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Introduction/Background

ECON Healthcare's philosophy of care is symbolized by the caring of a Bonsai – an art requiring passion, dedication, patience, and skill. We believe that by caring from the heart, seniors will flourish as they age and live their fullest potential. We are here to journey together, uncover, and celebrate their golden years with pride and joy.

Our care philosophy is to provide "Quality care for a quality life, and to add years to life and life to years for our residents."

A differentiated care model was curated for our newly operationalized ECON Care Residence (Henderson), which provides a holistic Care Journey that focuses on person-centered care and provides our seniors a place to live and live well.

Goal/Objective

The objective of our care journey is to empower and enable our seniors to age well and live well. The end-to-end care journey aims to create an environment that is familiar, evokes a sense of home as they age in place with us while providing a supportive environment and network of caregivers.

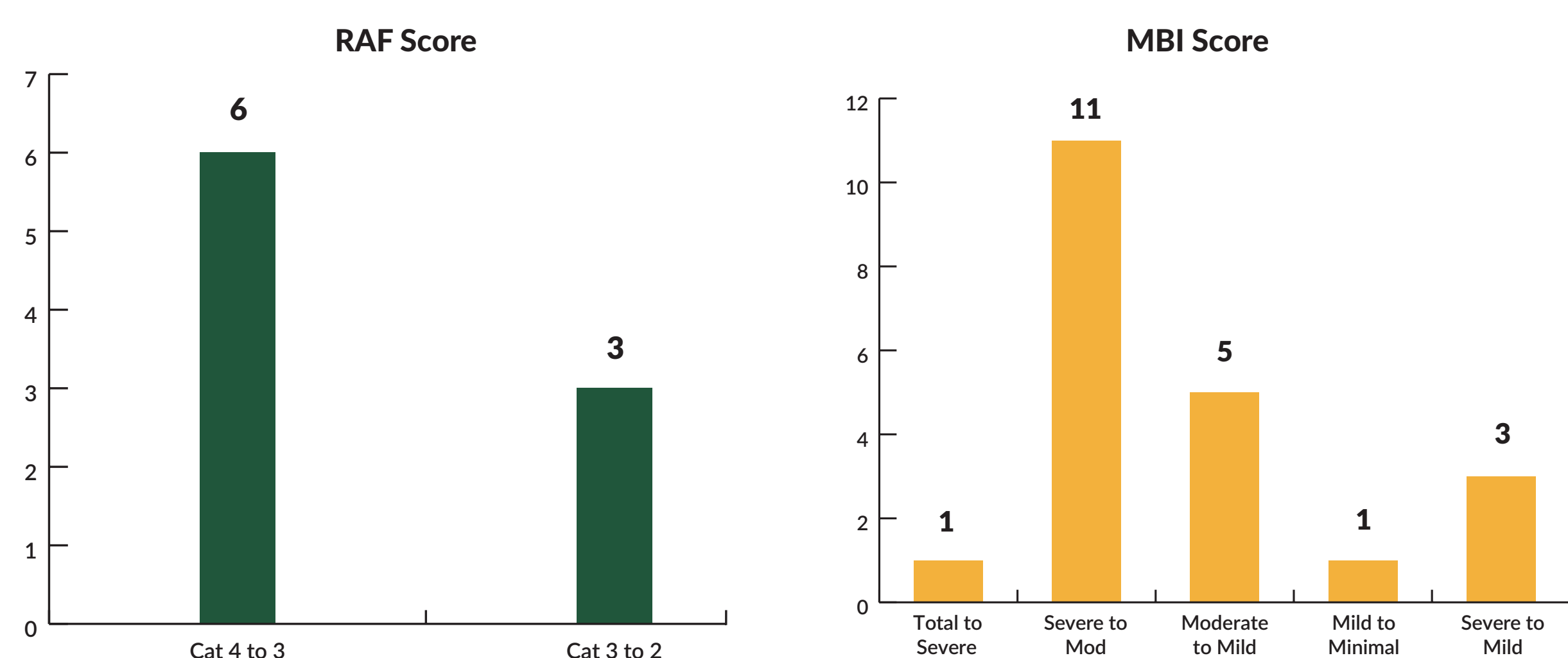
Clinical indicators such as monitoring residents' functional capabilities and care need assessments are in place to measure clinical outcomes, monitor our resident's progress, and customize our care plans.

Benefits/Results

Since operationalising our Care Journey model, we have seen quantitative and qualitative indicators, suggesting evidenced improvement in residents' clinical outcomes and positive caregivers' feedback.

Improvement of score and category, guided by Resident Assessment Form (RAF)

- Out of the 46 residents observed, 9 (20%) residents have shown improvements in their RAF scoring and 21 (47%) for MBI scoring.



Compliments and qualitative feedback from families and residents

- In addition to building a home to live and live well for our residents, it is a pleasure to see that our families and caregivers are also pleased with the quality of care and the home environment we have created. Henderson holds a "special place" in the hearts of some of them, and some have now started volunteering.

Problem Analysis

"How might we create a care journey and response that holistically meet the needs of a resident and their family?" – This was the key aspiration statement as we designed the care journey in 4 phases.

We recognised that the journey of every individual, every resident, and every caregiver is unique. We want to present a care journey that supports the various needs of our residents and their caregivers.

To debunk the notion that nursing homes are only for the 'end-of-life', we believe our Care Journey promotes the essence of personhood for every individual and at every stage of care. The notion of 'every moment matters' drives our multi-disciplinary team to co-own the problem statement and develop solutions that shape the Care Journey.

We recognize our residents as individuals with values, beliefs, dignity, and a long history, not just patients. Adopting these lens will anchor us to cultivate empathy and motivate us to introduce new ways to learn more and care for them.

Implementation Plan

Moving to a care residence marks a major change in the lives of our residents and caregivers. As a result, our multidisciplinary team developed an end-to-end personalized Care Journey to offer them timely guidance and support.

Care Journey Mapping - 4 Phases

Phase 1	Phase 2		Phase 3	Phase 4
Exploration	Pre-Admission	Admission	Living Well	Dying Well
Q: What is available and suitable for me/loved one?	Q: How can I better prepare myself/my loved one for impending changes?		Q: How can I/my loved one live life to the fullest?	Q: How do I/my loved one leave this world with dignity?

There are three important steps in the implementation of the Care Journey:

1. Seamless exploration and pre-admission to admission phase

To offer better support, our Social Services and Customer Experience teams have developed a system to facilitate the admission process, including pre-admission materials to guide our residents and caregivers and also to gather resident's interest profile. In addition to financial counselling, we provide caregivers with a 'Welcome Pack'.



2. Thoughtfully curated programmes to build seniors' overall well-being

Our Rehabilitation and Nursing team implement daily, weekly, and ad hoc programs based on the Five Ways to Wellbeing Framework: (i) Connection with others, (ii) Being active, enjoying what you do, (iii) Giving time, words, and presence to others, (iv) Being aware and attentive, and, (v) Being open to new experiences and learning.



3. Family involvement and support to partake in the care journey

Our multidisciplinary team holds frequent family conferences along with appropriate training and education to monitor our residents' progress. We encourage caregiver participation in co-fostering residents' care and building the chances of potential reintegration into the community.

Sustainability & Reflections

A Care Journey is essential, a 'journey'. To co-create what's possible for our residents requires continual effort, commitment, discipline, and most importantly, teamwork.

To achieve sustainability, we must systematically, collaboratively, and thoughtfully operationalize person-centered care. It takes years of intentional efforts to fine-tune processes, quality of care, and training toward the ideal care journey. Throughout our journey, we will continue to work toward creating a more sustainable and holistic care experience.