

ESTHER
Network for Health & Social Care
SINGAPORE



Singapore
General Hospital
SingHealth



Partnering COMMUNITY Nurses & Pharmacists in MEDication Management in the Community (CO-MED)

Dr Khee Giat Yeng

ESTHER Coach

Principal Clinical Pharmacist

PharmD, BCPS

Singapore General Hospital

27 Feb 2020



Special thanks to Ms Susan Lim Suyu for sharing some of the slides

PATIENTS. AT THE HEART OF ALL WE DO.®



My ESTHER Coach Journey

ESTHER
Network for Health & Social Care
SINGAPORE



2016
ESTHER
Coach
training

2017
Train-the-
Trainer
workshop

2018
ESTHER Network
Taskforce
Project coach
Conduct
workshop

2019
Conducted
ESTHER
café on
medication
use



2



Singapore General Hospital (SGH) Medication Management Service (MMS)

ESTHER
Network for Health & Social Care
SINGAPORE

- Goal:
 - To identify, resolve, and prevent actual or potential medication-related problems so as to optimise the drug therapy received by patients
- Referrals:
 - Doctors, pharmacists, patients and caregivers



Singapore General Hospital

3

Project Selection: What Esther Truly Needs?

ESTHER
Network for Health & Social Care
SINGAPORE

I think that patient has problems A,B,C



I am having problems X,Y,Z



Singapore General Hospital

ESTHER Cafe

ESTHER
Network for Health & Social Care
SINGAPORE



- Top 3 concerns highlighted by patients from ESTHER cafes:

Medication
Labels



Accessibility to
medication
related
assistance



Contact with
healthcare
professionals



Singapore
General Hospital

Project Selection: What Esther Truly Needs?

ESTHER
Network for Health & Social Care
SINGAPORE

Medication
Labels



Collaborating with the researchers from DUKE NUS

Accessibility to
medication
related
assistance



Contact with
healthcare
professionals



The operator don't
speak Chinese or
dialect, I can't tell
them my
medication problem

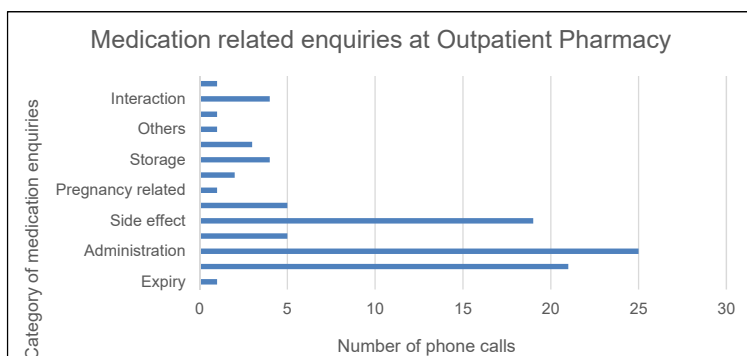
The system is too
complicated, I cant
seem to get through
the line whenever I
call the hospital

6

Singapore
General Hospital

Comparing with Current Data

- At SGH Outpatient Pharmacy alone, over **120 phone calls** were received from public for medication related assistance over a 3-month period in 2019



How about **community dwelling patients** who are unaware of who to approach?

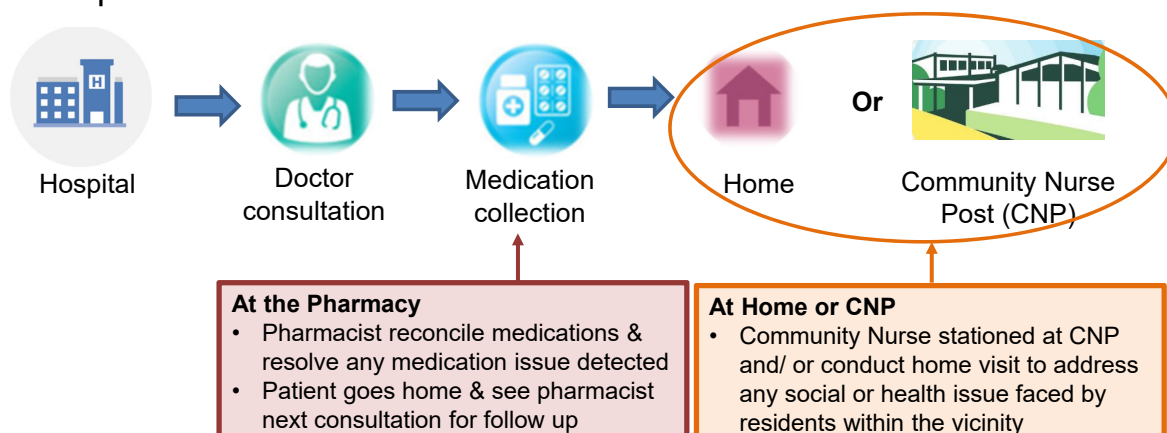


Data shown maybe an under-estimation of the actual number of medication related assistance!

7

Esther's Medication Management Journey

- Community nursing programme enrolled patient's journey from hospital to home



SGH Community Nursing Programme

ESTHER
Network for Health & Social Care
SINGAPORE

- Officially launched on 28 February 2018
- Goal
 - To bridge the gap between care in the hospital & community and to complement the services provided by community service providers & primary care sector

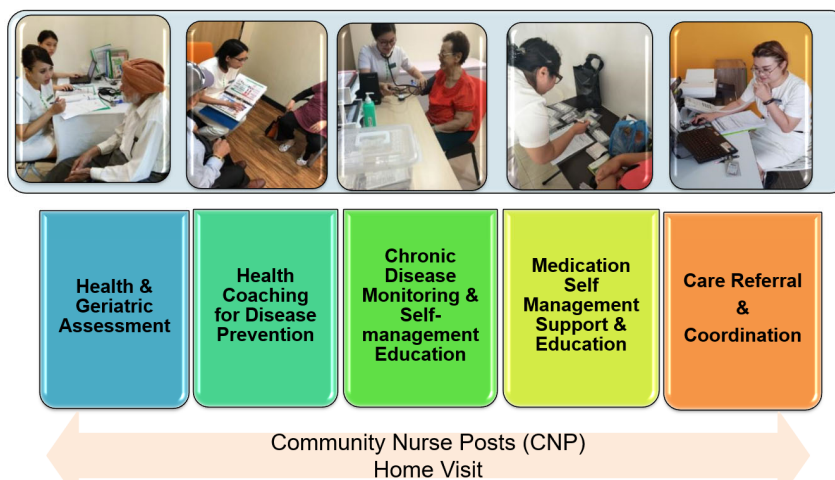
9



SGH Community Nursing Programme

ESTHER
Network for Health & Social Care
SINGAPORE

- Scope of community nurse-led services:



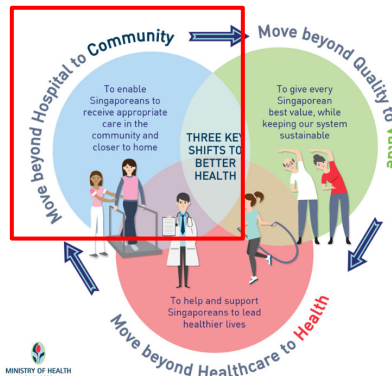
10



SGH Community Nursing Programme

ESTHER
Network for Health & Social Care
SINGAPORE

- No established referral point for timely medication management assistance and complex medication enquiries for community nurses



MINISTRY OF HEALTH
SINGAPORE

11

SGH

Collaboration between Community Nurses & Pharmacists Established

ESTHER
Network for Health & Social Care
SINGAPORE



Joint visit (Pharmacists with Assistant Director of Nursing Dr Lim Su Fee, Senior Nurse Clinician Xu Yi) to the SGH community nurse post at Chinatown

12

Singapore General Hospital

Our Team

ESTHER
Network for Health & Social Care
SINGAPORE

Role	Name	Reason for selection
Facilitator	Dr Khoo Giat Yeng Principal Clinical Pharmacist	Esther Network coach & project facilitator MMS clinic in charge; has authority to approve solutions proposed by team
	Koh Sei Keng Principal Clinical Pharmacist	Work in MOH Chief Pharmacist Secretariat Office; has ability to link up contact with community nurses for collaborative work with Pharmacy
	Ng Mei Ying Pharmacy Practice Manager II	One of Outpatient Pharmacy in-charges; ; has authority to approve solutions proposed by team
	Wong Jane Ai Principal Pharmacist	Quality Improvement Coach - Subject matter expert in Quality Improvement methodology
	Dr Lim Su Fee Assistant Director, Specialty Nursing	Community Nurse Champion; has authority to aid in execution of collaborative initiative
Leader	Susan Lim Suyu Senior Pharmacist	Subject matter expert in Quality Improvement methodology and MMS operations, Esther Network coach
Member	<u>Pharmacy</u> Rachel Gan Ee Ling, Hwang Yi Kun	Have interest in collaborative works with community nurses
	<u>RHS-Community Nursing</u> Clarissa Vashti Atchiah , Low Shi Chia	Provide input for collaboration initiative; can serve as point of contact to gather feedback from community nurses
	<u>Institute for Patient Safety & Quality</u> Seow Yee Ting (Senior Executive)	Quality Improvement Subject matter expert - Can assist in providing alternative input for data collection & analysis

13

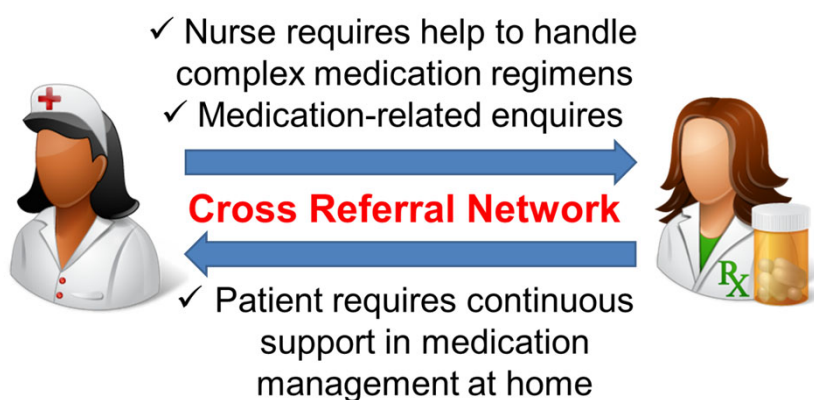
Mission Statement

To increase **accessibility to medication related assistance** for patients enrolled under community nursing programme by **10 times** in **6 months**

Plan-Do-Study-Act (PDSA) Cycle – Solution Implementation

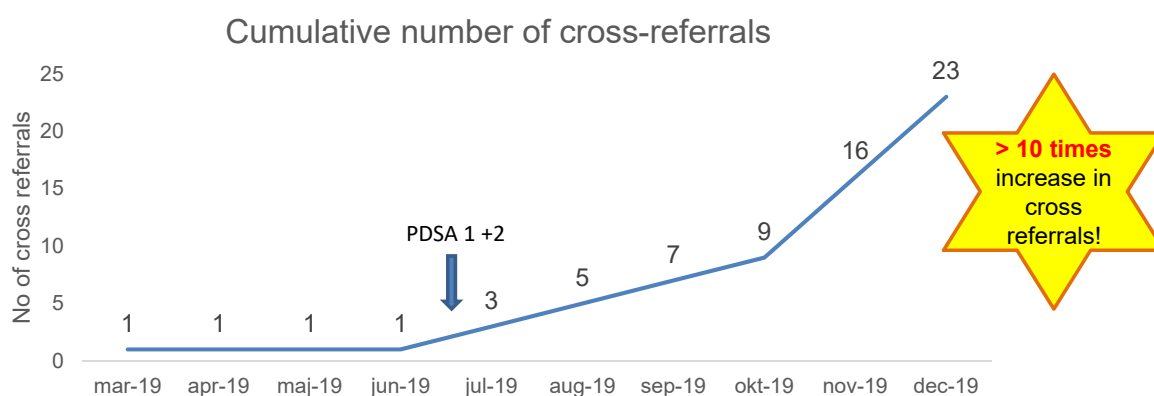
ESTHER
Network for Health & Social Care
SINGAPORE

PDSA 1: Establish Cross- Referral Network



15

PDSA 1: Cross- Referral



Singapore General Hospital

16

PDSA 2: Sharing on Medication Management by the Pharmacist

- Learning Needs Analysis conducted
 - Tailor to the need of community nurses
 - Medication Management (31 Jul 19)
 - Polypharmacy management
 - Medication Identification
 - Basic drug information
 - Referral to Pharmacist
 - Renal Medications (13 Nov 19)

Empower to optimise care
during home visit!

PDSA 2: Sharing on Medication Management by the Pharmacist

- The 10-item Likert scale was used to assess the **confidence level** of the community nurses in various medication management aspects
- Pre- and post-intervention surveys were administered to evaluate the effectiveness of the sharing session

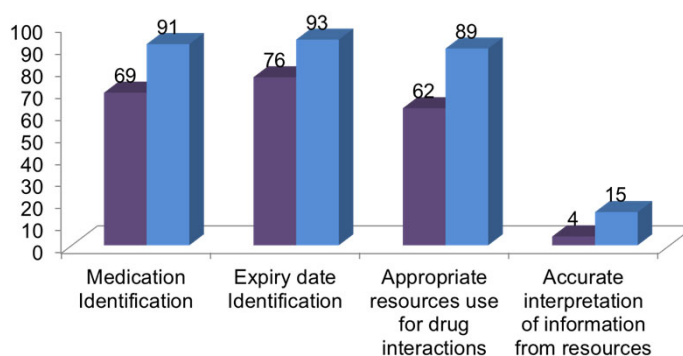
Confidence Level

Aspects of medication management	Before Sharing	After Sharing	% difference
	Median (N= 29)	Median (N=27)	
Appropriate education of administration technique	8	8	0
Accurate explanation of indication of medication	8	8	0
Managing medication accumulation	7	8	14
Managing medication side effects	6	8	33
Handling complex medication related issues e.g. drug interactions, non-adherence, duplication of therapy	6	8	33
Accurate identification of medication (for those without labels or boxes)	5	8	60

Table 1: SGH Community Nurses' confidence level on various aspect of medication management (1 = least confident, 10 = most confident)

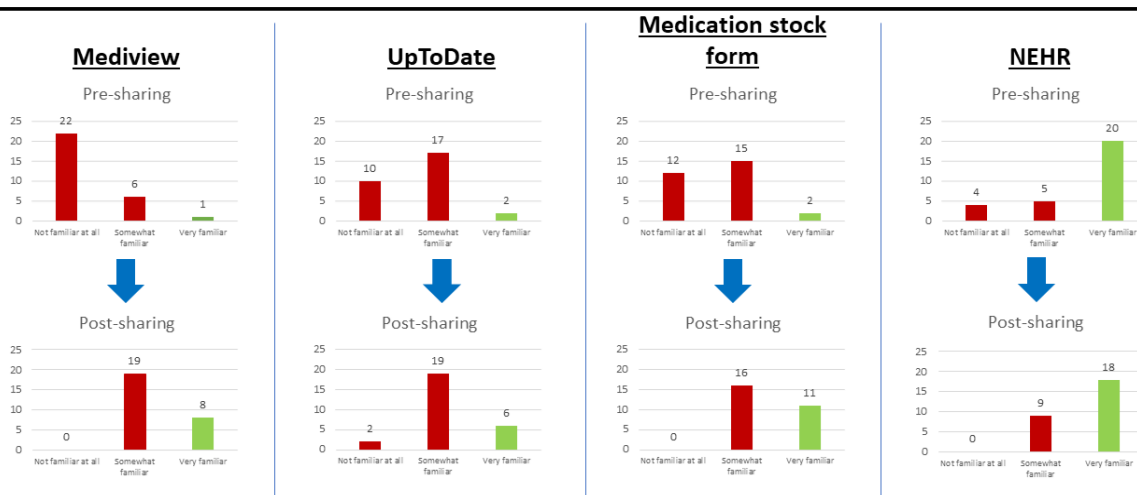
Medication Management Skills

- Consistent improvement was achieved for the following skill sets assessed:




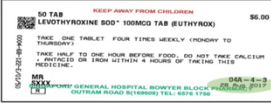



Percentage of accurate answers attained by SGH Community Nurses for medication management skills assessment

Medication Management Skills



Medication Management Skills

Medication image (answer)	% of correct answers	
	Pre-sharing (n=29)	Post-sharing (n=27)
 (Amlodipine)	69%	96% ↑
 (Warfarin)	93%	96% ↑
 (Celecoxib)	45%	81% ↑
Issue date 	69%	78% ↑
Expiry date 	76%	93% ↑

PDSA 2: Sharing on Medication Management by the Pharmacist

At the end of the session, **100%** of the nurses

- ✓ Strongly agree/ agree
 - ✓ The session has enhanced their medication management knowledge
- ✓ Know how to contact a pharmacist when there are medication related issues

Conclusion / Future Plans

- Cross referral network
 - Increases the Esther's accessibility of medication related assistance
- Sharing session
 - Empower community nurses to manage medications at the community

Reflection

Require social support
Less educated
Demonstrate inability to manage
own medication & health

*Target person and methods of empowerment
may differ based on the Esther background*

Caregivers
Community Nurses
Community Partners
Allied Health Professionals
(e.g. MSW)

Triage and focus attention to care for
those who are in need for more
efficient resource utilisation

Thank You



Singapore
General Hospital