

WHAT IS GEM?

GEM is a 12-week structured, team-delivered 3-part group programme for patients with diabetes:

- Multidisciplinary-led Group Education
- SMART Goal Setting
- Community Peer Support

GEM OUTCOMES

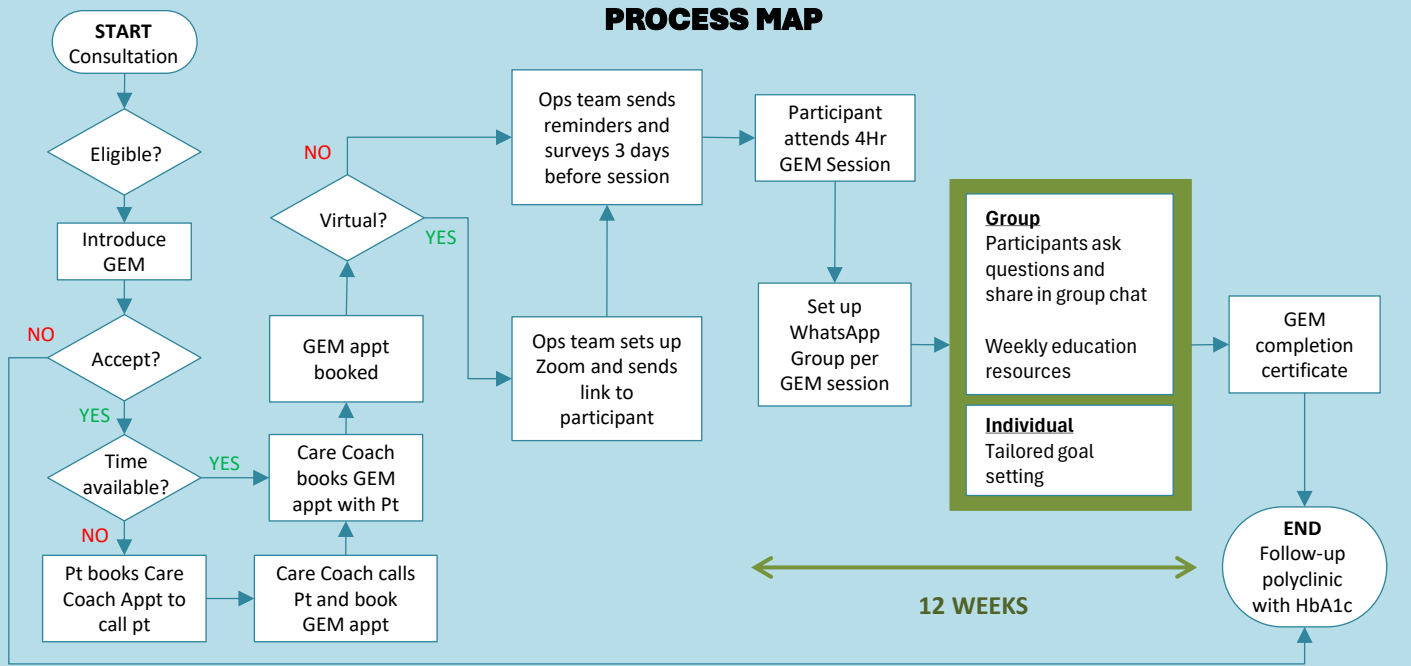
Addresses diabetes education, leverages existing systems and resources, effectively improving HbA1c and actualisation rates.

- HbA1c: **↓ 0.5% in 6 months**
- Enrolment rates: **↑ by 5%**
- Education : **↑ Knowledge and ↑ Quality of life**

IMPLEMENTATION PHASES

Phase 1: Recruitment	Phase 2: Pre-session Prep	Phase 3: Session Delivery	Phase 4: Follow-through
<p><b>IDENTIFICATION</b></p> <ul style="list-style-type: none"><li>Daily OGTT screening</li><li>Weekly EHR reports: ICD-10 Code E11.9</li></ul> <p><b>ENROLLMENT PATHWAYS</b></p> <ul style="list-style-type: none"><li>Doctor referral</li><li>Patient self-register</li><li>Care manager outreach</li></ul>	<p><b>BOOKING SYSTEM</b></p> <ul style="list-style-type: none"><li>Central scheduling</li><li>Channels: Phone/ portal/ in-person</li><li>3x automated reminders</li></ul> <p><b>PATIENT PREPARATION</b></p> <ul style="list-style-type: none"><li>Pre-session SDSCA/DDS online</li><li>GEM info guide/ packet</li></ul>	<p><b>SESSION FLOW (4 HOURS)</b></p> <ol style="list-style-type: none"><li>Welcome (15min)</li><li>Core modules (3h15m)</li><li>SMART goals workshop (20min)</li><li>WhatsApp group setup (10min)</li></ol>	<p><b>FOLLOW-UP</b></p> <ul style="list-style-type: none"><li>SMART goals &amp; Action plans</li><li>Outcome tracking:<ul style="list-style-type: none"><li>HbA1c at 6 month</li><li>SDSCA/DDS Survey</li></ul></li><li>Certificates + peer recognition</li></ul> <p><b>QUALITY ASSURANCE</b></p> <ul style="list-style-type: none"><li>Post-session surveys</li></ul>

PROCESS MAP



ROLES & KEY TASKS

Role	Key Tasks	Resources
Care Coaches	<ul style="list-style-type: none"><li>Recruit patients</li><li>Lead 4-hr GEM sessions</li><li>Moderate WhatsApp chats</li></ul>	<ul style="list-style-type: none"><li>Training package</li><li>Lesson kits</li><li>Chat templates</li></ul>
Care Manager	<ul style="list-style-type: none"><li>Identify eligible patients</li><li>Co-facilitate GEM sessions</li><li>Document sessions</li></ul>	<ul style="list-style-type: none"><li>EMR quick access</li><li>Session checklists</li></ul>
Doctors	<ul style="list-style-type: none"><li>Lead QI efforts</li><li>Identify eligible patients</li></ul>	<ul style="list-style-type: none"><li>Clinical expertise</li><li>Leadership Guidance</li></ul>
Dietitian	<ul style="list-style-type: none"><li>Record dietary videos</li><li>Live Q&amp;A</li></ul>	<ul style="list-style-type: none"><li>Healthy snack guides</li><li>FAQ banks</li></ul>
Clinic Ops	<ul style="list-style-type: none"><li>Book sessions</li><li>Send reminders</li></ul>	<ul style="list-style-type: none"><li>SMS templates</li><li>Setup guides</li></ul>
Project Team	<ul style="list-style-type: none"><li>Track metrics</li><li>Report to leaders</li></ul>	<ul style="list-style-type: none"><li>Dashboard access</li><li>Playbooks</li></ul>

PATIENT TESTIMONIAL


"I'm grateful I joined GEM; it woke me up. I used to eat a full plate of brown rice with gravy, plus biscuits and fruits, thinking it was healthy. GEM showed me how wrong I was. Only then did I learn the right way."

Mdm Zaleha Ismail, 59,  
Participant living with Diabetes

HbA1c: 6.7 → 5.9    Weight loss: 5kg

\*Source: Berita Harian





It's time to go beyond patient education. Let's **EMPOWER!** Contact us if you would like to find out more: [DM\\_Edu@nhg.com.sg](mailto:DM_Edu@nhg.com.sg)