

### **Project Title**

Increase awareness for SGH Health Assessment Centre (HAC) services

### **Project Lead and Members**

- Brenda Lim Jia Mei, Patient Liaison Service
- Lim Jia Hui, Patient Liaison Service
- Olivia Hanafi Jakarias, Patient Liaison Service
- Rachel Chan Hwee Cher, Patient Liaison Service
- Tina Phua Yen Tin, Patient Liaison Service
- Jerry Wong Cong You, Communications
- Dr Yuen Yih, Dept of Family Med & Continuing Care
- Kelly Kang Geok Kee, Specialist Outpatient Clinic-Operations

### **Organisation(s) Involved**

Singapore General Hospital

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

Medical, Healthcare Administration

### **Applicable Specialty or Discipline**

Family Medicine, Patient Liaison Service, Communications

### **Aims**

To align Singapore General Hospital Health Assessment Centre (HAC)'s packages with Health Promotion Board (HPB) recommendations to promote national effort to detect health risk at an early stage that can trigger heart disease and stroke.

### **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) Conference 2021 – Shortlisted Project  
(Communications Category)

**Project Category**

Care & Process Redesign, Quality Improvement, Technology, Digital Health

**Keywords**

Health Assessment Centre, Detect Health Risk, General Assessment Tests

**Name and Email of Project Contact Person(s)**

Name: Brenda Lim Jia Mei

Email: singaporehealthcaremanagement@singhealth.com.sg

# Increase awareness for SGH Health Assessment Centre (HAC) services



Singapore Healthcare Management 2021

Brenda Lim Jia Mei, PLS, SGH  
 Lim Jia Hui, PLS, SGH  
 Olivia Hanafi Jakarias, PLS, SGH  
 Rachel Chan Hwee Cher, PLS, SGH  
 Tina Phua Yen Tin, PLS, SGH  
 Jerry Wong Cong You, Comms, SGH



Dr Yuen Yih, FMCC/HAC, SGH  
 Kelly Kang Geok Kee, SOC, SGH



## Introduction

We are in an era that social media influences our purchasing habits, goods and services can be bought online with the correct information portrayed. Hence we need to be on par with society by reviewing our information in our website.



## Findings

PLS Team has been working closely with Health Assessment Team for our patients' appointments. Our patients had feedback that the information was not comprehensive for them to take reference. Upon a detailed comparison across multiple health assessment information from various websites, including guidelines from Health Promotion Board (HPB), both departments decided to work together to revamp the HAC website with updated information.



## Objectives

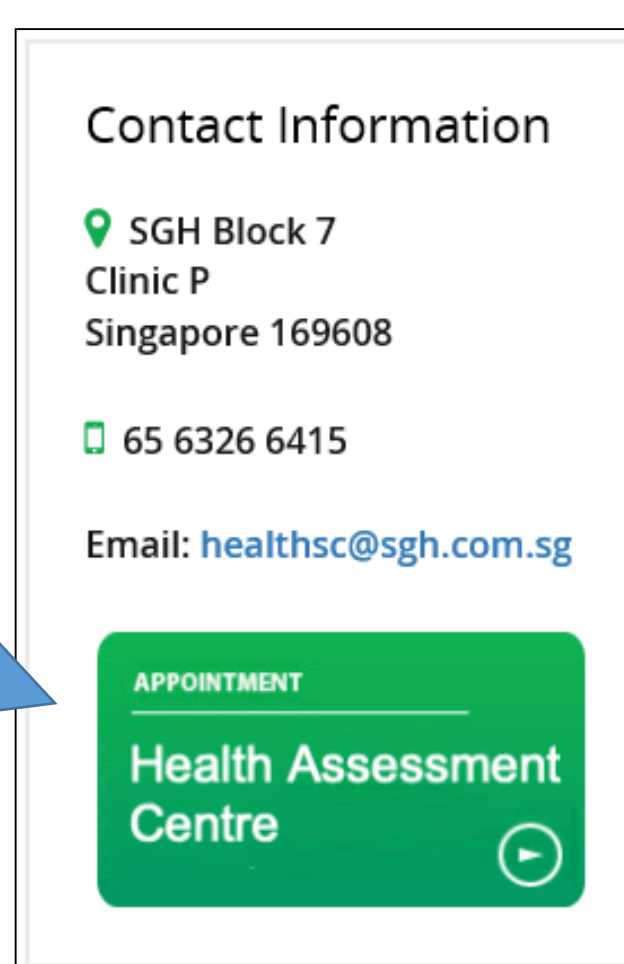
To align our packages with Health Promotion Board recommendations to promote national effort to detect health risk at an early stage that can trigger heart disease and stroke. These includes:

- Diabetes
- Hypertension (high blood pressure)
- Hyperlipidaemia (high cholesterol)

By providing these recommendations, it can create awareness on general assessment tests for adults of different age groups to general public.

To allow easier access to appointment booking online, an appointment button should be available on the website.

At the same time, it can improve the aesthetics look & feel of the website



Finally, introduce an eBrochure that summarizes HAC packages for easy reference that can be sent electronically



## Conclusion & Sustainability

1. eBrochure provides an easier access to information offline and online, which allows convenient sharing to our stakeholders.
2. HAC website information will be reviewed biannually
3. Improved aesthetic visual feel and user friendliness of the website
4. Packages are aligned with Health Promotion Board recommendations
5. Packages were renamed for easy reference
6. Positive feedback on the comprehensive content and information provided in website



## Methodology



Engaged HAC and SGH Department of Communications to brainstorm areas of improvement and ideas. Incorporated HPB recommendations as guideline for the new look of the website.

- Emphasis that SGH HAC packages are based on HPB recommendations.

Recommended for <sup>2</sup>	To assess for	Assessment test	Assessment frequency <sup>3</sup>
Individuals aged 18 yrs and above	Obesity	Body Mass Index (BMI) Waist circumference	Once a year
Individuals aged 18 yrs and above	Hypertension (high blood pressure)	Blood pressure measurement	Once every two years or more frequently as advised by your doctor.
Individuals aged 40 yrs and above	Diabetes mellitus	Fasting blood glucose	Once every three years or more frequently as advised by your doctor.
Individuals aged 50 yrs and above	Hyperlipidaemia (high blood cholesterol)	Fasting lipids	Once every ten years
	Colorectal cancer	Faecal immunochemical test <sup>1</sup> for blood in stools <sup>1</sup> OR Colonoscopy	

Recommended for 18 years old and above	Recommended for 40 years old and above	Recommended for 50 years old and above
<b>To assess for:</b> Obesity <b>Assessment Test:</b> Body Mass Index (BMI) & Waist Circumference <b>Frequency:</b> Once a year	<b>To assess for:</b> Diabetes mellitus <b>Assessment Test:</b> Fasting blood glucose <b>Frequency:</b> Once every three years or more frequently as advised by your doctor	<b>To assess for:</b> Colorectal cancer <b>Assessment Test:</b> Faecal immunochemical test <sup>1</sup> for blood in stools <b>Frequency:</b> Once a year OR <b>Assessment Test:</b> Colonoscopy <b>Frequency:</b> Once every ten years
<b>To assess for:</b> Hypertension (high blood pressure) <b>Assessment Test:</b> Blood pressure measurement <b>Frequency:</b> Once every two years or more frequently as advised by your doctor.	<b>To assess for:</b> Hyperlipidaemia (high blood cholesterol) <b>Assessment Test:</b> Fasting lipids <b>Frequency:</b> Once every three years or more frequently as advised by your doctor	

- Input illustration for better visual and comprehension.

- Include an appointment button that send requests to HAC email for enhanced convenience.
- Improved website layout for better flow of information.
- Renamed the health assessment packages and include price details for transparency.

## Health Assessment Packages

Our packages encompasses all 3 health condition recommendations from Health Promotion Board; Diabetes, Hypertension (high blood pressure) & Hyperlipidaemia (high cholesterol).

- Basic Chronic Disease Assessment (\$363.80)
- Enhanced Chronic Disease Assessment (\$749.00)

- Create an eBrochure for ease of communication via email and mobile communications.



Scan QR Code for eBrochure

Package 1	Package 2	Package 1	Package 2
<b>Package 1</b> S\$363.80 Consultation (Full history taking & complete physical examination) Post screening review (Consultation with doctor on results, findings and health risk) Investigation includes: • Fasting Blood Glucose • Liver profile • SGOT/AST • SGPT/ALT • Gamma GT • Lipid Profile • Total Cholesterol • LDL Cholesterol • HDL Cholesterol • Triglycerides • Renal Profile • Urea • Creatinine • Sodium • Potassium • Chloride • Full Blood Count • Urine FEME • Stool Occult Blood • Body Composition • Chest X-ray • ECG • Visual Acuity	<b>Package 2</b> S\$749.00 Consultation (Full history taking & complete physical examination) Post screening review (Consultation with doctor on results, findings and health risk) Investigation includes: • Diabetic Profile • Thyroid Profile	<b>Basic Chronic Disease Assessment</b> S\$363.80 Consultation (Full history taking & complete physical examination) Post screening review (Consultation with doctor on results, findings and health risk) Investigation includes: • Fasting Blood Glucose • Liver profile • SGOT/AST • SGPT/ALT • Gamma GT • Lipid Profile • Total Cholesterol • LDL Cholesterol • HDL Cholesterol • Triglycerides • Renal Profile • Urea • Creatinine • Sodium • Potassium • Chloride • Full Blood Count • Urine FEME • Stool Occult Blood • Body Composition Analysis • Chest X-ray • ECG • Visual Acuity	<b>Enhanced Chronic Disease Assessment</b> S\$749.00 Consultation (Full history taking & complete physical examination) Post screening review (Consultation with doctor on results, findings and health risk) Investigation includes: • Diabetic Profile • Fasting Blood Glucose • HbA1c • Lipid Profile • Total Cholesterol • LDL Cholesterol • HDL Cholesterol • Triglycerides • Renal Profile • Urea • Creatinine • Sodium • Potassium • Chloride • Liver profile • SGOT/AST • SGPT/ALT • Gamma GT • Thyroid Profile • Free T4 • TSH • Vitamin D • Urine FEME • Stool Occult Blood • Body Composition Analysis • Chest X-ray • ECG • Abdominal Ultrasound • Visual Acuity

Packages were renamed