to Michelle.wong@aic.sg