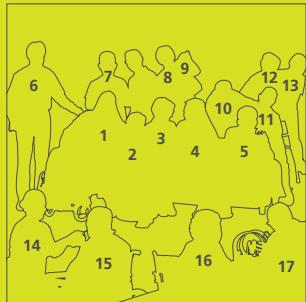




HOME. THE PLACE TO BE.



- 1 Mdm Juana Binti Awang (Client), Agency for Integrated Care (AIC)
- 2 Dani (Juana's grandson)
- 3 Ms May Chan (Case Manager), AIC
- 4 Masni (Juana's daughter)
- 5 Daniel (Juana's grandson)
- 6 Dr Sorinder Singh (General Practitioner), Drs Singh & Partners, Raffles City Medical Centre
- 7 Darwis (Juana's grandson)
- 8 Adam (Juana's son-in-law)
- 9 Anqi (Juana's granddaughter)
- 10 Danish (Juana's grandson)
- 11 Damian (Juana's grandson)
- 12 Mdm Keh Kim Hang (Patient), St Luke's Hospital
- 13 Ms Fahria Rahman (Senior Physiotherapist), St Luke's Hospital
- 14 Ms Rajaiah Beulah (Staff Nurse), Ren Ci Hospital
- 15 Mr Yew Ah Hwa (Patient), Ren Ci Hospital
- 16 Mdm Lim Sang Kien (Client), Tembusu Rehab and Day Care Centre
- 17 Mr Henry Neo (Therapy Aide), Tembusu Rehab and Day Care Centre



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HOME. THE PLACE TO BE.

Our homes are where our hearts are. Our life's memories – from happy to bittersweet – reside here. Surrounded by comforting and familiar sights, sounds and faces, it is where we grow up and raise our families.

Home is also where we hope to grow old in, with dignity and grace.

At Agency for Integrated Care (AIC), we and our Community Care partners support this aspiration.

Here are our efforts in 2014 to grow the range of quality care services to meet your needs. And we are just a click, call or visit away if you need assistance or information.

OUR VISION

A vibrant care community enabling people to live well and age gracefully.

OUR MISSION

To enable our clients to achieve their best care outcomes, we:

- Improve access to appropriate care and support clients and their caregivers
- Grow and develop Primary and Community Care sectors
- Transform the Care Community to support ageing-in-place

MESSAGE FROM CHAIRMAN



Dr JENNIFER LEE
CHAIRMAN

We have come a long way as an agency since we were established in 2009, mirroring the growth of the Community Care sector over the years to meet the pressing needs of an ageing society. Our portfolio has also grown over time with AIC taking on community mental health in 2011, social aged care in 2013 and administering more financial assistance schemes for the elderly and their caregivers.

Taking stock at our fifth birthday in 2014, I am pleased that we have over the years widened the home-based and community-based care options for seniors, enhanced the quality of care, brought services and facilities closer to our seniors as well as provided much welcome financial assistance to those in need.

This success to date in building a care community that enables our seniors to live well and age gracefully is not AIC's alone. Our achievements in strengthening the health and social care network for the elderly were possible only because of our close and collaborative work with our partners. We are grateful for the advice and guidance we have received from our dedicated stakeholders for our work and initiatives. We are also extremely appreciative of the support and commitment of our Community Care service providers in partnering us to lend assistance to our seniors.

There is of course a great deal more to do as we continue with our 'Home First' journey. And we look forward to partnering even more closely with our service providers, community partners, grassroots leaders, volunteers, and government agencies on this journey.

Looking ahead, we will continue with our efforts to have our seniors age well and to live in the comfort of their own homes and in the community, surrounded by their loved ones and friends. Guided by our Board Members and Advisory Committee members, including members of the two new committees formed in 2014 – the Workgroup and Advisory Committee for Implementation Guide to Centre-Based Care Guidelines and the Home Care Council – I am confident that we will continue to move steadily towards making our vision of a vibrant care community enabling people to live well and age gracefully a reality.

To all the staff working in AIC, whether you are working in the corporate office, an administrative department or in the front line as healthcare professionals, I would like to commend and thank all of you for your hard work, dedication and compassion.

Let us continue together in our endeavours to make a difference for our elderly and their families in the years ahead.

MESSAGE FROM CEO



Dr JASON CHEAH
CEO

The Agency for Integrated Care turned five last year and what an eventful year it was! One highlight was the Pioneer Generation Package, introduced in appreciation of our Pioneers' contributions for building up this nation which we proudly call "home".

This move resonated with us at AIC as we have embarked on our next lap in achieving a 'Home First' outcome for our elderly. We want to help them remain in their homes, sleep in their own beds and surrounded by their loved ones as they age. We hope for stories on client-centred and holistic care like that of Mdm Lee Foong Mang, 80, and her 62-year old son Mr Wong Long Fei to be commonplace.

Mr Wong had been neglecting his health caring for his bedbound mother since her stroke in 2004. Thanks to monthly visits from Tzu Chi Foundation's home care team who monitors Mdm Lee's condition, the provision of assistive aids by the Seniors' Mobility and Enabling Fund, and skills Mr Wong acquired from caregiver training courses he attended, both are now managing much better and independently at home.

We are also humbled to have helped over 1.2 million people last year through our financial assistance schemes and care services. The enhanced Community Health Assist Scheme (CHAS) and the new Pioneer Generation Disability Assistance Scheme helped beneficiaries offset some of their care expenses. And the opening of more Senior Care Centres and the launch of Tzu Chi's new home care service meant more care choices nearer home for seniors and their families.

Beyond medicine and treatments, it is the warmth of a touch, smile and words of comfort from caregivers that help ease illnesses and pain. For family caregivers to get some rest, we began the Centre-Based Weekend Respite Care Programme, and made speaking to someone on care matters easy by launching the Singapore Silver Line.

Access to care resources was reinforced through our successful collaboration with the Regional Health Systems (RHS) in establishing new AICare Links at Changi General Hospital and National University Hospital. Consultants at these care links have to date advised over 1,600 patients on their care options post-hospital discharge. Other RHS partnerships include the streamlining of processes and protocols to enable a more seamless transfer of patients from the hospital to the Community Care setting, and the cross-training of care staff.

To recognise the dedication and selflessness of the Community Care partners and professionals in caring for their elderly patients and clients, we launched the ILTC Excellence Awards last year.

These positive developments are not without challenges. The expansion of care facilities and services will make manpower recruitment an ongoing key priority for AIC, Ministry of Health and the Community Care sector in the coming years. We will step up attraction for the jobs through awareness-building, targeted recruitment fairs and training incentives.

Even as we grow capacity and make care more integrated for seniors, it is important that we have a common vision of what quality care is. This is where the Enhanced Nursing Home Standards and the home care and centre-based care guidelines will give the necessary impetus to our service providers in delivering holistic and safe care. We will continue to support them in training their staff, putting in place good systems and processes and leveraging on suitable IT and technology for the delivery of quality care.

Advocating 'Home First', where care is focused on keeping seniors at home for as long as possible with community support will be a huge effort. It will take time to evolve. Acceptance of this will take more awareness, trust and openness. And this advocacy cannot rest on AIC alone. I am thankful for the strong bonds we have with our service providers and stakeholders – including key agencies like the Ministry of Social and Family Development – and their unstinting support. It is together that we can bring this vision to fruition!

I would like to thank the AIC Board for their guidance and Team AIC for their passion and hard work. Our *diversity* of skills and experiences and strong *teamwork* – the two new additions to AIC's core values – have shaped us into a stronger team, and made our past year's achievements possible. Let's continue striving to make our home a place where we can age well and gracefully.

A GLIMPSE INTO 2014



JANUARY

- Now all ages can qualify for the Community Health Assist Scheme (CHAS). Over 1.2 million Singaporeans enjoy subsidies at CHAS GP and dental clinics.
- Enhanced Meals on Wheels programme starts, delivering tastier, more nutritious meals to the homes of elderly clients.
- Singapore Christian Home in Sembawang officially opens.

FEBRUARY

- Singapore Programme for Integrated Care for the Elderly (SPICE) expands to six centres, helping more frail seniors stay home rather than in nursing homes.



APRIL

- Tsao Foundation joins the Alzheimer's Disease Association to offer the Dementia Home-based Intervention Programme.

JULY

- Centre-Based Weekend Respite Care service rolls out in the eldercare centres. Caregivers can rest or run errands on weekends, knowing their loved ones are being cared for.

- NTUC Health's Silver Circle Senior Care Centre opens, providing integrated health and social care services to elderly in Serangoon Central.
- New nine-storey tower block at Society for the Aged Sick opens in Hougang.



AUGUST

- 100 Pioneers the first to receive their Pioneer Generation (PG) cards from Prime Minister Lee Hsien Loong.



- Nursing Home IT Enablement Programme (NHELP) introduced to boost nursing homes' IT capabilities to deliver better quality care.

- AIC celebrates its 5th Birthday with a Family Day Celebration.

SEPTEMBER

- Pioneer Generation Disability Assistance Scheme (PioneerDAS) and the special CHAS subsidies for Pioneers commerce, offset medical costs, enable ageing in place and improve quality of life.

- Singapore Silver Line (SSL), the national eldercare helpline, opens. Caregivers and elderly can call 1800-650-6060 for information on eldercare and caregiving.

- Temasek Cares Study Award for aspiring nurses, Allied Health professionals or healthcare administrators renamed the Balaji Sadasivan Study Award at the ILTC Manpower Development Awards 2014.



OCTOBER

- More than 1,000 Community Care practitioners attended the inaugural National Seminar on Productivity in Healthcare, learning more about the sector's efforts in doing more with less.
- The first ILTC Excellence Awards presented to over 200 Community Care professionals and teams who demonstrated excellent clinical and service quality, as well as innovation at work.
- General Practitioner members' contributions to the Special Interest group (Mental Health) recognised.
- AICare Link at Changi General Hospital opens, providing patients with information and assistance in applying for eldercare services and financial assistance.



NOVEMBER

- More elderly in the West now served by Tzu Chi's new home care services.

DECEMBER

- National University Hospital becomes the second public hospital to host an AICare Link.



HOME

WHERE I CAN LIVE MY EVERYDAY LIFE WELL

Bringing care services to the neighbourhoods and homes of the elderly.
Supporting caregivers with respite services and training. Providing financial
assistance to help with the cost of care.

AIC, together with our partners, support our elderly and their caregivers
with services to live at home with family and loved ones.

friends
Jest Kidd's Link





SERVICES AT YOUR DOORSTEP

AN EVERYDAY REMINDER

Mr Lim Pui Chew, 82, has a 'medicine wall' at his Bukit Merah rental flat. It was thoughtfully created for him by home care nurse, Ms Liu Bizhi, from Tzu Chi Foundation (Singapore)'s **home care** team.



Ms Liu showing Mr Lim how to take his medicines using his medicine wall.

Lianhe Wanbao © Singapore Press Holdings Limited. Reproduced with permission.



She realised that Mr Lim, who lives alone, had trouble remembering when and which medicines to take due to his failing eyesight and hearing.

She packed his medicines into individual Ziploc bags, and hung them on his living room wall by their dates. Now he only needs to look at his wall to take his medicines correctly. He can also easily open the Ziploc bags to reach the items.

Thanks to the home care team who visit him each week to help with his medical needs, chit chat or tidy up his place, a grateful Mr Lim appreciates this company of new friends.

Senior Minister of State for Health Dr Amy Khor and Chief Executive Officer of Tzu Chi Foundation (Singapore) Mr Low Swee Seh (left of Dr Khor) jointly launched Tzu Chi's Home Care Services before paying a home visit to a Tzu Chi client.

HO CHIAK!

Elderly who are unable to cook or buy food for themselves because of their medical conditions can turn to **Meals on Wheels** (MOW) for lunches and dinners delivered to their homes every day.

Over 1,600 seniors are using this service provided by seven MOW service providers.

In 2014, chefs from Soup Restaurant and the Health Promotion Board helped to enhance the menus of the MOW providers. Training on cooking techniques such as cooking in bulk and healthier cooking methods were also organised for them.

Meals have become tastier and more nutritious for MOW clients since the enhancements.

Senior Minister of State for Health Dr Amy Khor observing Thye Hua Kwan Moral Charities' (THK West) packing process for their meals (right) before delivering a special Chinese New Year meal (below) to an elderly to mark the start of the various menu enhancements.

Photo courtesy of Ministry of Health (MOH).



THK West together with Sunshine Welfare Action Mission were among the first MOW service providers to work with AIC and partners on the menu enhancements.

Photo courtesy of MOH.



HOME CARE SERVICES

Care services are available for those who are frail and home-bound but need some help with their care needs. These are offered by over 50 service providers.



Home Nursing – Nurses dress wounds, monitor blood pressure, change feeding tubes, and pack medicines.



Home Medical – Doctors monitor and manage various medical conditions through physical examinations, prescribing medicines, and consultations.



Home Therapy – Therapists conduct therapy sessions to improve clients' abilities to do daily living activities like moving around, dressing or eating.



Senior Home Care – Care staff deliver meals through Meals on Wheels, provide escorts for medical visits, and personal care services for the elderly.



Hospice Home Care – Doctors, nurses and social workers/ counsellors provide patients with cancer and life-limiting illness with medical, nursing and psychosocial care.



HOME (HOlistic care for the MEDically advanced patients programme) – AIC's HOME team provides 24/7 medical, nursing and psychosocial care to patients with end-state organ failure.



Transitional Care – Hospitals provide home visits to help discharged patients transition smoothly back home, for up to three months.



Interim Caregiving Service – Nursing aides provide care for up to two weeks after hospital discharge while permanent care arrangements, like hiring a helper, are being made.



Over 17,000 clients were referred to, or benefitted, from these services in 2014.



SERVICES CLOSE TO HOME

CARE IN YOUR NEIGHBOURHOOD

Mdm Tan Ah Lian, 77, is fondly known as "Ah Kim" at NTUC Health's Silver Circle Senior Care Centre (Toa Payoh), where she has been going to since October 2014.

Before that, Mdm Tan who has dementia was cared for by her youngest son, Ah San, a deliveryman. Worried about leaving his mother alone at home, he would bring Mdm Tan with him everywhere, even during deliveries.

Today, Mdm Tan looks forward to spending the day at the **Senior Care Centre** instead. She loves the activities and especially enjoys cooking. For Ah San, he now goes to work with peace of mind, knowing his mother is cared for. He picks her up to go home after work.



Mdm Tan picking beans, one of the activities she does to improve her cognitive function.

Photo courtesy of NTUC Health.

"My mother is happier now and her life is more meaningful. She has something to occupy her time and her mood has improved significantly!" – Ah San

Senior Care Centres, like the one Mdm Tan goes to, provide holistic care services under one roof. These include maintenance day care,

community rehabilitation and dementia day care. This greatly increases the convenience for both the elderly and their caregivers.

As of 2014, there are 10 such centres islandwide.

TYPES OF CENTRE-BASED CARE SERVICES



Photo courtesy of SASCO Hong Kah North Centre.

Maintenance Day Care

Day care for less frail elderly, comprising social and recreational activities.



Photo courtesy of AWWA.

Day Rehabilitation

Provides physiotherapy and occupational therapy for those who need rehabilitation to improve their functional ability.



Singapore Programme for Integrated Care for the Elderly (SPICE)

For elderly with complex care needs who prefer to stay at home instead of a nursing home. SPICE offers them an integrated care service that includes medical, nursing and rehabilitation, on top of recreational activities. The programme was expanded from four to six locations in 2014.



Dementia Day Care

Day care for clients with dementia. Also offers activities that help clients maintain their cognitive and physical abilities.



Photo courtesy of SASCO Hong Kah North Centre.

Enhanced Eldercare Programme (EEP)

For elderly with increasing care needs beyond what normal day care centres can support. Offered at selected day care centres, clients get personal care, basic health and nursing services as well as maintenance rehabilitation.

Over 15,000 elderly and clients were referred to, or benefitted, from these services in 2014.

IMPROVING CARE QUALITY



Home and Centre-Based Care Guidelines

The Ministry of Health (MOH) will be launching these guidelines in 2015 to guide providers in the development of home and centre-based care services. AIC played a role in shaping the guidelines in consultation with the sector, and are developing implementation guides and training materials.



Fall Risk Management Programme

Close to 150 elderly clients from 13 centres participated in this programme, involving group exercise activities to strengthen and improve their balance.

These are part of ongoing efforts to improve the quality of care offered by Community Care partners. For more quality improvements initiated by the sector, read pages 30 – 45.



Care Assessment System

This system records an elderly's assessment details using a standardised care assessment tool (InterRAI), and is being rolled out across all Community Care settings. Service providers can better match and provide consistent care for their patients as they transition between providers. Nine service providers are now using this system.



Specialised Transport Pilot

Centre-based service partners in the Central Regional Health System area who require more or specialised transport to ferry clients to and from home can tap on this centralised transport system, which uses Handicaps Welfare Association's (HWA) vehicle fleet.



In December 2014, an agreement was signed between HWA and the Society for the Physically Disabled (SPD), the first of 14 centres to come on board the centralised transport system. Centre Head of SPD@Toa Payoh (left) Ms Sharon Chen and Mr Subrata Banerjee, Executive Director of HWA (right) seal their partnership with a handshake.

ARTS AT HOMES

Ms Joan Hoffner stretches her arms in front of her and makes a graceful looping movement from left to right, depicting the swirling patterns of the wind.

Joan is at a 'dance' class. She is 85 years old and a resident at Villa Francis Home for the Aged. A younger her used to enjoy doing the waltz and she used to teach dance.

"I look forward to these sessions. Not only is the hour enjoyable, it also provides companionship and is great exercise."
– Ms Hoffner



The creative movement sessions are part of the **AIC Wellness Programme**, an initiative which better equips service providers in conducting activities to enhance their clients' wellbeing.

This supports nursing homes' efforts in improving social care, which is part of the Enhanced Nursing Home Standards which will be introduced in 2015.

Joan (centre) at a creative movement session with her fellow residents at Villa Francis Home for the Aged.

BEYOND HEALTHCARE

Quality care goes beyond healthcare. Meaningful recreational activities are equally important in meeting our elderly clients' psychosocial and emotional needs.

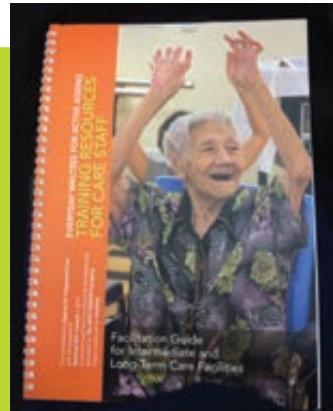
In partnership with the National Arts Council (NAC), activities under the **AIC Wellness Programme** were piloted at Jamiyah Nursing Home, SPICE at Tembusu Rehab and Day Care Centre, and Villa Francis Home for the Aged.

These included visual arts such as painting and creative movement (seated movements performed to music).

Healthcare professionals are trained to conduct these activities in their organisations.



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Training materials for the staff to facilitate the creative movement sessions.

"Everyday Waltzes for Active Ageing – Training Resources for Care Staff" was commissioned by AIC with the support of NAC in 2014.

Curriculum and learning resources developed and facilitated by The ARTS FISSION Company. Project produced by ArtsWok.



Besides creative movement activities (far left), the Wellness Programme also uses art to engage the elderly (left).

ENHANCED NURSING HOME STANDARDS

The **Enhanced Nursing Home Standards** (ENHS) will be introduced in 2015 to raise the quality of nursing home care. It will be enforced in 2016 after a one-year grace period.

AIC's support for homes in their efforts to meet ENHS include:



Voluntary Baseline Assessments

These were organised in 2014 to help participating nursing homes identify areas for improvement. Close to **90%** of all nursing homes participated.



Training and Development

More than **40** new training programmes were rolled out to help nursing homes enhance their capabilities. Over 200 runs of these courses for over **6,000** attendees took place last year. This is on top of the over 90 training programmes already offered by AIC Learning Institute.

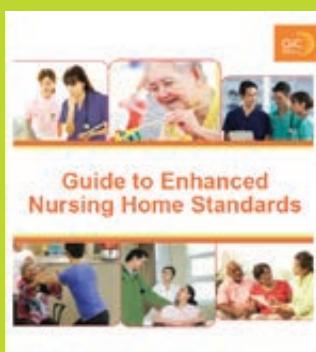


Guide to ENHS

All nursing homes received this guide in April 2014. It includes samples of useful tools for monitoring residents' holistic wellbeing, and examples of best practices and processes.



Photos courtesy of Lee Ah Mooi Old Age Home.



Nursing homes gear up for the enhanced standards (top).

ENHS Guide (left).

BECAUSE MENTAL WELLBEING IS JUST AS IMPORTANT AS PHYSICAL HEALTH

An integrated mental health and dementia support network supports community mental health efforts.

- **8 Community Resource, Engagement and Support Teams (CREST)** reached out to over **8,000** residents, raising awareness on mental health, providing basic emotional support and links to appropriate mental health services.
- **3 Community Intervention Teams (COMIT)** provided counselling, psychosocial therapy and caregiver support to almost **600** clients.

- **2** physician-led, multi-disciplinary **Assessment and Shared Care Teams (ASCAT)** assessed and treated over **1,600** clients.

- **2 Dementia Home-based Intervention Programme** service providers offered support and caregiver education to more than **50** caregivers last year. The caregivers learnt how to better manage the challenging behaviours of their loved ones with moderate to severe dementia.



CREST team sharing about dementia with residents.

Photo courtesy of Ang Mo Kio Family Service Centre (AMKFSC) Community Services.



The ASCAT team engaged in a monthly multi-disciplinary discussion with consultants from Institute of Mental Health.



SUPPORT FOR THE COST OF CARE

ALL SMILES THANKS TO HEALTHCARE SUBSIDIES

Taxi driver Mr Mohamad Saat, 67, has high cholesterol, high blood pressure and diabetes. He consults his doctor at a neighbourhood clinic once every few months and also gets his regular medication to keep his medical conditions under control.



"My family has been coming to this clinic for many years. The doctor is familiar with all of us – he is like our family doctor," said Mr Mohamad.

Previously, he had to pay more than \$100 for his medications each time. In 2013, after he received his **Community Health Assist Scheme** (CHAS) card,

he paid substantially less. And with the Pioneer Generation card he received last year, he is now able to save more during his trips to the CHAS clinics.

"I'm so happy," added Mr Mohamad, smiling broadly.

*Little wonder
Mr Mohamad is
all smiles.*

*A November visit to
the doctor cost him
\$165, and he only
had to pay \$30
after subsidies!*

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Mdm Chia Fei Sin, 60, paid \$180 for her dentures, thanks to CHAS. Her previous set cost her \$400.

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*Mdm Shirley Auyeong, 57, is thankful
that CHAS has covered her doctor's
consultation and medication costs
since she was diagnosed with diabetes
two years ago.*

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MORE ON BOARD CHAS

Visits to **Community Health Assist Scheme** (CHAS) General Practitioners (GPs) and dentists became more affordable for more than **1.2 million** Singaporeans in 2014, thanks to the scheme's enhancements.

January 2014

- Age limit removed. Singaporeans who meet the income criteria to qualify, i.e. household monthly income per person of \$1,800 and below, or an Annual Value (AV) of residence of \$21,000
- 15 chronic conditions now covered under CHAS, with higher subsidies
- Cardholders enjoy subsidised rates at Specialist Outpatient Clinics (SOCs) and polyclinics when referred by CHAS GPs
- Subsidies for recommended screening tests under the Integrated Screening Programme (ISP) for cardholders who receive an invitation from the Health Promotion Board

September 2014

- All Pioneers* qualify for CHAS and its benefits
- They receive special subsidies at participating CHAS GPs and dental clinics
- Pioneers also enjoy additional 50% off the subsidised bill at SOCs and Polyclinics

*Pioneers refer to Singaporeans who were born before 1950 and became a citizen before 1987.



IN CARING, ANY FINANCIAL HELP GOES A LONG WAY

Living well at home

Seniors' Mobility and Enabling Fund (SMF)

Seniors can tap on subsidies of up to 90% to



Obtain assistive devices. Over 9,000 seniors received

much needed aids like walking sticks, wheelchairs, commodes, spectacles, hearing aids and specialised equipment for the bedbound to live well at home.



Travel to care centres.

In 2014, close to 2,000 seniors received transport subsidies to help them travel to their Day Rehabilitation Centres, Dementia Day Care Centres and Dialysis Centres.



Offset cost of selected home healthcare items.

About 2,000 frail seniors receiving home-based healthcare services benefitted from subsidies for items such as catheters, milk feeds, diapers, nasal tubing and various types of wound dressings.



One of the 100 seniors from West Coast Group Representation Constituency (GRC) and Pioneer Single Member Constituency (SMC) receiving his spectacles from Adviser to West Coast Grassroots Organisations (GROs), Minister in the Prime Minister's Office, and Second Minister for Home Affairs and Trade and Industry Mr S Iswaran.



Extra help for Pioneers

Pioneer Generation Disability Assistance Scheme (PioneerDAS)

Pioneers who need permanent assistance with three or more activities of daily living qualify for a monthly cash payout of \$100 to offset the cost of care. Some 19,000 Pioneers with moderate or severe disability have benefitted from this scheme since its launch in September 2014. The scheme was part of the Pioneer Generation Package.

Health Minister Mr Gan Kim Yong, and Adviser to East Coast GROs and Minister in the Prime Minister's Office Mr Lim Swee Say with a SMF beneficiary (in wheelchair) at a Bedok community event.

HELPING WITH CAREGIVING COSTS

Any assistance helps when it comes to caregiving, especially finances. In 2014, AIC disbursed more than \$28 million via the financial assistance schemes it administers to support caregivers.

| | SENIORS' MOBILITY AND ENABLING FUND (SMF) | CAREGIVERS TRAINING GRANT (CTG) | FOREIGN DOMESTIC WORKER (FDW) GRANT | PIONEER GENERATION DISABILITY ASSISTANCE SCHEME (PioneerDAS) (since September 2014) |
|---|---|--|---|--|
| GRANT DISBURSED IN 2014 | About \$14.5 million | About \$900,000 | About \$6.5 million | About \$6.3 million |
|  | | | | |
| NO. OF BENEFICIARIES | About 12,000 seniors | Over 7,000 caregivers | Close to 6,000 families | About 19,000 Pioneers |
|  | | | | |
| ABOUT THE SCHEME | Subsidies of up to 90% for needy seniors to offset cost of assistive devices, travel to care centres and purchase home healthcare items | Annual training subsidy of \$200 for caregivers to attend approved courses | Monthly cash grant of \$120 for families who hire a FDW to care for their loved ones who need assistance in three or more Activities of Daily Living (ADLs) | Monthly cash payout of \$100 for Pioneers who need assistance in three or more ADLs |
|  | | | | |

For more information on these financial assistance schemes, eligibility criteria and how to apply, please visit www.silverpages.sg.



CARING FOR THE CAREGIVERS

CARING WITH CONFIDENCE

Mdm Siti Aishah Bte Mohd Salleh, 49, had the future in mind when she enrolled her Indonesian helper Ms Endang Sri Wahyuni for caregiver training using the **Caregivers Training Grant (CTG)**.

Her 77-year old mother-in-law is relatively healthy, but her father-in-law, aged 81, has chronic asthma.

“We are preparing ourselves in case of any emergency as both my husband and I are working. My in-laws are ageing and we thought it useful for our helper to learn some eldercare skills and apply them when the need arises.”

– Mdm Siti Aishah

Ms Endang (right) with Mdm Siti Aishah (centre) and her father-in-law (left).

Mdm Siti shared that she would like to attend some courses too, especially those that will teach her to recognise symptoms of health conditions early.



Ms Endang said she has learnt useful skills like keeping the home safe, preventing falls and how to use mobility devices like a walking stick.

TRAINING UP

Some may find it challenging when they first care for a family member who needs help with daily activities. Fortunately, there are training courses one can go for and training subsidies as well.

The Caregivers Training Grant (CTG) provides a \$200 annual subsidy for caregivers to tap on for approved training courses.

While many attend training to handle immediate caregiving needs, some do so to prepare for the future.

Families with foreign domestic workers who care for elderly family members can also use the subsidy to send their helpers for training.



Caregivers can tap on CTG to learn how to assist their loved ones in using mobility aids like wheelchairs and walking sticks, and in carrying out daily activities of living.



Caregiver training courses take place in a classroom, at the home of the care recipient or online.

TIME FOR YOURSELF

52-year old credit manager Ms Tan Sok Meng works during the week and cares for her mother Mdm Yew Ah Thong, 87, on weekends.

Ms Tan, who is also a mother of three, was grateful when she learnt that there are eldercare centres which provide the **Centre-Based Weekend Respite Care** programme. Thanks to this new service launched in July 2014, Mdm Yew now goes to SASCO Hong Kah North Day Care Centre in Bukit Batok every Saturday. Apart from meals, these day care centres also provide exercise and social activities.



For Mdm Yew (in grey sweater), it is a chance to make friends and leave the house for a few hours.

Photo courtesy of SASCO Hong Kah North Day Care Centre for the Elderly.

“I used to forgo all my activities on Saturdays. Now I have some time for myself – whether it’s to go out and take a break, catch up on some work or run errands.” – Ms Tan

RESPIRE CARE SERVICES



Centre-Based Weekend Respite Care

Caregivers now have a care option for their elderly loved ones during the weekends, thanks to this programme. They can use this time off to take a break, run errands or go for medical appointments, knowing their loved ones are well cared for.

As part of the programme, elderly are helped with their activities of daily living and medication.

They also get to mingle with other elderly and keep active through exercise and social activities.

To date, about 280 places are available every weekend at nine centres islandwide.

Nursing Home Respite Care

Caregivers sometimes need support from others to care for their frail elderly for a short stretch of time. This could occur when the caregiver needs to be hospitalised for a medical treatment for example, or when their foreign domestic worker goes on home leave.

The Nursing Home Respite Care service launched in May 2013 offers temporary subsidised stay of seven to 30 days at 17 participating nursing homes.

Close to 600 caregivers have benefitted from these respite care services since they were launched.

Eldersitter Programme

Introduced in 2012, eldersitters visit the homes of seniors with



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NTUC Health's Ms Leong Sook Heng engaging in a picture recognition activity at the home of Mdm Tiong Yok Sim, 104, as part of eldersitting.

dementia regularly for two to four hours to give their caregivers a break. They engage the elderly in meaningful activities and games to stimulate their minds and maintain their cognitive function, while providing companionship.

The caregivers can then take this opportunity to take a breather, meet friends and recharge themselves.

This programme is currently provided by Alzheimer's Disease Association, Thye Hua Kwan Moral Charities and NTUC Health.



Lianhe Zaobao © Singapore Press Holdings Limited.
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HOME

WHERE THERE IS QUALITY CARE

Partnering service providers on their continuing efforts to improve the quality of care for their clients. Supporting them in their initiatives to do more with less. Providing training, grants and scholarships to develop the care professionals, who are at the heart of caring for the elderly.

For AIC, supporting the sector in providing quality care is as important as partnering them in the provision of care services to help the elderly in ageing at home.





EFFICIENT, FASTER AND BETTER CARE

NEW WAYS OF DOING THINGS

Six seconds is all it takes for Sunshine Welfare Action Mission (SWAMI) Home to crush pills for their elderly residents using a new machine.

Crushed pills make taking medicine easier for residents who require nasogastric tubes or have swallowing difficulties.

The traditional method of crushing pills using a mortar and pestle took close to 20% of the nurses' time, according to registered nurse Ms Jennifer Quinto.

With the battery-operated pill crusher purchased with the support of the **Healthcare Productivity Fund – Intermediate and Long-Term Care (HPF-ILTC)**, pills are transformed into a fine powder in seconds.

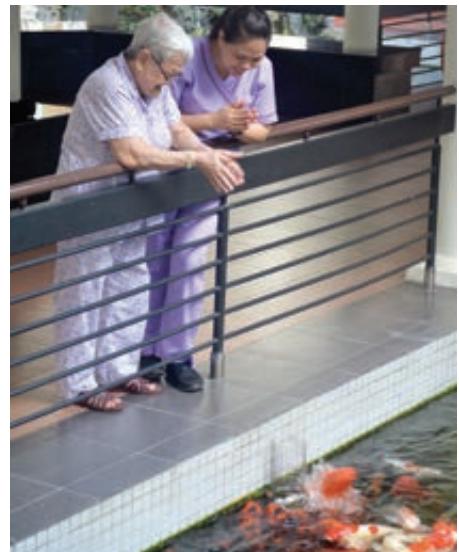


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“We are now able to devote more time to making our rounds, interacting and checking on our residents.”
– Ms Quinto

With the time saved, Jennifer is able to spend more time with her elderly residents.

Photo courtesy of SWAMI Home.



TAPPING ON IT

Nursing homes are tapping on IT to enhance patient care and increase productivity, and they are gaining more momentum with the **Nursing Home IT Enablement Programme (NHELP)** launched in August 2014.



Nursing home representatives who have pledged to implement NHELP (below). Singapore Christian Home will be the first to roll it out in 2015.

"The system helps us to streamline and remove repetitive tasks, provide greater accuracy in reporting, and obtain real-time information on patient care. My staff can work more efficiently and focus their energies on providing quality care. This has at the same time raised their level of job satisfaction," said Executive Director of Singapore Christian Home, Ms Yip Moh Han.

The ready-to-use IT system will be rolled out to 36 nursing homes by 2017.



NHELP helps nursing homes:

- Automate processes and documentation, reducing paperwork
- Track and manage residents' records from pre-admission to discharge
- Manage medication better, thanks to built-in medication charts, prescriptions and alerts
- Improve their finance and human resource administration

To date, 10 nursing homes have committed to participating in NHELP.

GRANTS COMMUNITY CARE AGENCIES CAN TAP ON FOR NEW AND EXISTING INITIATIVES TO IMPROVE THE QUALITY OF CARE AND PRODUCTIVITY

| NAME OF GRANT | HEALTHCARE PRODUCTIVITY FUND – INTERMEDIATE AND LONG-TERM CARE | TOTE BOARD COMMUNITY HEALTHCARE FUND | COMMUNITY SILVER TRUST |
|----------------|---|---|---|
| STARTED IN | 2012 | 2011 | 2011 |
| WHAT IT COVERS |  <p>Support initiatives which result in productivity improvements in operations and healthcare service delivery. Areas covered:</p> <ul style="list-style-type: none"> • Nursing Home IT Enablement Programme • Shared Procurement Services • Community Health Improvement & Productivity Scheme (CHIPS) • Business Process Redesign • Job Redesign • Staff Training |  <p>Provides up to 80% funding to programmes that improve preventive care, community care and the building of capabilities in healthcare services.</p> |  <p>A dollar-for-dollar matching grant by the Government to enhance the services of VWOs in the Community Care sector.</p> |
| AMOUNT |  <p>\$9 million committed as of December 2014</p> |  <p>About \$73 million committed as of December 2014</p> |  <p>About \$73 million matched in 2014</p> |
| OUTCOMES |  <p>87 organisations have tapped on the fund as of December 2014</p> |  <p>112 projects have been supported by the fund as of December 2014</p> |  <p>68 organisations benefitted</p> |

To find out more about these grants, visit www.aic.sg.



QUALITY IMPROVEMENTS

SO SEDAP

“Good food is wise medicine”. So agreed the 23 Community Care sector cooks who underwent boot camp training conducted by well-known chefs from the Singapore Chefs Association (SCA) last year. This was part of AIC’s **Intermediate and Long-Term Care (ILTC) Nutrition Movement**.

They practised on 17 hawker dishes such as Spoon Laksa, Hainanese Chicken Rice and Mee Rebus. These comfort food were modified to suit the elderly – nutritious, easy-to-eat yet delicious.

The boot camps ended in “Hawker S.E.D.A.P Cook-off”, a friendly competition among the participating cooks on 29 August 2014.

The 17 recipes were added to the “Cooking for Health” cookbook, a compilation of recipes from past years’ Nutrition Movements.



The cooks from 14 nursing homes and day care facilities learnt from chefs like SCA’s Chef Eric Teo on how to whip up 17 hawker favourites for their clients at the boot camps.



The winning dish was a healthy version of chicken curry! Prepared by cooks from SWAMI and The Lenton Residence.



FOOD TO WARM HEARTS

The annual **ILTC Nutrition Movement** raises the importance of good nutrition and food service in the Community Care sector, and improves the nutrition and food service for elderly clients.

For the 2014 event, AIC collaborated with SCA and Nanyang Polytechnic.



Photo courtesy of SATS.

Cooking in bulk workshop.

Other aspects of the ILTC Nutrition Movement 2014 were:

- Learning how to cook in bulk from professional chefs from SATS in collaboration with the Health Promotion Board. The cooks learnt to cook healthily in large quantities.
- Nutrition basics for food services workshop organised by Temasek Polytechnic. Nursing home cooks learnt and applied methods of modifying food texture to better suit the elderly. They also learnt about food portioning and how to plan a menu.



Nutrition basics for food services workshop.

Photos courtesy of Temasek Polytechnic.

MAKING A DIFFERENCE

In her 17 years of service, Assisi Hospice's nurse clinician Ms Lai Mee Horng has met and helped many patients live out their last days as best as possible.

One of her more memorable acts of care was for a 50 year-old Malay female cancer patient. The patient's kitchen was in disrepair and the patient wanted to have a home-cooked meal with her family at the upcoming Hari Raya. Ms Lai undertook the renovation of the kitchen, completing it before the festival. The cost of the renovation was covered by the contractor and the hospice. The patient passed away soon after fulfilling her wish.



46-year old Ms Lai Mee Horng is an inspiring example of how care professionals are the heart of the Community Care sector.

"A palliative care career gives me a great deal of satisfaction and meaning as I help my patients fulfil their final desires." – Ms Lai

For her selfless acts of care for her terminally-ill patients, she received the Service Quality Award (Gold) at the inaugural ILTC Excellence Awards.

QUALITY EXCELLENCE COUNTS

The first **ILTC Excellence Awards** ceremony was held on 10 October 2014 in conjunction with the **ILTC Quality Festival 2014** to recognise outstanding Community Care professionals and excellent care practices in the sector.

A total of 27 Community Care organisations participated in the ILTC Excellence Awards.

Over 200 individuals and project teams received awards.

Into its fourth year, this year's ILTC Quality Festival – themed "Enhancing Care through Quality and Productivity" – inspired and promoted the culture of quality improvement and productivity in the sector.

Its Poster Competition received 93 abstracts from 17 organisations, showcasing quality improvement projects the teams had undertaken in areas of patient safety, training, leadership and governance.



Winners of the first ILTC Excellence Awards seen here with the Guest-of-Honour, Parliamentary Secretary for Health Associate Professor (A/P) Muhammad Faishal Ibrahim.



The Guest-of-Honour and a presenter from Bright Vision Hospital, one of the winners of the ILTC Quality Festival Poster Competition.

Participants at one of the breakout sessions of the ILTC Quality Festival 2014.



DEVELOPING PEOPLE AND LEADERS

FRESH INSIGHTS

Learning never ends, even if you are a leader.

Seventeen CEOs, directors and heads of departments attended the **INSIGHT Leadership Programme** organised from August to October 2014.

Comprising three modules, the leadership development programme is specially designed to build leadership capacity and capability to meet the unique needs of the Community Care sector.

Since it began in 2011, 69 leaders have undergone the programme. They head community hospitals, nursing homes and organisations providing centre-based and home care.



“Listening to intriguing parallel challenges faced by other sector doyens, hearing “from-the-heart” experiences of policy makers, and forging new bonds and friendships with fellow industry colleagues, the INSIGHT Leadership programme has broadened my view of and deepened my roots for ILTC work. A definite “must-go”.”

Dr Edwin Lim
Medical Consultant
Tzu Chi Foundation
(Singapore)



“The INSIGHT Leadership Programme allowed me time to reflect and learn at my own pace with support from very experienced leaders from all walks of life. The programme is very different from other courses I have previously attended. What I gained from INSIGHT are not only the skills that help me professionally but also the friendship and experience that will always be with me”.

Dr Ong Wah Ying
Consultant
Dover Park Hospice



Participants of the INSIGHT Leadership Programme learnt and bonded over a cooking challenge.

MANPOWER DEVELOPMENT



Scholarships

60 Community Care professionals received awards from Senior

Minister of State for Health Dr Amy Khor on 10 September 2014 under the various ILTC training grants to upgrade their skills and knowledge at the **ILTC Manpower Development Awards 2014**.



AIC Learning Institute

Over 6,000 care professionals attended structured training courses rolled out by the AIC Learning Institute in 2014. Course fees are subsidised by the HPF-ILTC grant.



IMPACT Leadership Programme

22 middle managers from the sector attended a five-day customised leadership programme in February 2014, gaining insights into their strengths and leadership styles.

AIC Learning Institute's courses include clinical courses such as falls prevention, and non-clinical, skills-based courses in areas like quality improvement, care co-ordination and human resources management (right).

Coming together at the IMPACT leadership course (far right).



Ms Nur Amalina Binte Hashim Hassan, a Diploma student in Health Services Management with Republic Polytechnic, receiving the Balaji Sadasivan Study Award from Dr Amy Khor.

Other awards given out at the ILTC Manpower Development Awards 2014 included:

- Social & Health Manpower Development-ILTC (SHMDP-ILTC)
- ILTC-Upgrading Programme (ILTC-UP)
- Balaji Sadasivan Study Award (formerly called the Temasek Cares Study Award)
- Mid-Term Scholarship for Medical Social Worker (MTS MSW)



BOOSTING THE SKILLS OF THE COMMUNITY CARE WORKFORCE

| DESCRIPTION | SCHOLARSHIPS AND STUDY AWARDS | TRAINING |
|---|--|--|
|  | <ul style="list-style-type: none"> Balaji Sadasivan Study Award Supports students interested to or currently pursuing a NITEC or Diploma in Nursing, Allied Health or Healthcare Services Management. ILTC-Upgrading Programme (ILTC-UP) Supports staff in the Community Care sector to upgrade to a Degree in Nursing or Allied Health disciplines. Social & Health Manpower Development – ILTC (SHMDP-ILTC) <ul style="list-style-type: none"> * Fellowship Scheme provides funding for Community Care staff to pursue higher degrees (Masters, Advanced Diplomas), and specialised training or skills attachment at local or overseas health and social care institutions * Visiting Expert Scheme supports the engagement of local and overseas experts to share their skills and knowledge with staff through lectures, seminars and workshops | <ul style="list-style-type: none"> AIC Learning Institute Facilitates training programmes and courses to equip the Community Care workforce with relevant skills. Courses receive funding support of up to 90% of the fees for Singaporeans and PRs. HPF Conference Fee subsidies Supports the training needs of Community Care institutions, covering local and overseas conferences. |
| AMOUNT INVESTED IN THE SECTOR  | About \$1.4 million | Over \$700,000 |
| OUTCOMES  | 33 awards given out in 2014 | Funded over 6,000 AIC Learning Institute participants in 2014 |

For details on the eligibility criteria and funding level for the above, as well as the AIC Learning Institute course calendar, please visit www.aic-learn.sg.



GROWING TOGETHER IN KNOWLEDGE

A NATIONAL FIRST

Over 1,000 participants took part in the **inaugural National Seminar on Productivity in Healthcare and the ILTC Quality Festival 2014** at the Singapore Expo from 9 to 10 October 2014.

They visited an exhibition featuring more than 40 productivity projects from 20 organisations, learning from one another on ideas and best practices to consider for their organisations. They also heard from thought leaders from USA, Australia and Hong Kong who shared about their efforts to boost productivity and care quality.

“Appropriate use of labour-saving technology and empowering the healthcare workers with knowledge will improve the quality and



affordability of the services provided to our patients,” said Medical Director of Bright Vision Hospital and Chairperson for ILTC Quality Festival Organising Committee, Associate Professor Lee Kheng Hock.



The Guest-of-Honour interacting with PARO, a seal robot used by Alzheimer’s Disease Association, which aims to enhance the psychological, social and physiological care of elderly clients with mild to severe dementia.

Health Minister Mr Gan Kim Yong was the Guest-of-Honour at the event which was themed “Enhancing Care through Quality and Productivity”.

Projects exhibited included those that use cutting-edge technology and equipment in the delivery of care, improving time and manpower resources.

OTHER KNOWLEDGE PLATFORMS

Singapore Mental Health Conference, 17 to 18 October 2014

Four hundred participants packed the halls over the two days. The conference focused on how to better create a holistic care model that cuts across health and social sectors, and showcased collaborative efforts that are in place across various contexts – from community mental health, mental wellbeing, community reintegration, primary care or in the home.



Guest-of-Honour, Minister for Health Mr Gan Kim Yong during a tour at the Singapore Mental Health Conference.



ILTC research workshop in progress.

ILTC Research Workshop

The workshop brought together 42 sector players, academics, and government representatives to discuss areas of research interests based on the challenges faced by the sector. Close to 60 research questions were formulated which has sparked off review articles and project collaborations between the sector and academics.

Overseas Visitors' Programme

AIC played host to delegates from 15 international organisations last year. Through exchanges and discussions, both AIC and guests gained valuable insights to local and overseas health and social care models and systems.



Overseas organisations that called on AIC hailed from countries like Brunei, South Korea, the Netherlands and United Kingdom.



SUPPORTING PARTNERS

CHAMPIONING COMMUNITY MENTAL HEALTH

Over at Kampong Kembangan Community Club, over 15 representatives from various grassroots, VWOs, public hospitals and public sector agencies have gathered for a case discussion on how to help residents who may have mental health issues and other complex care needs.



The Local Community Support Network members meet, email or group chat on WhatsApp. This has made the work of mental health professionals easier, as they can work directly with the grassroots or social organisations that are in touch with a patient.

Photo courtesy of Institute of Mental Health.

These discussions are part of the **Local Community Support Network's** initiative to further strengthen community support for these residents.

AIC has engaged more than 12 constituencies with networks formed in constituencies such as Macpherson and Kembangan-Chai Chee.

More than 300 grassroots leaders and community partners have been trained and equipped with a better understanding of mental health conditions and available resources to support their residents.

Community mental health professionals from Institute of Mental Health, AIC and other community agencies help identify and refer appropriate mental health services for the identified residents. Over 70 residents have benefitted from the support provided so far.

ENABLING OUR GENERAL PRACTITIONERS (GPs)



Mental Health GP Partnership Programme

Complementing AIC's Integrated Mental Health and Dementia Support Network (read page 21), this programme enables GPs to provide more holistic care to patients with chronic physical and/or mental illnesses through the community support services and training provided.

A year ago, a Special Interest Group (Mental Health) was formed among the doctors to advocate for more GPs to join the programme, and to develop standardised curriculum to enhance GPs' skills and knowledge in mental health areas.

So far, about **1,600** patients are now seeing their GPs (70 of them in total) for their mental health needs.



Photo courtesy of National Healthcare Group.

Five CHCs are located in Bedok, Tampines, Tiong Bahru and Jurong East. There is also one mobile CHC covering northern and central Singapore.



Community Health Centres

To complement the medical care that GPs provide, **Community Health Centres (CHC)** offering ancillary healthcare services are being set up.

GPs can refer their patients to these centres for X-rays, ultrasounds, eye and foot screenings for diabetic patients, nurse counselling, diet advice and physiotherapy.

There are currently six CHCs located islandwide. They served about **3,700** patients last year.

In recognition of the 11 GP members' contribution to the Special Interest Group (Mental Health), an appreciation ceremony was held on 18 October 2014 during the second day of the Singapore Mental Health Conference 2014 (left).

HOME

WHERE I CAN GET INFORMATION TO MAKE CARE DECISIONS

Sharing information via web and mobile apps. A toll-free helpline you can call for help. More helping hands in the community and hospitals you can seek advice from.

Efforts by AIC to help you get the information you need to make care decisions for yourself or your loved ones.





CONNECTED TO HELP

JUST A CALL AWAY

Mr Low Siak Hiong, 66, cares for his mother, 93-year old Mdm Tan Soy Lek who has dementia.

He called the **Singapore Silver Line** in November 2014 to apply for subsidies from the Seniors' Mobility and Enabling Fund (SMF) for a hospital bed for his mother. She had been sleeping on a chair as lying on a flat bed made her giddy.

“The girl on the phone (customer care officer Ms Nafeesah Binte Mustaffa) was very helpful. Within three days, someone visited us at home.” – Mr Low

Mr Low and his mother, Mdm Tan. He had found out about SMF through a Straits Times' news report that he kept two years ago, just in case.

The SMF therapist who visited them to assess Mdm Tan's needs and to identify suitable assistive devices also replaced her wheelchair and commode.

Since then, Mr Low has been telling everyone he knows about the Singapore Silver Line. “I tell them to call AIC up as they will help you out. And not just in terms of financial assistance.”



The Singapore Silver Line was launched by Senior Minister of State for Health Dr Amy Khor on 10 September 2014.



TOUCHED BY AN ANGEL

Ms Kavitha Sindaya was on duty at **AICare Link @** Changi General Hospital in November 2014 when Ms Ophelia Goh visited her, as recommended by the hospital's medical social worker.

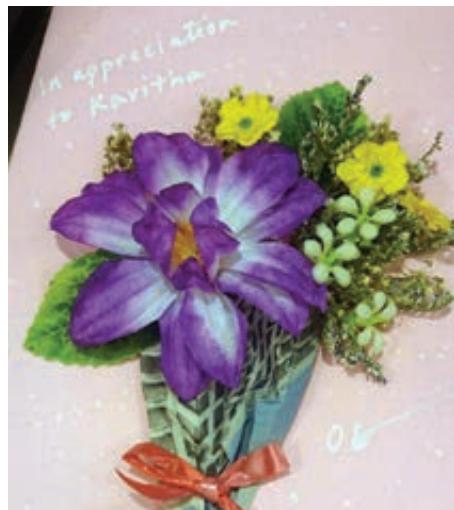
Her father, 81-year old Mr Goh Kok Chan, was hospitalised for a heart condition. She was exploring hiring a foreign domestic worker (FDW) to care for him, but was unsure about the various grants and schemes available.

Kavitha took the time to explain about the FDW Levy Concession for Persons with Disabilities and the FDW Grant. She also passed her the necessary forms and highlighted, step-by-step, the application process.



Working as a care consultant, Ms Kavitha Sindaya mainly helps elderly patients arrange for necessary care services needed after their hospital discharge so that they are well-supported when they return home.

Thankfully, Mr Goh's recovery has been smooth and the family did not require the services of an FDW. Nonetheless, they still hold a special place in their heart for Kavitha, their 'angel' in their time of need.



The hand-made card from Ophelia thanking Kavitha for her professionalism.

A CLICK, CALL OR VISIT AWAY

If you need advice or information in order to make the best care decisions for your loved ones, help from AIC is just a stone's throw away.

| CLICK * | | |
|---|---|--|
| SINGAPORE SILVER PAGES | CARERS SG | MOBILE E-CARE LOCATOR |
|  <p>The portal on eldercare and caregiving was enhanced with useful resources and tools like</p> <ul style="list-style-type: none"> • Downloadable maps of CHAS clinics and eldercare services in your constituency • Caregivers training courses e-calendar • A handy calculator to help you estimate if you meet the means-test criteria for subsidies. |  <p>A Facebook community which shares useful snippets of caregiving and Community Care information.</p> |  <p>A mobile app to search for nearby E-care services. Comes with a built-in taxi-booking function linked to the locations of the Community Care services.</p> |
| <p>Over 230,000 visitors checked out the portal last year</p> | <p>The community is now 7,000 strong</p> | <p>Close to 7,500 downloads were made last year</p> |
| www.silverpages.sg | www.facebook.com/CarersSG | www.silverpages.sg/MEL |

VISIT

AICare HUB



The hub received **24,000 visitors** in 2014. More than 16,000 caregivers attended the free workshops.

An AICare node located at City Square Mall.

In addition, free caregiving talks and public workshops are also organised. There is a resource corner with useful caregiving information too.

City Square Mall

180 Kitchener Road, #B2-09/10

Opening Hours:
11am to 8.30pm daily

AICare LINKS



Over **1,600 people** have been helped since the two AICare Links opened last year.

They are located at Changi General Hospital (CGH) and National University Hospital (NUH).

Care consultants provide information and advise on various care services, resources, schemes and grants. They also perform assessments, make referrals and put in applications to connect elderly and patients to care services after their hospital discharge.

CALL

SINGAPORE SILVER LINE



Close to **46,000 calls**

were made after the helpline was launched last year.

The national eldercare helpline for seniors and caregivers.

Most call the helpline to ask about financial assistance schemes and how to apply, or seek information on eldercare services. Customer care officers can speak Chinese, Malay, Tamil and dialects as well!

1800-650-6060

Operating hours:
8.30am to 8.30pm (Monday – Friday);
8.30am to 4pm (Saturday);
Closed on Sunday and Public Holidays

AICare Link @ CGH

(Located within the CGH Discharge Lounge)

CGH Main Building, Level 1, Atrium (next to Pharmacy B)

Opening Hours:
10am to 6.30pm (Monday – Friday);
9am to 1pm (Saturday);
Closed on Sunday and Public Holidays

AICare Link @ NUH

(Located within NUH Health Education Hub and Information Centre)

NUH Main Building Lobby B, Level 1 (opposite The Coffee Bean and Tea Leaf Caffe)

Opening Hours:
9.30am to 6.30pm (Monday – Friday);
9am to 1pm (Saturday);
Closed on Sunday and Public Holidays

ELDERCARE INFO CORNERS FOR CAREGIVERS



Grab brochures on AIC's schemes and services from these information stands islandwide.

Visit www.silverpages.sg/infocorner for the locations.

Over **100 stands**

can be found at Community Clubs, polyclinics, hospitals and VWOs.



HELPING HANDS

A FRIEND IN NEED

Mdm Lim Chwee Goon, 64, manages her medical conditions – including Parkinson's Disease, cataracts and stroke – on her own.

She was first referred to **Community Case Management Service** in 2012. With case manager Ms May Chan's help, she obtained assistive devices to help her move around. Mdm Lim was also introduced to services that helped her with housekeeping, and doctors' visits. And even after Mdm Lim's independence improved, assistance from May continued when called upon.

In August 2014, May received a call for help. Mdm Lim was at a loss on how to take her new medicines, and was also worried about her finances. With May's help, Mdm Lim identified the necessary medicines to take.

After some financial counselling, Mdm Lim also decided to rent out a room for income.

"As case managers, we listen to what they want, understand what they need, and obtain the necessary help to improve their quality of life." – Ms Chan

May got Mdm Lim a quad stick and wheelchair through SMF and found a donated walking frame for indoor use. She ensured Mdm Lim's escorts and transport service to medical appointments were available and referred housekeeping service when her previous provider terminated the service. She also arranged help from church organisations, family service centre and other VWOs for befriending and additional homehelp services.



SOMEONE TO LEND A HAND

Community Case Management Service

AIC's case managers helped **200** clients with complex health and social care needs last year. They act as the single point of contact for clients and their caregivers.

Besides identifying issues and coordinating the appropriate care services, they help clients obtain financial aid, reconcile medication and arrange for home help services.



AIC's Community Engagement team speaking to residents at a community event (top) and briefing the grassroots (left).



Photo courtesy of NUS ACTION Team.

ACTION team on a house visit.

ACTION teams

The teams support patients with complex care needs to return home successfully after discharge from hospitals. This can be for up to three months. They follow up through home visits and phone calls to ensure that patients are coping well, link them up to care services, monitor their medical conditions, manage their medication, and see to necessary home modifications.

There are a total of 12 ACTION teams. They are based in public and community hospitals and the National Heart Centre. They assisted **13,000** patients last year.

Grassroots leaders

For many caregivers, their grassroots leaders or MPs are whom they turn to for help.

In 2014, over **2,600** grassroots volunteers were briefed or trained so that they can identify and help their residents who require care assistance. AIC also reached out to about **38,000** residents on its services and schemes through community events.



PLANNING IN ADVANCE

LIVING MATTERS

When his 90 year-old mother passed away in 2011, it prompted Mr John Tay, 64, to complete his **Advance Care Plan (ACP)**.



His mother had fallen into a coma and a recovery was unlikely. She had done an ACP earlier and shared that she did not wish to prolong her life if she went into a coma. So Mr Tay brought his mother home from

hospital so that she could spend her last three days with her family by her side.

“She had a meaningful death as we followed her wishes,” reflected Mr Tay.

John with his daughter Maggie, sharing on his wishes for care. John has several medical conditions, including diabetes and glaucoma.

That experience motivated Mr Tay to do his own ACP regarding his care wishes. His daughter, 30-year old Maggie Tay, is his substitute decision-maker. She will be his ‘voice’ should such a situation occur in the future.

ADVANCE CARE PLANNING

Advance Care Planning is a series of conversations between trained ACP facilitators, the person involved and his or her family members.

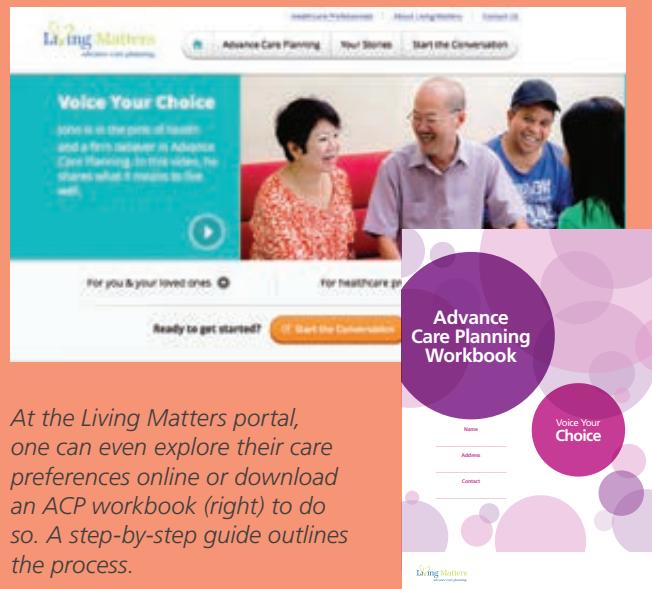
Decisions and wishes expressed in an ACP guide doctors and substitute decision-makers on medical decisions when the person is unable to speak for himself.

More than 1,400 facilitators from public hospitals and the Community Care sector have been trained to conduct ACP.

An ACP can be initiated at all public hospitals and the Singapore National Heart Centre. These past years, more and more community hospitals, nursing homes and service providers are equipping themselves to support ACP discussions with their clients.

Over 1,200 ACP discussions have been facilitated.

With the launch of the Living Matters portal (www.livingmatters.sg) in September 2014, anyone interested to plan for their future health and personal care through ACP can find out more online.



The image shows the Living Matters website homepage on the left and a copy of the 'Advance Care Planning Workbook' on the right. The website features a navigation bar with links to 'Medical Wishes', 'Advance Care Planning', 'Your Stories', and 'Start the Conversation'. The main content area is titled 'Voice Your Choice' and includes a video thumbnail showing a family discussion. Below the video are buttons for 'Ready to get started?' and 'Start the Conversation'. The 'Advance Care Planning Workbook' on the right is a purple booklet with a circular cover featuring the 'Living Matters' logo and the title 'Advance Care Planning Workbook'. The booklet has fields for 'Name', 'Address', and 'Contact' information.

At the Living Matters portal, one can even explore their care preferences online or download an ACP workbook (right) to do so. A step-by-step guide outlines the process.

THE AIC HOME

Believing in people. Growing their potential.
Creating strong values. Having fun at work.

Team AIC shows how AIC is our second 'home'.





A PRIZED TEAM

In AIC, everyone is part of a PRIZED Team.

“PRIZED Team” also stands for AIC’s core values that shape and define us. Members of Team AIC share how they live out these values.

PROFESSIONALISM



“I am proud and happy to be in a workplace with people who are like-minded.

We all work with enthusiasm to engage our stakeholders and put in place good systems.” – **Max Ong, Care Consultant, Care Transition Division**



“It is about meeting the standards that are expected of my role. It has also been wonderful interacting with colleagues who are not just professional but who go the extra mile for clients. It inspires me to do the same in my work.” – **Grace Tan, Manager, Knowledge Management Division**

RESPECT



“When there is trust, respect and loyalty will usually follow. This forms the backbone of my relationships at work.” –

Dr Sonal Singhal, Manager, Home and Primary Care Division, Home First Group



“Respect is fundamental to how I interact with my colleagues to build good working relationships. One simple way is to listen when others share their views.” – **Chen Lian Sze, Executive, Community Care Development Division**

INNOVATION



“I value my colleagues’ contributions at work because I think it is key to achieving more together and inspiring others to innovate.”

– **Lo Mun Fun, Assistant Director, Social Care Division, Home First Group**

DIVERSITY



“I am proud being part of Team AIC, and to be able to value-add using my skills and experience. I love communicating with people, and I use this quality to engage my fellow colleagues to deepen their understanding of procurement processes.” – **Claire Oo, Executive, Corporate Services and Strategy Division**

ZEST



“Having the right energy spurs me to work and contribute to a vibrant environment. Even though things may be challenging at times, I stay positive.” – **Syasya Firzanah, Senior Administrative Assistant, Community Mental Health Division**

EMPATHY



“Learning to listen can be both a challenge and a privilege. As a leader, I have to listen respectfully and be able to act for the benefit of staff, colleagues and partners. This has been my greatest satisfaction and motivation.” – **Dr Irwin Chung, Deputy Chief, Care Integration Division, Home First Group**

TEAMWORK



“When working in a team, I strive to do my best and also work with my team to achieve a common goal, not unlike a flock of geese making the flight across a continent together.” – **David Wong, Deputy Director, Information Technology Division**



“Without teamwork, it would be virtually impossible to achieve what we need to do. Individually, we may have different skills, knowledge and expertise. But our unique skills are magnified when we work as a team. I am proud to be in a team that does the best for the sector.” – **Paul Ng, Head, Regional Engagement and Integration Division**



GROWING PEOPLE

PROFESSIONAL DEVELOPMENT

In Team AIC, we are committed to giving employees opportunities to develop to their fullest potential.



“The course helps to put what we do in AIC into a macro public health perspective. I am able to better appreciate what we do in AIC and it motivates me.”

**Ms Tan Yun Ru,
Senior Executive,
Care Transition Division**

Recipient of the AIC Scholarship. Currently pursuing a Master of Public Health in the National University of Singapore (NUS).

Prior to pursuing her studies, she was involved in setting up and managing projects including the Integrated Referral Management System, Seniors' Mobility and Enabling Fund (page 24) and the Enhanced Eldercare Programme (page 16).

Yun Ru (far left) with her course mates after finishing an examination.



Eric (left) receiving his Executive MBA certificate at the University of California, Los Angeles.

“We are motivated to want to do even better because what we do makes a difference in the lives of the elderly.”

Mr Eric Ho, Assistant Director, Care Integration Division

Recipient of the AIC Scholarship. Completed his Executive MBA with UCLA-NUS.

He leads a team in developing centre-based services and facilities for the elderly (see pages 15 and 16 for examples) so that they can continue to live at home for as long as possible.



Loads of coordination and teamwork needed from the participants as they try to fit all their feet into a tiny circle!

A ZESTY START

What better way for our newcomers to learn and understand about AIC than through fun! Zest Fiesta is a one-day orientation cum team-bonding session that all newbies go through.

“This bonding session helped us enjoy each other’s company and value ideas. We also learnt how our different skills can complement each other.”

LEARNING DIVERSITY

At Team AIC, learning opportunities abound. Besides structured courses and customised workshops, there are many peer-learning opportunities, ranging from lunch-time personal productivity sessions to monthly talks.



*Among the customised courses introduced in 2014 was the **Service Excellence Training Programme**. It equipped frontliners with the skills to serve AIC’s key customers – our elderly and their caregivers. The other was the **Stakeholder Engagement Workshop**, which upskilled employees’ ability in engaging stakeholders.*

*Colleagues hearing first-hand about the new Centre-Based Weekend Respite Care programme at a monthly **Learning Forum**.*



NO STRANGERS IN AIC!

CLUB Z

Made up of enthusiastic fellow colleagues, Club Z provides Team AIC with plenty of opportunities to get to know one another. From interest group activities to lunchtime bazaars to festive gatherings, Club Z has organised them all!



Santa Claus spreading cheer at our party!



Good food, great company.



A yoga session to put mind over matter (top).

Everyone trying to keep up to the Zumba beat. There are no bad dancers in AIC (right).



When the work gets busy, the busy goes shopping... at the lunchtime bazaar! (below right)

One of the booths selling unique gift cards (right).



AIC FUNTASIA FAMILY CARNIVAL 2014

Over 1,000 staff and their family members turned up on 23 August 2014 at the Chinese Garden to join in Club Z's signature event for the year! It was not just an ordinary family day event, but also the celebration of AIC's 5th birthday.



Team AIC came together, soaking in the sun and atmosphere.



Five good years and more to come. Happy birthday AIC!



17 staff also received their **AIC Commitment Awards**, a token of appreciation presented to colleagues who have dedicated and contributed to Team AIC and the Community Care sector for more than five years.



Games galore!

OUR CONTRIBUTORS

We would like to thank our stakeholders and partners for their contributions towards strengthening the Primary Care and Community Care sectors.

It has been our utmost privilege to have worked alongside you.

ADVANCE CARE PLANNING STEERING COMMITTEE

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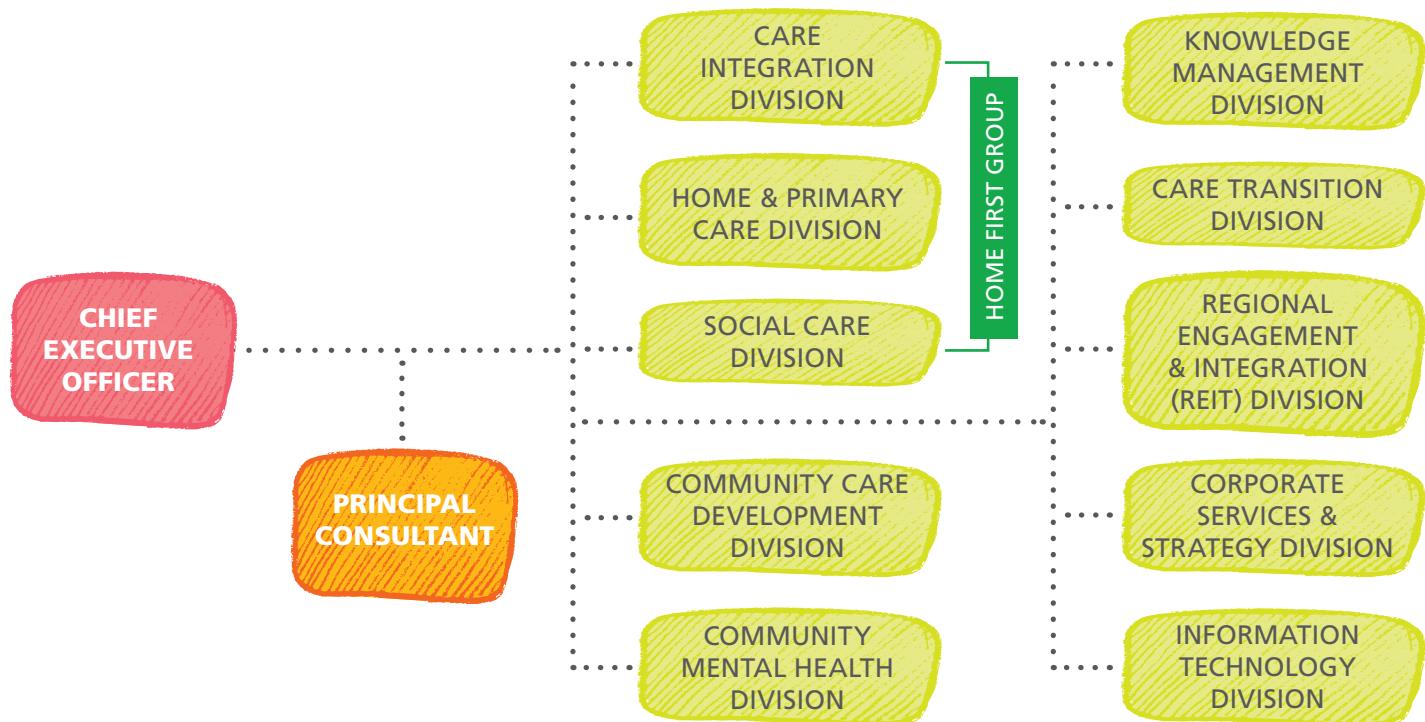
Ms Phua Puay Li

Director Manpower Planning & Strategy Ministry of Health

Ms Alison Sim

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OUR ORGANISATION



Home First Group

The Home First Group comprises the Care Integration Division, Home and Primary Care Division, and Social Care Division. This Group synergises efforts in ensuring the availability of a comprehensive range of Community Care options, advocates planned life-changing decisions, and provides ways to support clients and caregivers within the comfort of their own community.

Care Integration Division

The Division manages new models of care, services and programmes in the sector. The division also oversees development of care services and programmes.

Home and Primary Care Division

The Home and Primary Care Division works with partners to jointly create a more seamless and

integrated healthcare system through facilitating integration projects involving partners across the primary, acute, community and home care sectors, and the development of home and primary care sectors.

Social Care Division

The Social Care Division oversees the planning and development of the social care sector for the elderly. The division also looks into the administration of schemes to help caregivers, and provides referral services to social day care centres, home help and senior home care. It manages the Service Hub at City Square Mall.

Community Care Development Division

The Community Care Development Division, in partnership with service providers, works actively towards building an excellent community healthcare sector through initiatives that enhance its workforce and organisational capabilities, bettering effectiveness and efficiencies with continuous improvements.

Community Mental Health Division

The Division works with partners to strengthen and build up the range of community mental health support mechanisms and services to enable person-centred integrated care to be delivered in the community and provide support for clients and their family members.

Knowledge Management Division

The Knowledge Management Division builds up information and knowledge resources for AIC and the Community Care sector to guide policy, planning and action. The division also works with

industry partners to embrace innovation and productivity and drive growth in the ILTC sector.

Care Transition Division

The Care Transition Division manages all client referrals to the appropriate eldercare services and works with partners to ensure a smooth and seamless transition of care for clients. The division also administers funding schemes supporting care transitions.

Regional Engagement and Integration (REIT) Division

The Regional Engagement and Integration Division plays a critical role in AIC's outreach and engagement efforts with providers. It provides holistic support to the development of the six Regional Health Systems, connecting care services within the different regions of Singapore to better integrate care for clients.

Corporate Services and Strategy Division

The Corporate Services and Strategy Division supports AIC and divisions to achieve their desired outcomes, objectives and goals. The division comprises Corporate and Marketing Communications, Corporate Development, Finance and Administration, Human Resource, and People Excellence Department.

Information Technology Division

The Information Technology Division enables AIC and its primary care and ILTC partners to use the efficiency and analytical capabilities of Information Technology to achieve their strategic goals and to operate as effectively as possible.

BOARD OF DIRECTORS



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Senior Consultant,
Ministry of Health



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**Mdm CHUA
FOO YONG**

Board Member



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