



Singapore Healthcare Management 2023

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BACKGROUND



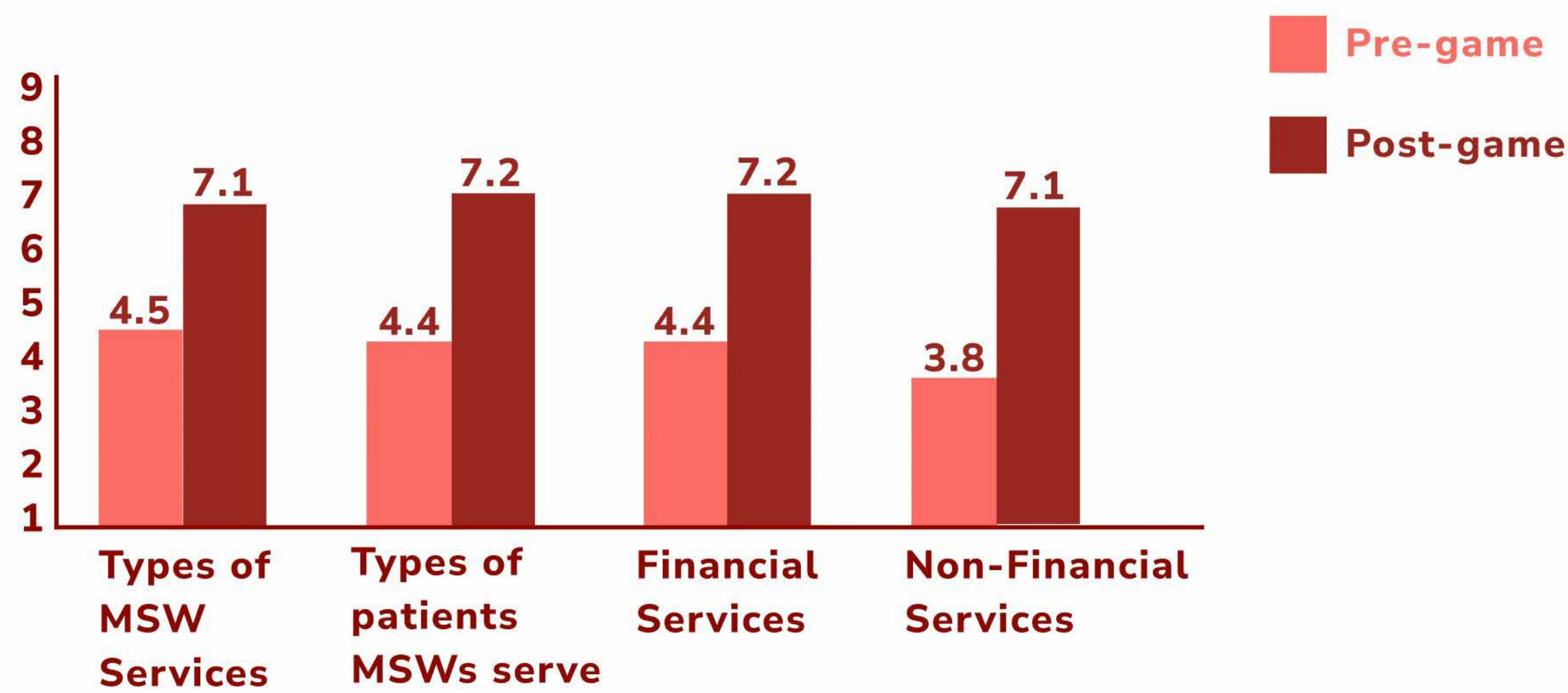
- SingHealth Polyclinics (SHP) believe that all employees have a part to play in providing the best care for our patients.
- This includes proactively identifying patients requiring Medical Fee Assistance, Counselling, Care Arrangement, and Community Referral — services provided by SHP’s team of Medical Social Workers (MSW).
- To improve MSW service uptake and quality of integrated care, it is essential to equip all healthcare professionals in SHP with the knowledge of various MSW services.

RESULTS

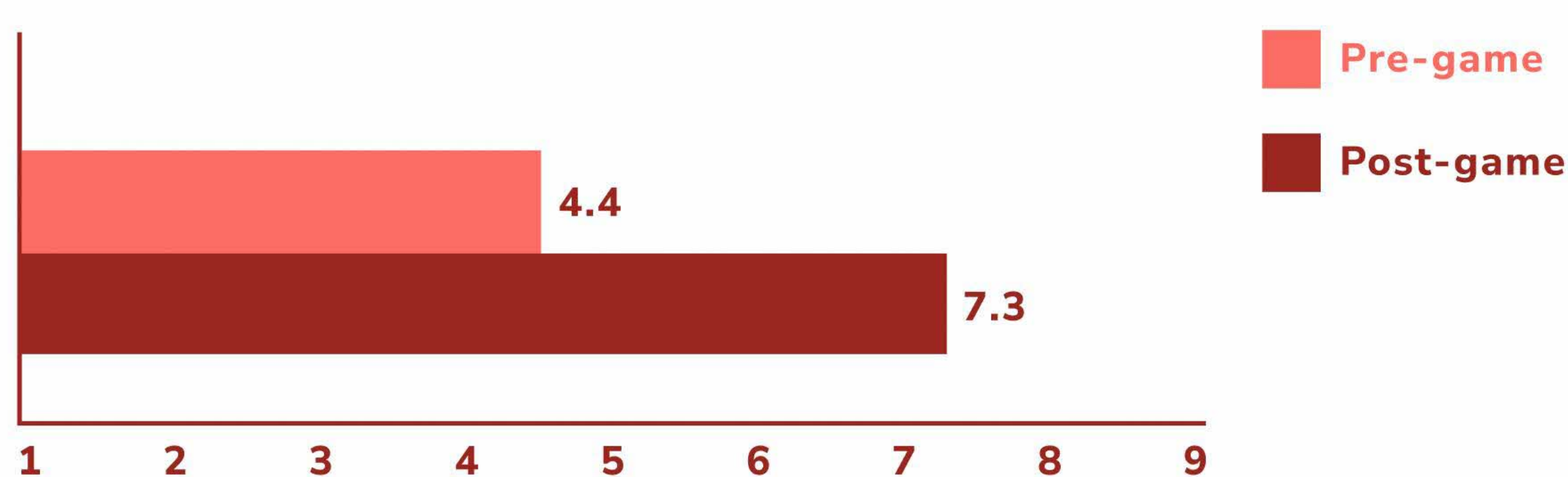


From May 2022 to April 2023, 129 SHP healthcare professionals (medical, nursing, allied health, ancillary and admin) tested the game. Pre- and post-game questionnaires were administered to assess:

1 Change in knowledge (i.e., types of MSW services, patients, etc)



2 Change in confidence - in making appropriate referral to MSW

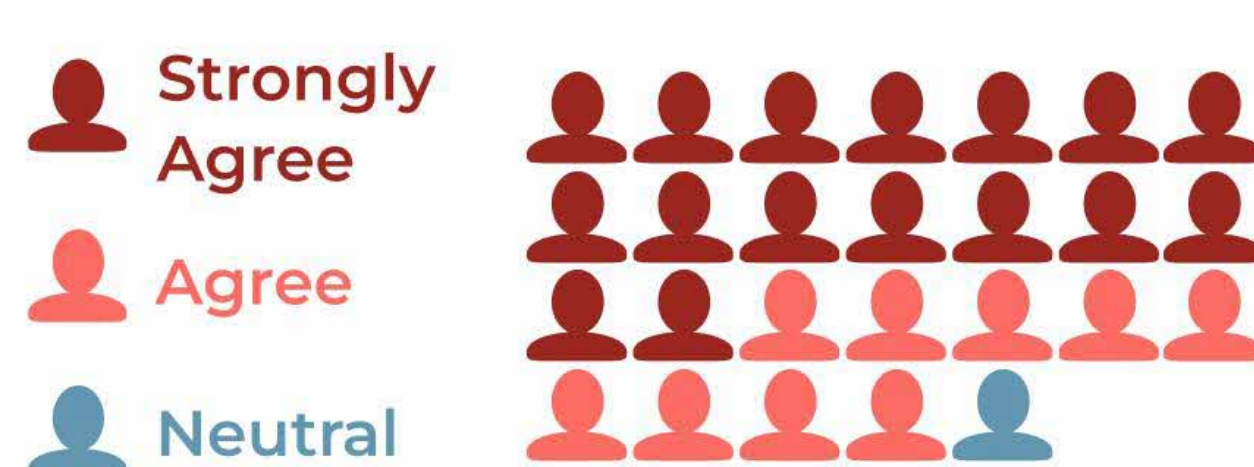


3 Appeal of the game

- The board game is fun
- The board game is easy to play



- I would recommend this board game to my colleagues
- I would like to play this board game again



METHODOLOGY



Using board game as the medium to facilitate the learning of MSW services fuels curiosity and drives motivation.



This monopoly-like board game simulates the help-seeking journey of patients in SHP. By role-playing as our patients, staff will:

- Gain essential knowledge about MSW services through collecting game cards with bite-size information
- Learn about the psychosocial issues our patients face
- Be reminded that every healthcare professional could play a part in offering Information and Referral to patients who may require MSW services

MEDICAL FEE ASSISTANCE

MediFund covers only treatment related medical expenses, and excludes Emergency Department and Inpatient services.

CARE ARRANGEMENT

Elderly aged 60 and above who require residential short term care, can assist in the application for Home Respite Care.

COUNSELLING

MSWs provide psychoemotional counselling to those who struggle with depression, anxiety, caregiver stress, and other life stressors.

IDENTITY CARD

Name: Nisha
Age: 22
Profile: Requested sleeping pills from doctor, and verbalised suicidal ideation.

SERVICES REQUIRED: COUNSELLING

CONCLUSION



- This ongoing pilot project with SingHealth Allied Health Innovation Challenge (AHIC) leveraging on gamification demonstrated effectiveness in educating staff about the MSW services available in SHP.
- The MSW team also aspires to orientate new staff and facilitate interprofessional education (IPE) using the board game in the near future.