

# Heartlink

## How might we improve the quality of life for seniors in nursing homes by activating a relevant, self-sustaining community of volunteers to engage them?

### The Challenge

Many nursing homes lack personalised, engaging activities for residents with mobility issues. Lack of time and bandwidth amongst staff often results in generic activities that lead to low resident participation and activities that fail to prevent conditions like contractures developing, which can severely limit a resident's mobility, independence and well-being.

While many community volunteers are willing to help, there is a disconnect between what a nursing home needs and what a volunteer can offer. The current process of managing requests via calls and emails is manual and inefficient, leaving volunteers with no clear visibility as to how their efforts will make an impact to the seniors, which is demotivating and limits engagement potential.

### The Solution

"Heartlink" is a digital application, designed to bridge the gap between nursing homes and community resources. It's built on the principle of Person-Centric Care, which ensures activities are tailored to the unique interests of residents.

Nursing homes can use the app to publish specific activity requests with details on volunteer numbers, required skills, and time slots. In turn, volunteers can browse and filter these needs by activity type, allowing them to find opportunities that match their skills so that their volunteering efforts are more relevant, rewarding, and impactful.

Key features like a built-in calendar for instant sign-ups, secure messaging for clarifications, and a feedback loop to improve future collaborations will ensure seamless communication between volunteers and nursing homes.

Heartlink presents a new operational model that fundamentally transforms how nursing homes access community support. By directly bridging the gap between specific nursing homes needs and what volunteers can provide, we replace a manual, inefficient system with a transparent and precise one.

By facilitating more targeted and engaging activities, our app directly impacts resident well-being. When activities are tailored to their interests, residents are more motivated to participate, leading to greater physical, cognitive, and emotional benefits. Our solution is also scalable and inclusive, open to a wide range of individuals, community groups, and corporate CSR teams, creating a sustainable ecosystem of support.

### The Impact

We believe that restoring a sense of purpose and dignity to nursing home residents should not be a luxury.

Our aim is to transform fragmented volunteer efforts into purposeful, person-centric activities that genuinely benefit every resident. In doing so, we hope to directly improve the quality of life for seniors by empowering them to stay active, engaged, and independent.

### Vote!

Vote for us to activate community volunteers to bring engaging, health-promoting engagements to seniors in nursing homes for meaningful and rewarding outcomes for all.



#### The Design Team

Lin Liecong Alex - AWWA

Dilys Ho - AWWA

Loh Moh Huan - AWWA

Lim Jia Le Megan - Temasek Polytechnic, School of Design

Sabrina - Temasek Polytechnic, School of Design

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AWWA



## Understanding their needs

Nursing home residents often face dull, repetitive days due to a lack of fresh activities and overworked staff, leaving them unmotivated to engage or stay active.



Residents are often left bored



Staff are too busy for new activities



Many are unaware they can volunteer

**Scan to try out our app now!**

## So, how does the app work?

### 01 Connect with the org

Use the app to share the activity you'd like to host (gardening, music classes, exercise, etc) so you can match your skills to what brings them joy.

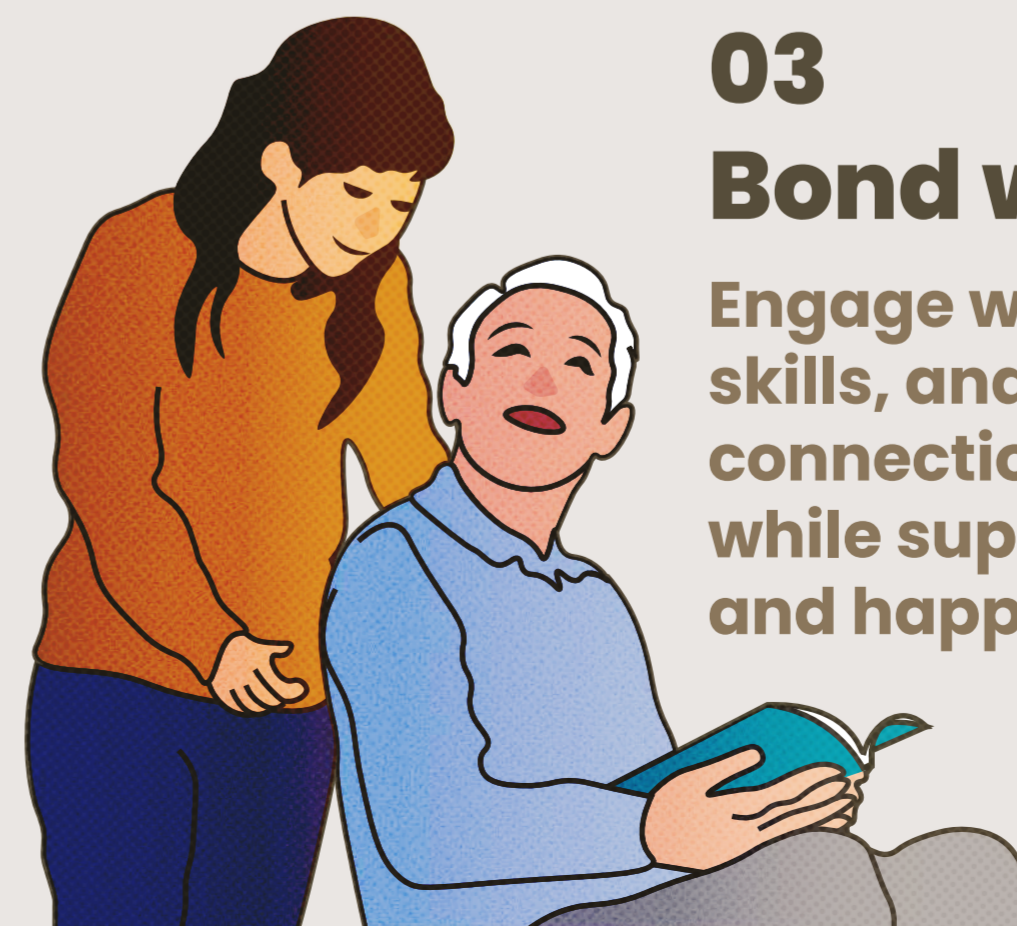


### 02 Get approval from staff members

Nursing home staff review your proposal, check safety requirements, and approve the activity to make sure it's ready for residents.

### 03 Bond with the residents

Engage with residents, share your skills, and build meaningful connections that brighten their day while supporting their well-being and happiness.



Credits to: Sabrina Maisha, Megan Lim, Dilys Ho, Lin Liecong Alex, Loh Moh Huan