

## MEDIA RELEASE

### NEW KALLANG POLYCLINIC OFFICIALLY OPENS: PROVIDING PATIENT CARE WHICH INTEGRATES HEALTH & SOCIAL NEEDS

*Polyclinic pilots Singapore's first intelligent vaccine system that offers traceability, prevents wastage, and increases storage capacity*

**Singapore, 7 May 2022** – The National Healthcare Group Polyclinics (NHGP) today officially opened its seventh polyclinic, Kallang Polyclinic, to help meet the growing healthcare needs of residents in the area. Kallang Polyclinic is the first new polyclinic opened by NHGP following the 2017 reorganisation of Singapore's healthcare system. The opening ceremony was officiated by Mr Ong Ye Kung, Minister for Health.

2 Against the backdrop of Singapore's ageing population and the prevalence of chronic diseases, Associate Professor Chong Phui-Nah, Chief Executive Officer, NHGP and Primary Care, believes that primary care plays a key role in meeting the evolving needs of patients: "As a primary care provider, the National Healthcare Group Polyclinics offers more than just medical care to our patients. We manage patients holistically by providing preventive care as well as engage, educate and empower them to take charge of their health so as to reduce the risk or delay the onset of developing chronic diseases. NHGP also works collaboratively with partners in the community to develop individualised care plans in order to achieve better health for the population – one patient at a time. We will also continue to innovate and ideate new ways to further benefit our patients."

#### **Integrating Health and Social Needs: RELATE & EMBRACE<sup>PLUS</sup>**

3 Recognising that health and social challenges often co-exist in patients with complex conditions, NHGP is working with various agencies and community partners to identify the unique needs of patients and connect them to appropriate social services. **RELATE** or **REL**ationship-based **HeAl**th & **Social InTE**gration and **EMBRACE<sup>PLUS</sup>** or **E**nhaned **M**aternal **B**aby **T**oddler **A**nd **C**hild **S**urvEillance<sup>PLUS</sup> are two such programmes that have been implemented in Kallang Polyclinic which integrate the health and social needs of patients.

4 Under the RELATE programme, Kallang Polyclinic works closely with community partners to develop shared care plans to support elderly patients and their families throughout their care journey. Under the EMBRACE<sup>PLUS</sup> Programme, vulnerable children aged 0 to 3 years old, from low-income families are identified so that NHGP's care team can help address health and social issues. (Refer to **Annex A** for more details of these two programmes).

### **Adopting Innovative & Automated Solutions: SMARTVacc**

5 Kallang Polyclinic is the first NHG Polyclinic to pilot the use of a fully-automated **SMARTVacc** or Safety Manpower Productivity Accountability Real Time Analytics Vaccine System which will replace the conventional manual vaccine fridges which are currently used. The *SMARTVacc* cross-checks the selected vaccine against an in-built image recognition system before dispensing it for administration, thereby reducing the risk of human errors and improving patient safety. The *SMARTVacc* also allows for live inventory tracking, compared to traditional tracking processes which are manual. Conceptualised by NHGP, this innovative solution looks set to change the way vaccinations are managed in NHG Polyclinics. (Refer to **Annex A** for more details of the *SMARTVacc* System).

### **Partnering Patients & Community: Patient Advisory Council & Food Truck**

6 Kallang Polyclinic is also the first NHG Polyclinic to introduce a **Patient Advisory Council (PAC)** to help advance NHGP's patient and family-centred care culture. Council members comprise an invited group of patients, caregivers and volunteers who work together with the clinic management team to enhance the care experience of NHGP patients (Refer to **Annex A** for more details of the Patient Advisory Council).

7 In the area of community partnerships, Kallang Polyclinic has partnered Assumption Pathway School (APS) to provide their students with an experiential learning opportunity through operating a Food Truck sited on the polyclinic grounds. The first of its kind in NHGP, the food truck offers a menu which has been specially curated by APS and NHGP's dietitians to ensure healthier food options are served to customers. (Refer to Annex A for more details of the food truck).

8 At today's event, Minister Ong also launched a co-created art mural made up of more than 1,000 hand-painted tile pieces. The mural was collectively put together by Kallang Polyclinic staff and patients, NHGP senior management members, and community partners. Kallang Polyclinic has also collaborated with two schools in the area to display art pieces by students from Northlight School and Hong Wen School on its polyclinic walls. (Refer to Annex A for more details of the art mural and student art pieces).

### **Moving Care Upstream: Preventive Health & Early Disease Detection and Management**

9 Kallang Polyclinic is designed with features and service offerings catered for preventive health and health promotion. For instance, Kallang Polyclinic patients with chronic conditions will be seen under NHGP's **Teamlet Care Model** where, through the formation of strong patient-teamlet bonds, patients are encouraged to undergo health screenings and immunisations to prevent complications. (Refer to **Annex A** for details of the care model).

10 To foster a habit of self-monitoring and ownership over one's health, patients will be able to check their own blood pressure (BP) and Body Mass Index (BMI) at the **Self-Help BP kiosks and BMI machines** respectively. In addition, a purpose-built **Edible Garden** on Level 5 grows fresh herbs which the polyclinic care teams can use as examples when advising patients to adopt natural, healthier flavouring options in food preparation. These herbs are also displayed at the **Health Studio**, a multi-purpose area which can flex to become a space for healthy cooking demonstrations at one moment and a space to display interactive health exhibits at the next (Refer to **Annex A** for more details of the self-help machines, the Edible Garden and the Health Studio)

## **Conclusion**

11 Dr Valerie Teo, Family Physician, Consultant, and Head of Kallang Polyclinic shared, “Kallang Polyclinic will strive to provide comprehensive care to improve patients’ overall health outcomes. The team is excited to embark on this new journey of integrated health and social care. We are humbled to be able to contribute to and enhance patient care in this area.”

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## **About National Healthcare Group Polyclinics**

National Healthcare Group Polyclinics (NHGP) forms the primary healthcare arm of the National Healthcare Group (NHG). Its seven polyclinics serve a significant proportion of the population in the central and northern regions of Singapore.

NHGP provides a comprehensive range of health services for the family, functioning as a onestop health service centre providing treatment for acute medical conditions, management of chronic diseases, women & child health services and dental care. The focus of NHGP’s care is on health promotion and disease prevention, early and accurate diagnosis, disease management through physician led team-based care as well as enhancing the capability of Family Medicine through research and teaching.

Through the Family Medicine Academy and the NHG Family Medicine Residency Programme, NHGP plays an integral role in the delivery of primary care training at medical undergraduate and post-graduate levels. With the Primary Care Academy, NHGP provides training to caregivers and other primary care counterparts in the community sector.

More information is available at [www.nhgp.com.sg](http://www.nhgp.com.sg).

## ANNEX A: INFO ON PROGRAMMES, INITIATIVES, INNOVATIONS & PARTNERSHIPS

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### **RELATE: RELationship-based HeAlth and Social InTEgration**

Under the RELATE programme, elderly patients with complex medical and social needs are identified by the National Healthcare Group Polyclinics (NHGP) and its community partners. A multi-disciplinary discussion would then be conducted to develop a shared care plan to address the patient's needs. This ensures that all members of the team work towards common goals for the patient, with the patient at the centre of care.

First introduced in Ang Mo Kio Polyclinic in September 2020 and now available at all NHG Polyclinics, elderly patients are supported through their healthcare journey by their Care Coach. The Care Coach also acts as a health buddy, health-social integrator and a single point of contact between the patient and his/her healthcare team, empowering patients and families to navigate between NHGP, community partners and hospitals. Since its launch, almost 200 patients have been enrolled in RELATE.

Kallang Polyclinic is working closely with community partners including Kwong Wai Shiu Hospital, Agency for Integrated Care, TOUCH Community Services, AWWA Family Service Centre and Lions Befrienders.



### **EMBRACE<sup>PLUS</sup>: Enhanced Maternal Baby Toddler And Child SurvEillance<sup>PLUS</sup>**

The EMBRACE Programme provides integrated maternal and child health services and was first piloted at Yishun Polyclinic in September 2020. Kallang Polyclinic is the second National Healthcare Group (NHG) Polyclinics to introduce the EMBRACE programme.

In particular, the EMBRACE<sup>PLUS</sup> component of the programme seeks to identify vulnerable children aged 0 to 3 years old, from low-income families, to address health and social issues. When the children are brought to the polyclinics for their vaccinations and regular check-ups, they will be screened for medical, care and financial needs. Appropriate health education (e.g. nutritional advice, parentcraft skills, etc.) will also be imparted to mothers and/or caregivers.

Mothers will also be screened for postnatal depression, and those with needs will be referred to the appropriate healthcare staff for interventions. Mothers with a history of gestational diabetes mellitus (GDM) during pregnancy will be reviewed and supported.

The EMBRACE<sup>PLUS</sup> team also works closely with social and community agencies on programmes such as KidSTART.



### **SMARTVacc: Safety Manpower Productivity Accountability Real Time Analytics Vaccine System**

Kallang Polyclinic is the first National Healthcare Group (NHG) Polyclinic to develop and pilot the use of *SMARTVacc*, a fully automated and intelligent vaccine management system.

The system offers functions which improve patient safety by ensuring that correct vaccines are picked for the correct patient, monitors and reports inventory in real time, dispenses vaccines closest to expiry date first to avoid wastage, ensures vaccines that are expired are not able to be dispensed and increases storage capacity.

The *SMARTVacc* system affords nurses the ability to focus more on patient care and less on non-clinical tasks such as stock-taking. Once implemented at all NHG Polyclinics, vaccine stocks across all polyclinics can be monitored digitally.

The *SMARTVacc* was the winning entry for the 2019 Innovation Challenge organised by the National Healthcare Group Centre for Medical Technologies & Innovations. The *SMARTVacc* concept won a \$70,000 grant by Enterprise Singapore and was co-developed with a local SME, Drop Positioning Pte Ltd.



### **Patient Advisory Council**

Formed in 2021, the Patient Advisory Council (PAC) was created under the ambit of the National Healthcare Group Polyclinics' (NHGP) Guiding Hands Volunteer Programme (GHVP). PAC comprises residents from the neighbourhood who are also patients of the polyclinic. The aim of the PAC is to deliver targeted solutions for each specific community. Members of the PAC are invited to be part of the Council based on the recommendations of our clinicians and their different backgrounds and skillsets offer a diversity and richness of inputs for how to improve patient experience.

The inputs of Kallang Polyclinic's PAC members were critical in the design and improvement of the polyclinic's Health Studio and way-finding system, and have also led to innovations like the urine sample holder being implemented.



### **Food Truck**

Kallang Polyclinic has partnered Assumption Pathway School (APS) to set up a one-of-a-kind food truck sited on the polyclinic grounds. This collaboration offers APS students a real-life opportunity to run the Food Truck. The first of its kind in National Healthcare Group Polyclinics (NHGP), the food truck offers a menu which has been specially co-designed by APS and dietitians from NHGP. This ensures that healthier food options are served and also helps to educate the students on healthy food choices. This Halal-Certified food truck also provides light meals (bento) and snacks (cookies, bread and muffins) to both patients and staff alike, and operate during the polyclinic's operating hours.



### **Co-Created Art Mural: Streams of Life**

The 'Streams of Life' art mural is a co-created art piece put together by the staff and patients of Kallang Polyclinic, senior management members of NHGP, and community partners to commemorate the official opening of Kallang Polyclinic.

The mural depicts an image of Singapore's longest body of water – the Kallang River – and represents the unwavering and extensive care provided by the team at Kallang Polyclinic to patients, as well as NHGP's adaptability to meet the evolving healthcare needs of the community through the flows of time.

Made up of more than 1,000 handcrafted heritage tile pieces featuring a variety of patterns and designs contributed by different stakeholders, the art piece embodies the diverse and multicultural communities who work, play and live in Kallang – whether past, present or future.

The art piece was unveiled by Mr Ong Ye Kung, Minister for Health, on 7 May 2022



### **Student Art Pieces**

Art pieces by students from Northlight School and Hong Wen School are showcased on the walls of Kallang Polyclinic to mark the collaboration between the polyclinic and the schools. Students of the school also contributed to the co-created art mural by handpainting the tiles.



### **NHGP's Teamlet Care Model**

The National Healthcare Group Polyclinic (NHGP) Teamlet Care Model is a proactive approach of care delivery where sustainable and continuous care is given by a dedicated team of healthcare professionals comprising 2 Family Physicians, 1 Care Manager, and 1 Care Coordinator. The multi-disciplinary team manages patients with chronic disease, creating a strong relationship between the teamlet and patient.

Where applicable, each teamlet is further supported by allied health professionals to provide a holistic framework for health and social care. The team huddle and collaborate in the same space and in one dedicated location to manage patients with chronic conditions.

Patients are risk-stratified based on their medical complexity and psycho-social needs. This ensures that care delivery is individualised according to care needs.



*Self-Help Blood Pressure Kiosks*



*Self-Help Body Mass Index Machine*

### **Self-Help Machines**

The Self-Help Blood Pressure (BP) and Body Mass Index (BMI) machines empower patients to perform self-measurements on their own with little to no staff assistance needed prior to consultation with their care teams. With these self-measurements, patients are encouraged to be more aware of their own BP and BMI readings and take charge of their own health by recording and monitoring their measurements even at home.



### **Edible Garden**

A purpose-built Edible Garden on Level 5 grows fresh herbs such as pandan leaves and kaffir lime leaves which the polyclinic care teams can use as examples when advising patients to use less salt and instead adopt natural, healthier flavouring options in food preparation.



### **Health Studio**

Kallang Polyclinic is the first NHG Polyclinic to have a Health Studio situated within its premises. The Studio serves as a dedicated space to support efforts in patient empowerment and activation towards adopting practical healthy lifestyle habits. It is a multipurpose facility where healthy cooking classes can be conducted to educate and empower patients with healthy eating practices. The Studio can also be transformed to hold workshops and small group exercise classes to inculcate ways to improve mental health and become more active. Through these activities, NHGP will work with community partners to connect patients to community resources and bolster their efforts towards healthy living.