

## **Project Title**

CO-management of MEDication in the community (CO-MED)

## **Project Lead and Members**

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## **Organisation(s) Involved**

Singapore General Hospital, Montfort Care

## **Healthcare Family Group Involved in this Project**

Allied Heath, Healthcare Administration

## **Applicable Specialty or Discipline**

Pharmacy, Community Nursing, Population Health and Integrated Care Office

## **Aims**

To improve access to medication assistance and safe medication use through a series of person-centered initiatives

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Lessons Learnt**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Project Category**

Care & Process Redesign

Quality Improvement, Workflow Redesign,

Care & Process Redesign

Job Redesign, Trans-Disciplinary

## **Keywords**

Medication Management

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# CO-management of MEDication in the Community (CO-MED)

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## (1) Background

Medication management is person-centered care that ensures safe, effective and appropriate medication use.

ESTHER cafés\* conducted with patients and caregivers highlighted a key concern of difficulty in navigating the complex healthcare system to access medication assistance. Community care providers (CCPs) have also surfaced similar concerns with lack of confidence and resources to address medication-related issues that arise in the community.

While innovation and digital transformation have improved access to healthcare, the benefits do not always reach the vulnerable population in need – patients who are less tech-savvy, who live alone without caregiver support or those with cognitive or mental conditions and require assistance on the care of their medical needs. As such, we aim to support this group of patients who face barriers in navigating the complex healthcare system, in safe medication use through a series of person-centered initiatives.

\*ESTHER café creates a safe and welcoming environment where patients and various care providers can meet and exchange ideas as equals.



Figure 1: ESTHER café with 2 patients and 1 caregiver, all >65 years old & educated



Figure 2: ESTHER café session conducted in small group setting



Figure 3: ESTHER café with 2 patients, 1 caregiver & community partner (SATA)

## (3) Outcomes

With implementation of the solutions, patients/ caregivers and CCPs receive medication support within the community without having to navigate the complex healthcare system. This enables timely resolution of medication-related issues such as medication shortage, non-adherence or wrong administration that can lead to adverse events or poor disease control. Types of medication-related issues resolved with the implementation of the solutions are summarised below:

Types of medication-related issues resolved	Count
Empowerment/ drug information provision	88
Medication safety (e.g. side effects, discrepancies, interactions)	71
Request for medication list (e.g. for reconciliation/ packing)	65
Co-ordination required (e.g. escalation to physician, medication refill)	54
Adherence (e.g. poor insight, forgetfulness)	47
Drug supply (e.g. navigating paperless prescriptions)	40
Indication of medications (e.g. duplication or omission of therapy)	25
Drug efficacy	3

Outcome measures of improvement are summarised below (as of December 2022):

Outcome measure	Baseline	Post-implementation
Number of care providers in co-management of medication for vulnerable patients in the community	0	10 (SGH Pharmacy, community nurses, H2H nurses, PHICO, Telemedicine; Montfort Care; THK; SANH; SASCO)
Number of cross-referrals made to enable continuous care and safe medication use in the community	0	217
Complete resolution of medication-related issues with multi-agency collaboration	0	393
Number of transdisciplinary learning sessions on care in the community	0	22

Overall, pharmacists and CCPs have greater opportunities for collaboration to bring about better-quality care to patients, providing care beyond hospital walls to the community.

## (2) Solutions

### 1 Establish workflows to put in place direct communication channels between agencies

(implemented in January 2019)

- ✓ CCP requires help to handle complex medication regimens
- ✓ Medication-related enquires



#### Cross-referral Workflow

- ✓ Patient requires continuous support in medication management at home



Figure 4: Joint visit to the SGH community nurse post at Chinatown (Pharmacists with Assistant Director of Nursing Dr Lim Su Fee & Senior Nurse Clinician Xu Yi)

### 2 Transdisciplinary training to enable care in the community

(implemented in January 2019)



Pharmacists conduct medication-related learning sessions to upskill community care providers in tackling medication-related issues



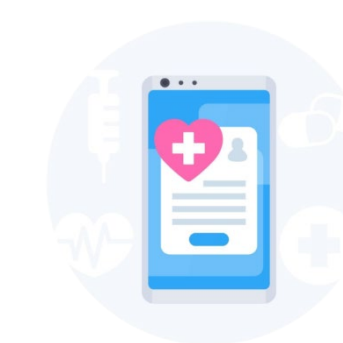
Community care providers conduct sessions for pharmacists to raise awareness of available resources and services in the community

### 3 Deliver medication parcels to designated community care centre posts, for co-management of medications

(implemented in October 2021)



Patient's physical consultations with doctors are converted to video consultations (VCs) if suitable, where community partners will facilitate the VCs at a community-based venue



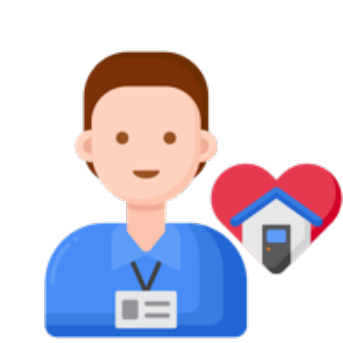
Community partners assist patients to place medication delivery order via HealthHub/ HealthBuddy Medicines Order Service (MOS)



Medications are delivered to patients' homes or to a community-based collection point where centre staff/ nurse can assist patients in medication management (e.g. repack into daily doses)

### 4 Community care centre staff to facilitate teleconsultation with SingHealth pharmacist to address medication-related issues

(implemented in October 2021)



Community partners facilitate Zoom consultation sessions with pharmacists for patients who require further medication management support (e.g. enquiries, counselling, reconciliation)

## (4) Future Plans

Since January 2023, other SingHealth institution pharmacies have started to adopt CO-MED's innovative model of care for co-management of medications in the community.

We hope to continue to scale up and eventually build a national network across all pharmacies and community care providers to support safe and optimised medication use in the community.