

Project Title

Putting the “Social” in Social Distancing for Patients in SCH

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Organisation(s) Involved

SingHealth Community Hospitals

Healthcare Family Group Involved in this Project

Healthcare Administration, Allied Health

Aims

Engage Patients through Social Activities during COVID-19 Pandemic

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

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Patient Experience Category)

Project Category

Care & Process Redesign, Value Based Care, Patient Satisfaction, Technology

Keywords

COVID-19, Virtual Activities, Multi-Disciplinary Collaborations, Community Partnerships, Volunteers, Social Prescribing Team, Social Health And Well-Being

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Introduction

Background: Providing social and psychological support beyond direct medical and nursing care is vital to ensure holistic and quality care for our patients.

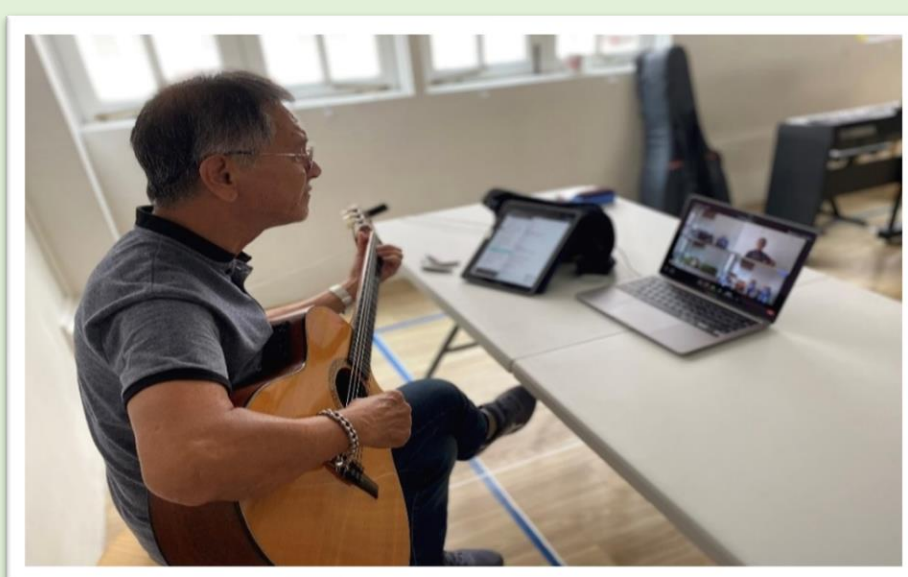
Aim: Engage Patients through Social Activities during COVID-19 Pandemic

With COVID-19 pandemic, safety and infection control measures have restricted physical engagement in the wards. Adapting to the new situation, SCH converted physical volunteer-patient activities into virtual ones so that patients could continue to be engaged and active during these challenging time.

Methodology

Use of Technology

SCH conducts virtual activities such as Bingo, Memory Match games, Performances, Pictionary, Quizzes on heritage themes, Reminiscence Work, Dietetics Talks over Zoom, to continue keeping our patients engaged safely.



Mr Peter Diaz, performer from Sing'theatre bringing music and joy to patients

Inter- and Intra-Institutional Collaborations

Stakeholders such as SCH staff, volunteers, organizations and schools were involved in creating and conducting the virtual activities.

Multi-disciplinary Collaborations

The multi-disciplinary team comprising Administrators, Allied Health practitioners and Clinical Care staff collaborated to ensure that we continued to engage our patients with regular activities. With the average length of stay for patients in the community hospitals lasting about 4 weeks, such activities are important to ensure that patients remain socially engaged during their recovery journey.



Our team of staff keeping patients engaged

Community Partnerships

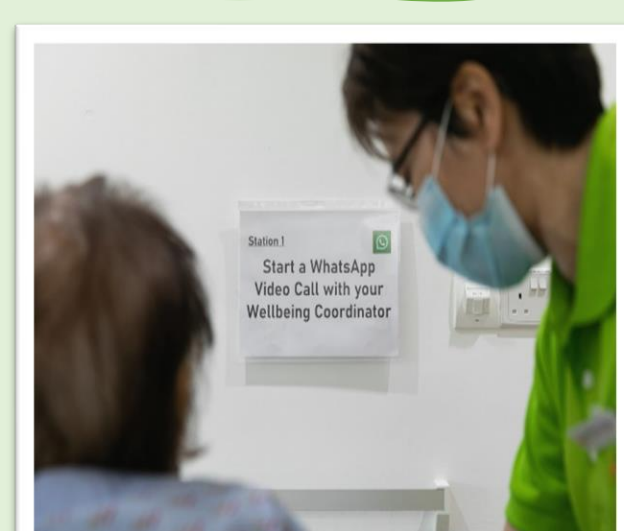
Aside from our volunteers, SCH also collaborated regularly with community partners (e.g. schools) on a series of virtual activities for patient engagement, especially to celebrate special and festive occasions such as National Day, Chinese New Year etc.



Volunteers from Compassvale Secondary School and Singapore Management University

Making Activities Accessible

To make the virtual activities inclusive for all patients with majority of them being Bengali and Tamil speaking at BVH, instruction manuals were created in English, Chinese, Tamil, and Bengali to teach patients to connect to WIFI, learn how to use Zoom and how to play some of the games organised like e-Bingo. Our Social Prescribing team also teaches our patients how to use smartphones, QRcodes, Wi-Fi and WhatsApp in order to stay connected digitally. Tablets were also loaned to patients to make the virtual activities accessible to them.



Wellbeing Coordinator Kwek Peck Keow teaches patient, Mr Kwok how to use a mobile phone at an e-social prescribing lesson at SKCH

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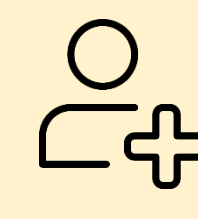


English Instruction Manual Bengali Instruction Manual

Results

Statistics:

2710



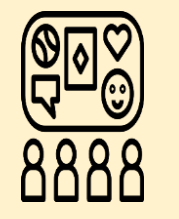
Patients

655



Volunteers

283



Activity Sessions



Patient doing crafts during Reminiscence Work



OCH patients following an exercise video demonstration



Patient playing e-Bingo

Quotes:

I enjoyed and became more interested in learning new skills, such as exploring Zoom functions!

~ Mdm Cher, Ward 86 Patient from SKCH

I love performing and this (SCH Variety Hour) allowed me to continue to perform and bring joy to others on a new platform despite COVID-19.

~ Ms Jenny Lim Ai Nai, Volunteer Performer for SCH Variety Hour

We creatively modified Bingo by replacing numbers with pictures or icons. The 'Hygiene Bingo' had icons of sanitisers and soap. Besides the fun element, it also helped to remind our seniors about the importance of keeping their hands clean.

~ Ms Jenny Tan, Patient Service Ambassador from SKCH

Conclusion

Adopting a **virtual** and **technological** approach for patient activities and engagement was necessary and vital in response to the limitations imposed by the COVID-19 pandemic. It allowed SCH to continue supporting patient care in a **holistic** manner through supporting their social health and well-being.