

## **Project Title**

The SGH@Home Patient Experience

## **Project Lead and Members**

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## **Organisation(s) Involved**

Singapore General Hospital

## **Healthcare Family Group(s) Involved in this Project**

Healthcare Administration, Medical

## **Applicable Specialty or Discipline**

Population Health and Integrated Care, Family Medicine and Continuing Care

## **Project Period**

Start date: May 2023

Completed date: April 2023

## **Aim(s)**

To augment SGH care capacity by supporting early discharge and admission avoidance for patients whose treatment can be safely managed at home, thereby reducing bed wait time, risk of hospital acquired infections and deconditioning.

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Additional Information**

Singapore Healthcare Management (SHM) Congress 2023 – Merit Prize (Patient Experience category)

## **Project Category**

Care Continuum, Intermediate and Long-Term Care & Community Care, Home Care, Acute Care

Care & Process Redesign, Value Based Care, Discharge Planning, Patient Satisfaction

## **Keywords**

Home-Based Hospital-Level Care

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# The SGH@Home Patient Experience



Singapore Healthcare Management 2023

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## Background

SGH@Home is a novel care model that offers **home-based hospital-level care**. The care model will **augment SGH care capacity by supporting early discharge and admission avoidance for patients whose treatment can be safely managed at home**, thereby reducing bed wait time, risk of hospital-acquired infections and deconditioning.

Helmed by SGH PHICO<sup>1</sup> and FMCC<sup>2</sup> department, SGH@Home patients receive multidisciplinary acute care through home visits and technology for remote clinical monitoring and communication.

## Objective

As acute care is traditionally delivered in the inpatient setting, we sought to **understand patients' experience and perceptions towards the care model**.

An interim evaluation of the SGH@Home patient experience from May 2022 to April 2023 is described.

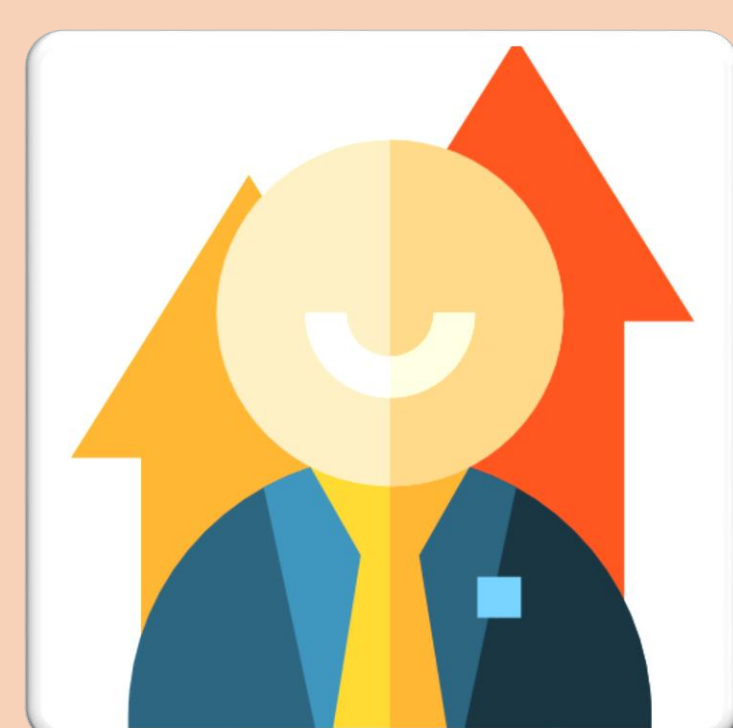
## Methodology

The SGH@Home patient experience was evaluated using two data sources:

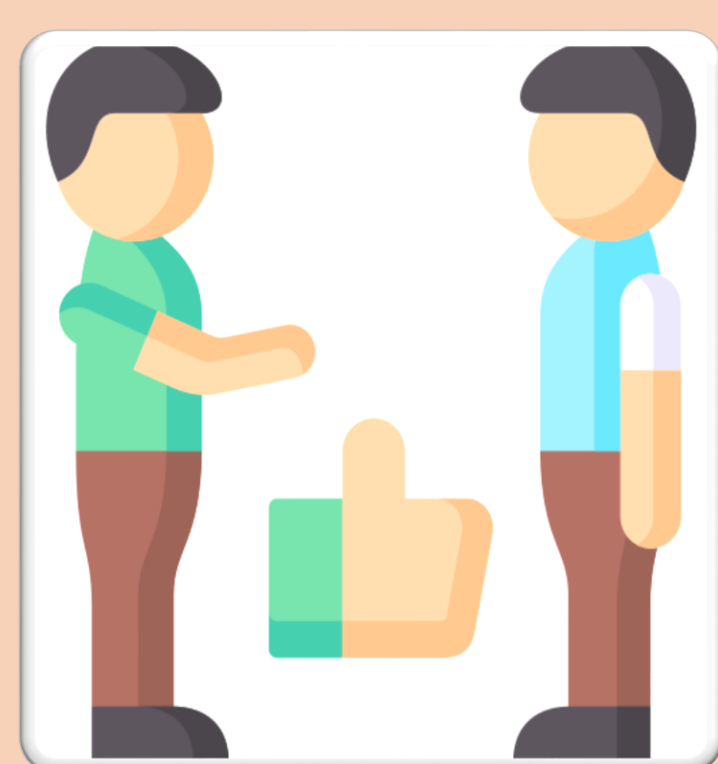
- 1. Baseline and follow-up elective surveys**, conducted with patients' consent upon SGH@Home admission and post-discharge respectively. The surveys comprise an **EQ-5D questionnaire** and **additional questions on patients' care experience**.
- 2. Patient compliments** received via the SGH feedback form (hardcopy and online).

## Results

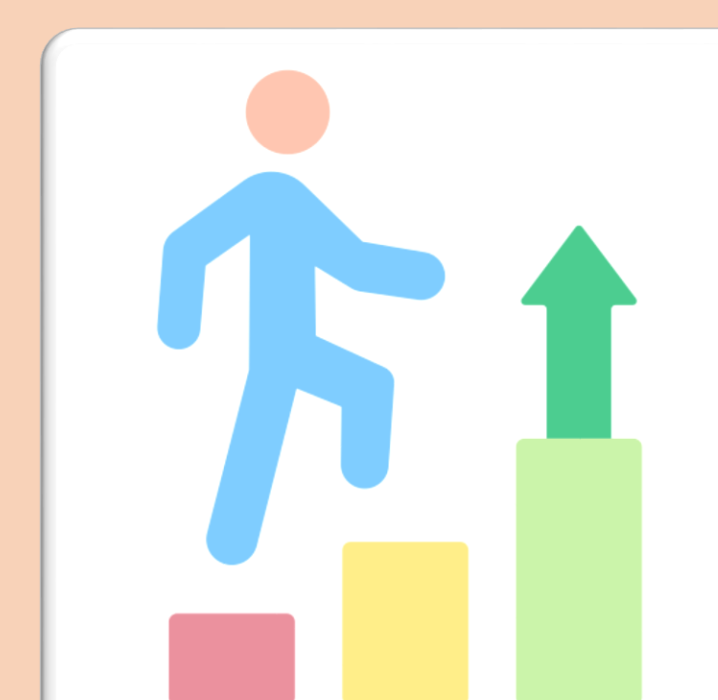
39 patients agreed to participate in both the baseline and follow-up surveys. The results are as follows:



**89.7%** reported that the SGH@Home experience **exceeded** their **expectations**.



**89.7%** would **recommend SGH@Home** to others with same medical condition.



**82.1%** reported **maintenance/improvement** in **EQ-5D scores**.

We received **13** patient compliments. Recurring themes include:

- Patients **felt safe** when they were **receiving treatment outside** of the **hospital**;
- Patients were **happy to recover** comfortably **at home** instead of the hospital; and
- **Appreciation for the SGH@Home** team's service, including 1) fast and clear communication, 2) constant check-ins and assurances regarding care, 3) efficient and effective care delivery, 4) friendliness and passion demonstrated when providing patient care.

*I was **impressed by the service and care** provided for me at home. [...] I am **happy** with the service provided by these staffs.*  
- Patient TAJ, Male, 81 years old, Cellulitis

*...and i felt safe even though Im away from the hospital with their constant check in on my condition and well-being... Overall, I will definitely speak to my friends about this experience so that they are aware on such programme existence.....*

- Patient LZY, Female, 27 years old, exertional rhabdomyolysis

*The nurse and the doctor were **both very professional** and explained to me very clearly on the procedure. Treatment was also done with so much **comfort from my home** itself. Zoom meeting is also **simple and efficient**. I am able to see a doctor **ON TIME**. No waiting and travelling needed. That is **such a great experience**.*

- Patient NKL, Male, 43 years old, exertional rhabdomyolysis

## Conclusion

Interim findings have demonstrated that SGH@Home patients feel safe, are assured of the quality of care and appreciative of the option to receive hospital-level acute care treatment in the comfort of their homes. Patients' feedback is important in the continuous bid to deliver value-based care to patients under the SGH@Home programme.