

PARTNER TO CARE

SPONSORS: NG SOW CHUN, ARVINDER KAUR

MEMBERS: NELLIE TAN (LEAD), TEO HUI SIN (CO-LEAD), CHEE HWEE WEN, WU YANBO, NURHASHIMAH ABDUL N, LIU JINGMIN, JANET KHO, CHEE POH LING, INPATIENT WARD LEADERS, PHYSIOTHERAPIST KELLY CHAN, OCCUPATIONAL THERAPIST JANELLE WOOD, PHYSIOTHERAPIST IVAN TAN, QII NG YAN JUN

Define Problem, Set Aim

Problem/ Opportunity for Improvement

Caregiver involvement is a critical yet often overlooked aspect of inpatient care. A national survey (Duke-NUS, 2019-2020) found that only 5% of caregivers received formal training, with 1 in 4 providing care alone. In addition, 40% of the caregivers reported poor health and 27% showed signs of depression.

Limited caregivers' participation in the hospital setting can lead to increased caregiver stress, reduced continuity of care and delayed discharges. To address this gap, our initiative focuses on early caregiver engagement, offering hands-on opportunities supported by extended visiting hours, caregivers' friendly amenities and patient- caregiver interaction tools.

By strengthening caregiver involvement during hospitalisation, we aim to empower them as active partners in the recovery process and enhance their preparedness for post-discharge care.

Aim

We aim to achieve a 30% improvement in caregiver preparedness scores (pre vs post) among 45 caregivers at JCH and NTFGH from May to July 2025.

Intervention

Partner To Care is an initiative by Jurong Community Hospital (JCH) and Ng Teng Fong General Hospital (NTFGH) to actively engage caregivers from admission, preparing them for their caregiving role at home.

ADMISSION (DAY 1-2)

- Identify and engage primary caregiver early

DURING HOSPITAL STAY

- Partner caregivers with nurses and Allied health staff
- Provide guided, hands-on training (eg mobility, wound care)
- Encourage questions and return demonstration participate

PRE-DISCHARGE (FINAL 48 HOURS)

- Clarify outstanding doubts
- Reinforce key care instructions and provide take home resources (e.g. pamphlets, QR codes)

DISCHARGE

- Ensure caregiver feels confident and competent
- Document readiness in discharge notes
- Provide contact information for follow up if needed

Measures and Results

Outcome Measures: Caregivers' Preparedness Survey Score (% Improvement)

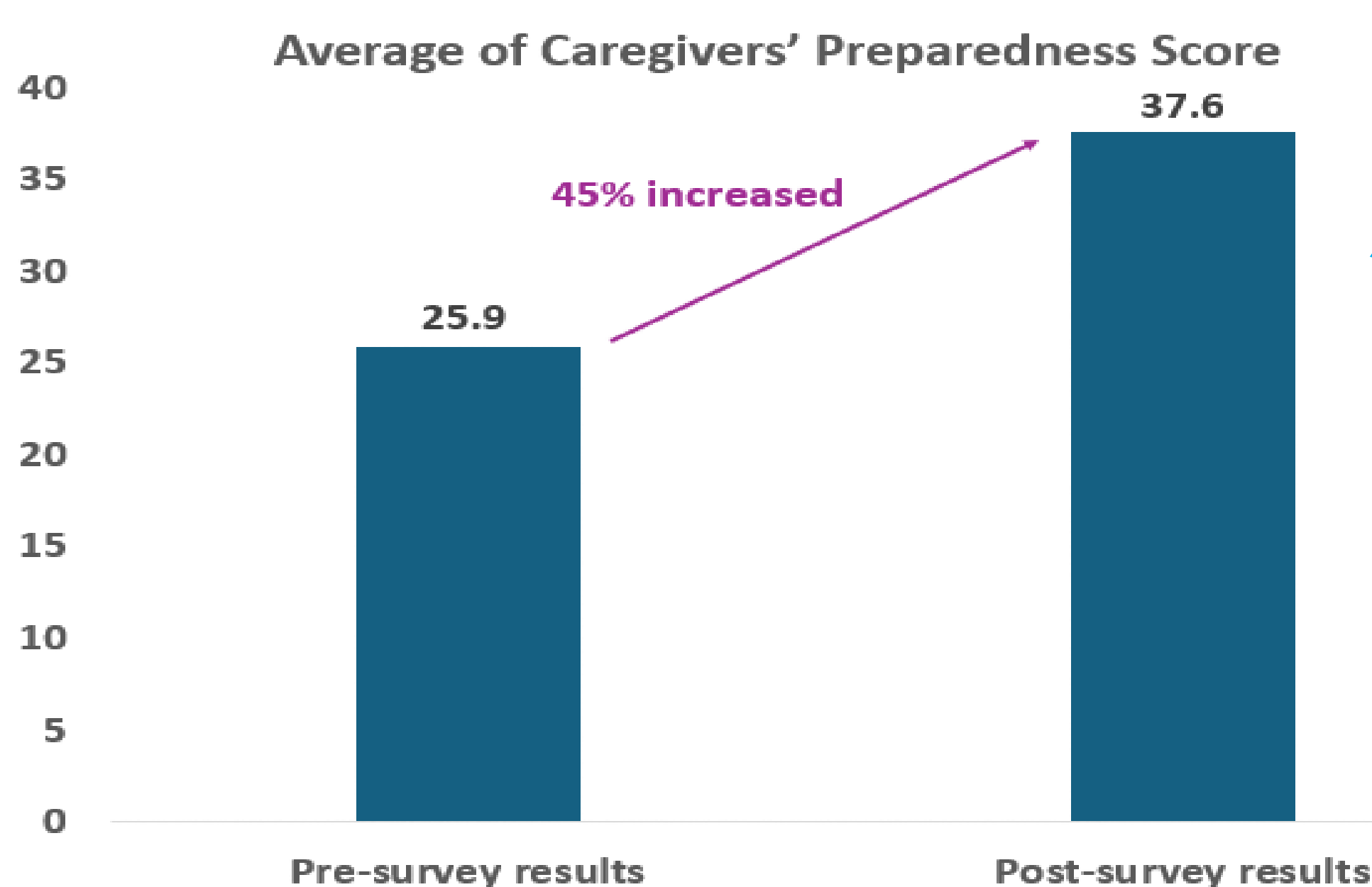
Method :

An adapted version of the **Caregivers' Preparedness Survey (Archbold et al., 1990)** was used to assess **caregivers' confidence** across five key domains: Medication management, Mobility assistance, Emotional support, Wound care, and Communication with healthcare providers.

The survey consist of a total of 10 questions rated on a **5-point Likert scale** (0 = not at all prepared to 5 = very well prepared), with a **maximum score of 50**.

The Pre -survey was administered at the start of caregiver engagement (upon enrolment) and Post- survey within 48 hours before discharge. A total of **45 caregivers (JCH/NTFGH)** completed both **pre- and post-surveys** between **May and July 2025**.

Results :

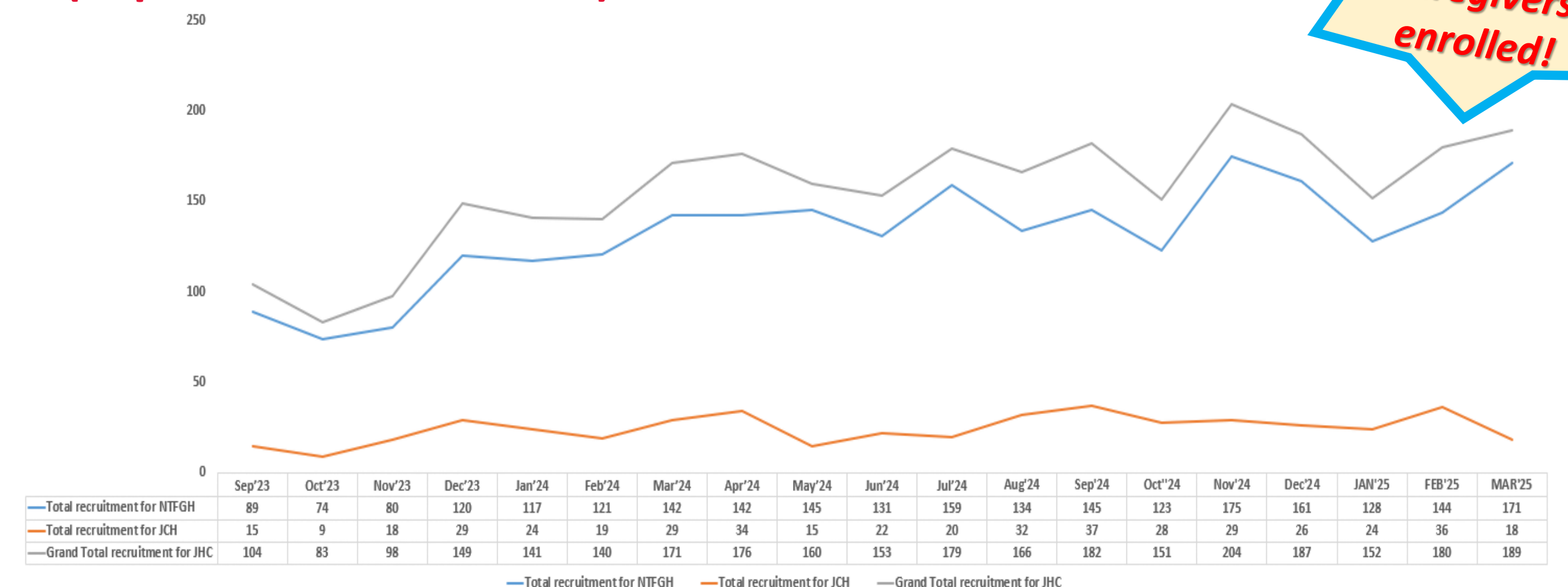


The survey results show that caregivers experienced **increased confidence and preparedness** across the following **four domains**:

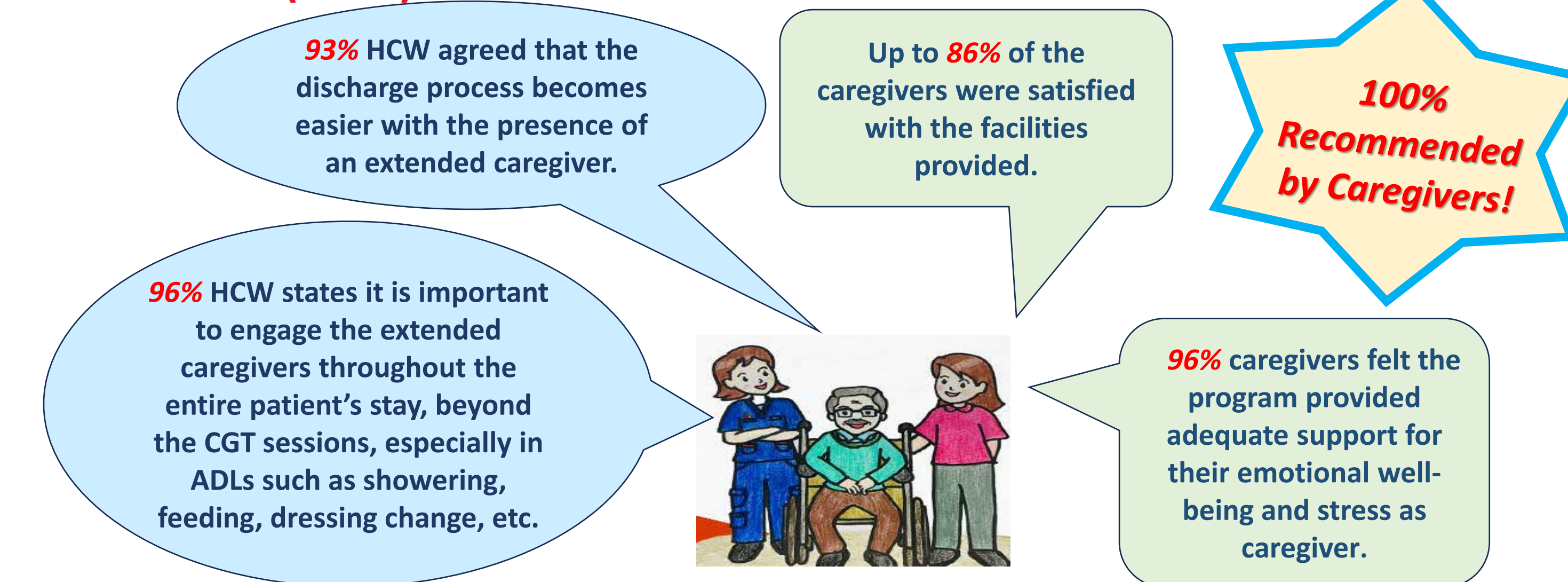
- **50%** increase in overall **confidence in their caregiving role**
- **48%** increase in overall **confidence in handling medical equipment**, such as wound care, feeding tubes, and walking aids.
- **52%** improvement in the **ability to manage emotional stress as a caregiver**
- **50%** increase in **preparedness to respond effectively in emergency situations**

Measures and Results

Process Measures : Impressive Recruitment Numbers (Sept 2023- March 2025)



Balance Measures: Healthcare Workers (HCW) and Caregivers Survey Results (2024)



Implementation



Learning Points and Conclusion

Key Learnings for team

- Challenge Status Quo: Mindset shift of staff to have forward thinking approach that strengthens healthcare partnerships with public and ensure sustainable outcomes.
- Adopt positive work culture: Foster an environment that values innovation and shared responsibility.
- Feedbacks and Iterative Improvement: Conduct periodic feedback sessions with nurses and caregivers to gather insights on the program effectiveness and refine strategies accordingly to ensure the program evolves to meet needs effectively.

Conclusion

Caregivers who received structured guidance and hands-on practice demonstrated a measurable improvement in confidence and preparedness. This suggests that active involvement during hospitalization, through real-time coaching and return demonstrations, effectively enhances caregivers' confidence and preparedness for post-discharge.

Scan to find out more about Partner to Care

