



MAKING A
DIFFERENCE...

CHAIR'S MESSAGE

Making A Difference... challenging our Family Physicians

In 2017, the Ministry of Health (MOH) outlined the direction for healthcare transformation through the three Beyond Healthcare 2020 strategies – 'Beyond Hospital to Community', 'Beyond Quality to Value' and 'Beyond Healthcare to Health'. The foundations of this key change are the focus on strengthening primary care, and the greater role of Family Medicine. Our general practitioners are ideally positioned and organised to set up the Primary Care Networks, to better support the rising demand for chronic care and an increasing number of elderly patients. The polyclinics in the three healthcare clusters have been reorganised for expansion and growth. Family Physicians will play a more pivotal role.

The launch of our Family Medicine Academic Clinical Programme (FM ACP) in January 2017 was timely and strategic, bringing together all Family Physicians from Changi General Hospital (CGH), KK Women's and Children's Hospital (KKH), Sengkang Health (SKH), Singapore General Hospital (SGH), SingHealth Community Hospitals and SingHealth Polyclinics (SHP), to provide thought leadership and to advance Academic Family Medicine. Our strategic and unique role and deployment across multiple care settings spans the care continuum for the holistic and continuing care of patients.

We warmly welcome ALL Family Physicians joining us under the single unified platform, as we journey onwards in academic medicine. The collective strength, expertise and experience of our team as the bigger FM ACP family, energises and propels us forward towards our aspirations... Defining Tomorrow's Family Medicine.



Adj Asst Prof Adrian Ee,
Chair, FM ACP

VISION

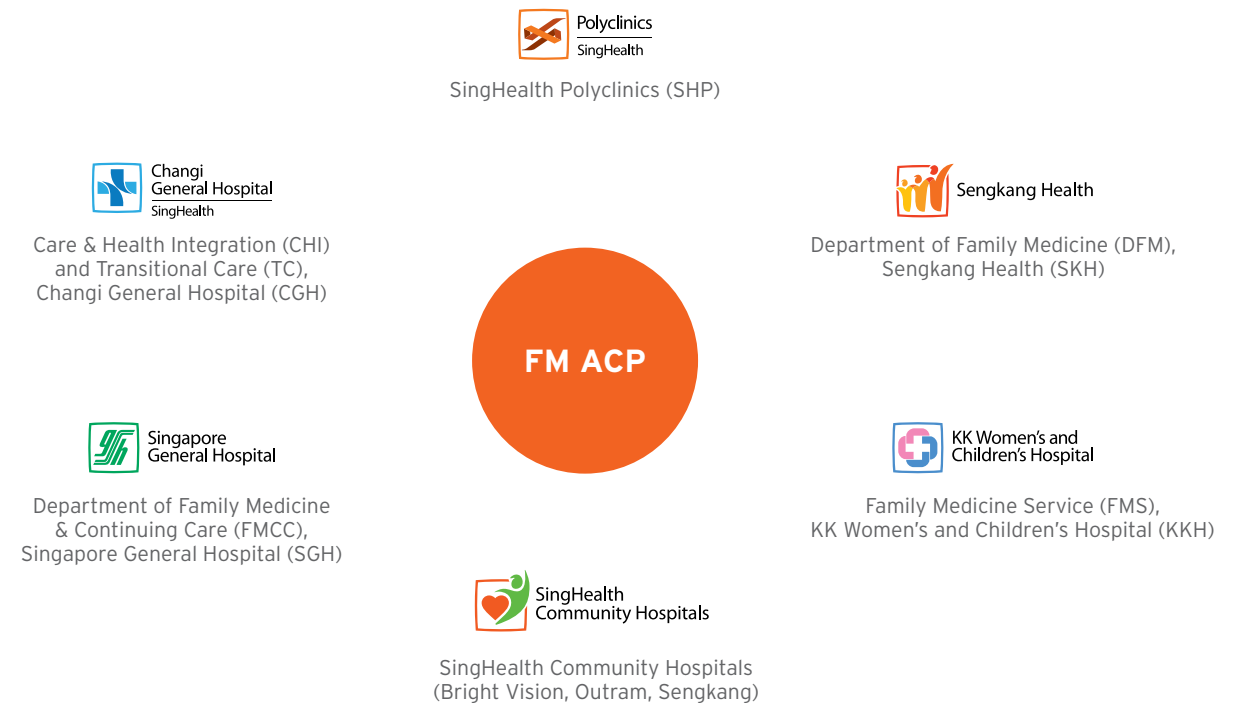
Provide thought leadership and advance Family Medicine as an academic discipline in Singapore

MISSION

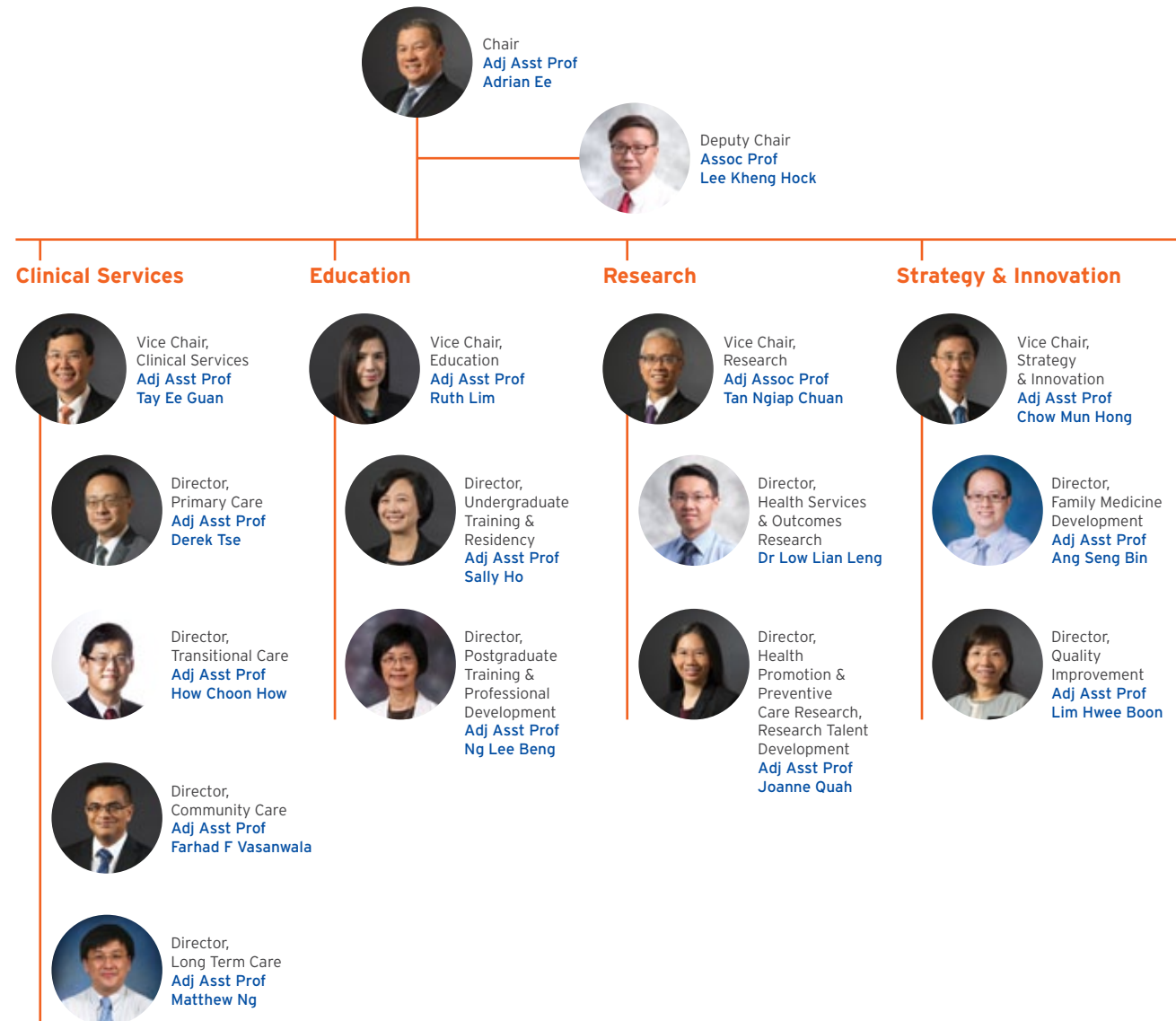
Facilitate strategic alignment and harness talent and resources, create a vibrant and sustainable framework for clinical care, research and education, and improve patients' lives

ABOUT FAMILY MEDICINE ACADEMIC CLINICAL PROGRAMME (FM ACP)

Launched on January 1st 2017, FM ACP brings together healthcare practitioners from institutions across the island, in an effort to advance Family Medicine as an academic discipline, and to establish itself as a thought leader in the field in Singapore.



ORGANISATION CHART



WORDS FROM KEY APPOINTMENT HOLDERS

Assoc Prof Lee Kheng Hock,
Deputy Chair,
FM ACP

MOH's strategy to make our healthcare system sustainable and future-ready calls for the "3 Beyonds", a direction that really resonates with Family Medicine.

How then do we train and prepare ourselves and future Family Physicians to support the new paradigm? We must rethink and reinvent existing care models, optimise patient care through quality improvements, and leverage on our community-based doctor-patient relationships to empower our patients to stay healthy.

Perhaps, there is one more "Beyond" for Family Physicians to consider before we can achieve all this. We should go *Beyond* our present comfort zones and expand our competencies.

Adj Asst Prof Tay Ee Guan,
Vice Chair, Clinical Services,
FM ACP

Our Family Physicians are involved in work throughout the continuum of care – from community as a patient's first point of contact, to hospital care and in step-down care facilities. This creates ample opportunities for us to integrate care processes so that patient care is seamless. This also shows the pluripotent potential of Family Medicine training. It allows our faculty to have more career opportunities and an expanded job scope. This can only mean better work satisfaction for everyone. I am also confident that the collective wisdom of our faculty will help us scale greater heights for Family Medicine.

Adj Asst Prof Ruth Lim,
Vice Chair, Education,
FM ACP

We are proud as educators to help lay a strong foundation for our future healthcare family. FM ACP educators are actively involved in educating the next generation of Family Physicians. We are also home to the largest Family Medicine residency programme in Singapore, and avid supporters of continuous professional development and inter-professional education. Our dedicated and experienced faculty and enthusiastic learners are our joy and pride.



WORDS FROM KEY APPOINTMENT HOLDERS

Adj Assoc Prof Tan Ngiap Chuan,
Vice Chair, Research,
FM ACP

FM ACP lays the foundation for a vibrant research culture among our faculty. Our research will be a key driver in evaluating health outcomes, prevention programmes, and innovations in diverse Family Medicine settings. It is remarkable that in its first year, FM ACP has successfully co-organised the 6th Asia Pacific Primary Care Research Conference in conjunction with the Family Medicine Symposium, and launched the FM ACP Seed Grant and the Research Master Hour.

Adj Asst Prof Chow Mun Hong,
Vice Chair, Strategy & Innovation,
FM ACP

FM ACP faculty practises in diverse healthcare settings and supports the Regional Health Systems. We help patients in the community, provide focused treatment, and help connect the dots. With strategic clarity and targeted innovation, FM ACP is in a unique position to help design and implement the new healthcare system. We can make a difference to many lives.

Dr Lim Paik Shia,
Allied Health Professional Lead,
FM ACP

One of my great desires has been to improve patient experience and care across our Regional Health System. To that end, I embrace the opportunity to be part of FM ACP. Being practised in multidisciplinary teams, I appreciate and promote the advantages of inter-professional education (IPE). This will support the IPE initiatives in developing our people for collaborative practice and integrated care. I look forward to facilitating the research collaboration between Allied Health Professional and Family Medicine that aids in delivering value-based care.

Cheong Xinyi,
Allied Health Professional Lead,
FM ACP

The role of Family Physicians is becoming increasingly vital as MOH strengthens primary care as part of the "3 Beyonds". It is timely and exciting that Allied Health has been invited to contribute to this journey to redefine care across clinical and research parameters. It is my hope that increased awareness and opportunities for inter-professional collaboration will translate to better care and outcomes.



OVERVIEW OF THE FOUR DOMAINS

I. Clinical Services Strategic Objectives

- 1** Facilitate collaboration to ensure patient care is seamless across the care continuum
- 2** Leverage on collective expertise to standardise patient care guidelines
- 3** Improve clinical services by applying the principles and values of Family Medicine

II. Education Strategic Objectives

- 1** Create a platform for Family Medicine education initiatives
- 2** Encourage constant professional learning among faculty
- 3** Establish SingHealth as the preferred Family Medicine residency programme
- 4** Provide quality medical student training through strategic collaborations
- 5** Promote Family Medicine as a medical discipline of choice

III. Research Strategic Objectives

- 1** Promote and create a sustainable culture of high quality Family Medicine research in SingHealth
- 2** Facilitate research collaborations
- 3** Identify and nurture Family Medicine researchers
- 4** Engage all Family Medicine researchers in ongoing faculty development
- 5** Align to Duke-NUS Signature Research Programmes

IV. Strategy & Innovation Strategic Objectives

- 1** Ensure strategic priorities are integrated and aligned to the overall FM ACP systems, structure and culture
- 2** Ensure that strategic initiatives are implemented to meet strategic priorities
- 3** Create a robust and vibrant culture of innovation

AWARDS LIST (2017)

AWARDS	AWARDEE
6 th Asia Pacific Primary Care Research Conference - Poster Presentation (Nursing, Allied Health & Medical Student Category) (2 nd Prize)	He Huiling, Adj Asst Prof Ang Seng Bin, Adj Asst Prof Lee Haur Yueh
AM-ETHOS Duke-NUS Learning Enhancement And Progress (LEAP) Award	Adj Asst Prof Ang Seng Bin
KKH Patient Experience Forum - Best Debate Team	Adj Asst Prof Ang Seng Bin
College of Family Physicians Singapore - Dr Koh Eng Kheng Gold Medalist Award	Dr Loo Yuxian
SGH Annual Scientific Meeting 2017 - Best Poster (Health Services Research)	Dr Low Lian Leng
SingHealth Publish! Award	Dr Low Lian Leng
3 rd SingHealth Duke-NUS Education Conference 2017 - Merit/Commendation Award	Dr Ng Lai Peng, Dr Ma Zar Kyi Lin, Dr Lee Jia Ying
6 th Asia Pacific Primary Care Research Conference - Oral Presentation (1 st Prize)	Adj Asst Prof Kang Chun-Yun Gary
6 th Asia Pacific Primary Care Research Conference - Oral Presentation (2 nd Prize)	Dr Chan Meng Huey Jason
6 th Asia Pacific Primary Care Research Conference - Oral Presentation (3 rd Prize)	Adj Asst Prof Ng Lok Pui
6 th Asia Pacific Primary Care Research Conference - Oral Presentation (Merit Award)	Adj Asst Prof Wee Yi-Mei Sabrina
6 th Asia Pacific Primary Care Research Conference - Poster Presentation (Medical Category) (Merit Award)	Dr Oh Guat Leng
6 th Asia Pacific Primary Care Research Conference - Research Championship (2 nd Runner-Up)	Dr Xu Cunzhi, Dr Chee Zhenhui Jade Nicolette, Dr Emily Pui-Yan Lee
6 th Asia Pacific Primary Care Research Conference - Research Championship (Champion)	Dr Soh Zhi An Benjamin, Dr Foo Jong Yi, Dr Chong Ming Kwang Chester, Dr Choo Ying Ying, Dr Ting Sing Ling
College of Family Physicians Singapore - College Teachers' Award	Adj Asst Prof Lim Mien Choo Ruth
College of Family Physicians Singapore - College Teachers' Award	Dr Chan Meng Huey Jason
College of Family Physicians Singapore - College Teachers' Award	Dr Koong Ying Leng Agnes
College of Family Physicians Singapore - Distinguished Educators' Award	Adj Assoc Prof Tan Ngiap Chuan
NUS YLLSoM Dean's Excellence Award	Dr Leng Sheng Yeng Natasha
NUS YLLSoM Special Recognition Award	Adj Asst Prof Hwang Siew Wai
NUS YLLSoM Young Educator Award	Dr Moey Kirm Seng Peter
Residency in SingHealth Excels! (RISE) Awards - Outstanding Faculty Award	Adj Asst Prof Boo Ying Ying Alicia
Residency in SingHealth Excels! (RISE) Awards - Outstanding Faculty Award	Adj Asst Prof Ho Chih Wei Sally
Residency in SingHealth Excels! (RISE) Awards - Outstanding Faculty Award	Dr Hu Pei Lin

AWARDS	AWARDEE
Residency in SingHealth Excels! (RISE) Awards - Outstanding Faculty Award	Dr Koh Kim Hwee
Residency in SingHealth Excels! (RISE) Awards - Outstanding Faculty Award	Dr Ng Lai Peng
Residency in SingHealth Excels! (RISE) Awards - Outstanding Faculty Award	Dr Tan Yee Leng
Residency in SingHealth Excels! (RISE) Awards - Outstanding Resident Award	Dr Cheng Duo-Ying
Residency in SingHealth Excels! (RISE) Awards - Outstanding Resident Award	Dr Soh Feng Wei
Residency in SingHealth Excels! (RISE) Awards - Outstanding Resident Award	Dr Xu Cunzhi
Residency in SingHealth Excels! (RISE) Awards - Quality Improvement Project Award	Dr Ng Lai Peng, Dr Quek Si Min Ginny, Dr Ong Tze Hui Stephanie, Dr Tan Huey Chieng, Dr Yee Wenjun Gabriel Gerard, Dr Oh Guat Leng, Ms Norizah Binte Ab Samad, Ms Gao Ning, Ms Nur Ratna Wati Binte Mokssin, Ms Soh Fang Ying Genevieve
SGH 22 nd Annual Scientific Meeting 2017 - Outstanding Research Award (Health Services Research)	Asst Prof Rahul Malhotra, Ms Mary Ann Cruz Bautista, Adj A/Prof Tan Ngiap Chuan, Dr Tang Wern Ee, Ms Sarah Tay Siew Cheng, Dr Audrey Tan Siok Ling, Dr Annie Pouliot, Dr Seyed Ehsan Saffari, Dr Chei Choy Lye, Dr Regis Vaillancourt
51 st Singapore-Malaysia Congress of Medicine - Oral Presentation (Family Medicine Category) (1 st Prize)	Dr Fok Wai Yee Rose
51 st Singapore-Malaysia Congress of Medicine - Poster Presentation (1 st Runner-Up)	Dr Xu Bangyu
51 st Singapore-Malaysia Congress of Medicine - Poster Presentation (2 nd Runner-Up)	Dr Xu Bangyu
51 st Singapore-Malaysia Congress of Medicine - Poster Presentation (Best Poster)	Dr Ong Chong Yau
6 th Asia Pacific Primary Care Research Conference - Poster Presentation (Medical Category) (Merit Award)	Dr Ong Chong Yau
College of Family Physicians Singapore - Best Tutor of the Year, Master of Medicine (Family Medicine) College Programme 2016-2017	Dr Xu Bangyu
College of Family Physicians Singapore - College Teachers' Award	Dr Low Sher Guan Luke
College of Family Physicians Singapore - College Teachers' Award	Dr Pushparanee Somasundram
Sengkang Health YOU SPARKLE! Awards 2017 - Gold Award	Dr Low Sher Guan Luke
Sengkang Health YOU SPARKLE! Awards 2017 - Gold Award	Dr Pushparanee Somasundram
Sengkang Health YOU SPARKLE! Awards 2017 - Gold Award	Dr Soh Ling Ling
Sengkang Health YOU SPARKLE! Awards 2017 - Gold Award	Dr Tan Tiong Heng Richard
Sengkang Health YOU SPARKLE! Awards 2017 - Silver Award	Dr Fok Wai Yee Rose

AWARDS LIST (2017)

AWARDS	AWARDEE
Sengkang Health YOU SPARKLE! Awards 2017 - Silver Award	Dr Ong Chong Yau
Sengkang Health YOU SPARKLE! Awards 2017 - Silver Award	Dr Su Shengyong
Sengkang Health YOU SPARKLE! Awards 2017 - Silver Award	Dr Xu Bangyu
Singapore Health Quality Service Awards - Gold Category	Dr Hasina Hajira D/O A.A. Barkath Ali
Singapore Health Quality Service Awards - Gold Category	Adj Asst Prof Wong Wei Teen
Singapore Health Quality Service Awards - Gold Category	Asst Prof Rukshini Puvanendran
Singapore Health Quality Service Awards - Silver Category	Adj Asst Prof Ang Teck Wee Andrew
Singapore Health Quality Service Awards - Silver Category	Dr Chia Ching Yen Patricia
Singapore Health Quality Service Awards - Silver Category	Dr Chua Leong Aik Adrian
Singapore Health Quality Service Awards - Silver Category	Dr Goh Kuan Liang Shawn
Singapore Health Quality Service Awards - Silver Category	Dr Hee Pei Ru Hilda
Singapore Health Quality Service Awards - Silver Category	Dr Hu Pei Lin
Singapore Health Quality Service Awards - Silver Category	Dr Lee Jia Ying
Singapore Health Quality Service Awards - Silver Category	Dr Lee Jui Ling Sherlyn
Singapore Health Quality Service Awards - Silver Category	Dr Lim Shin Wei
Singapore Health Quality Service Awards - Silver Category	Adj Asst Prof Phoon Kwong Yun Ian
Singapore Health Quality Service Awards - Silver Category	Dr Png Su-Yin Eunice
Singapore Health Quality Service Awards - Silver Category	Adj Asst Prof Quah Hui Min Joanne
Singapore Health Quality Service Awards - Silver Category	Dr Sng Wei Kwan
Singapore Health Quality Service Awards - Silver Category	Dr Tan Yan Ling Cynthia
Singapore Health Quality Service Awards - Silver Category	Dr Tyagi Kanika
Singapore Health Quality Service Awards - Silver Category	Dr Wong Siew Hui

WORDS FROM OUR CLINICIANS



General Practitioner (GP) Working in Hospital

It was out of a desire to care for patients in a team and in different settings which led me, as a Family Physician, to seek collaborative work with the hospital.

Working in the hospital allows me to have an overview of the patient care journey, transitioning from inpatient to specialist outpatient clinics, and eventually back to the community. Suitable patients are then right-sited to my primary care clinic for continuity of care. Participating in the daily ward rounds and in-house continuous professional education programmes offers me an enormous opportunity to learn and integrate with hospital specialists.

I have gained much from this experience and I am grateful to my Head of Department, Dr Farhad Fakhrudin Vasanwala, for his belief in the integration of care between hospital and primary care, and also in the development of a Family Physician who can function in multiple settings.

Dr Su Shengyong
Staff Registrar
DFM, SKH



Presence and Versatility - The Essence of Primary Care

I cherish my role as a Family Physician in primary care – appreciating each person not as symptoms or syndromes, but synthesising face-physique-heart-mind through word(less) communication.

The setting I work in allows me to be sensing towards patients. As I journey with patients in making sense of their disease and 'dis-ease', their healthcare and health, through conversations, gestures, drawings and reflections, I acknowledge the human spirit in them, and give thanks for the position I am in, being able to express congratulations, build connections, and offer condolences. I appreciate that special touch and impact we make in building others up, to be a blessing, as all encounters and relationships grow us.

Adj Asst Prof Wong Wei Teen
Deputy Clinic Director, Family Physician
SHP - Outram

WHAT OUR PATIENTS SAY

"Dear Dr Ang,

Thank you so much for organising the Teochew opera performance at KKH with Nam Hwa Opera for our mother, Mdm Chua. We are so grateful for all that you have done, to go above and beyond, in fulfilling our mother's wishes of enjoying her favourite Teochew opera performance.

Our mother was in so much pain on Thursday, but for 2 hours, she completely forgot all about her pain and enjoyed herself thoroughly. After the show, she could not stop smiling and saying how happy she was, even as her pain started returning.

We deeply appreciate all that you and Nam Hwa Opera have done to create this beautiful experience for our mother. She went to bed that night looking so happy and contented. The nurses even commented that she was smiling in her sleep that night!

This is all we seek right now, for her to have as many painless, happy days as she can. Words cannot express the gratitude we have for all you have done. Our mother is so blessed to have met a wonderful doctor like you.

Warmest Regards,
Children of Mdm Chua"

KKH

SKH

"Dr Pushpa is a really professional, caring, friendly and helpful doctor who makes her patient feel at ease with an embarrassing medical issue. Her clinic was quite busy at the point of my visit but she makes sure to give the patient undivided attention that is appropriate. I really appreciate a doctor like her.

Sarina & Nurazirah are both very caring, friendly, kind and professional clinic assistance. They are also knowledgeable in their work in arranging appointment."

"To: Doctor Andrew Wong, Doctor Gabriel and their team of Staff Nurses & Nurses

My sister, brother and I sincerely felt your love and care for my mum, Mdm Lucy, during her days in Bright Vision. You guys did your best to make her feel really comfortable and we know she was well taken care of. When she passed on, you guys even sent your condolences and concern, which we appreciate very much. Especially Dr Andrew. You are Great as a doctor and friend!

God Bless All of You!

From: Children of Mdm Lucy"

BVH

SHP - Bukit Merah

"I brought my mother down to the clinic as she was very sick. When Dr Chau Wing Chen attended to her, he told me to send her to SGH A&E.

Initially, I was confused and could not decide whether to send her down or not. I had my doubts and thought it was going to be an expensive, wasted trip. However, Dr Chau calmed me down and told me it is more important to help my mother. The SGH team found out that my mother had some serious medical issues. After a 10-day stay at SGH, her health condition improved.

Thank you, Dr Chau for helping us. Clinics need doctors like you."

THE FAMILY MEDICINE RESIDENCY PROGRAM



The SingHealth Family Medicine Residency Program forms one of the core education arms of FM ACP. It aims to train competent and compassionate Family Physicians in Singapore. Experienced and dedicated faculty and administrative staff are always at hand to ensure our residents get the most out of their training.

Our robust curriculum ensures broad-based learning. Through various clinical rotations in hospitals and primary care practices, our residents gain exposure to a wide range of specialties and health delivery settings. They also participate in various systems-based learning activities, such as quality improvement initiatives.

As part of an academic institution, all our residents are taught research skills and take part in research projects such as the Community Health Research Project.

We believe the Residency Program will continue to play a vital role in training Family Physicians for generations to come.

Dr Daniel Lim, Chief Resident
Family Medicine Residency Program

*To get in touch, email us at
FamMedResidency@singhealth.com.sg*



WHY I CHOSE FAMILY MEDICINE



The concept of Family Medicine interests me thoroughly. There is so much more to bridging the gap between disease and health than just a prescription. Comprehensive and continuing care in the community can help to reduce healthcare burden and costs. The primary care physician acts as the coordinator of care of the patient in today's complex healthcare system. Thus, in such an important field, I feel empowered to contribute.

Dr Lim Zong Yi
Resident
Family Medicine Residency Program
Voted Resident of the Year in 2018

SHARING OF LEARNING EXPERIENCES

FELLOWSHIP PROGRAMME (FCFP(S))

Dr Guo Xiaoxuan
Family Physician, SHP - Punggol

I signed up for the FCFP(S) two years ago, riding on the momentum of having just completed the MMed exams, and wanting to challenge myself to be a better Family Physician. The programme has helped me reflect and improve as a clinician, pushed me out of my comfort zone and into the world of research, and equipped me with skills and opportunities in education.

It has been a tiring journey, but one filled with many valuable lessons and newly built relationships. I have found deeper meaning in the work that I do, and a greater appreciation of the work being done by other Family Physicians in Singapore.

Dr Loo Yuxian
Associate Consultant, FMCC, SGH

The FCFP(S) was the most challenging examination I had in my professional life, for it tested the competency of candidates in multiple domains.

The FCFP(S) journey rekindled my interest in evidence-based medicine and its critical appraisal. As a novice researcher, it made me realise the painstaking effort that goes into a well-crafted review article and research project. As someone who loves to teach, I got to learn the science behind effective teaching, and the art of preparation of behind-the-scenes materials. As a clinician, the clinical formative assessment and write-ups compelled me to think deeply about the way I manage complex patients and navigate around ethical dilemmas.

Through FCFP(S)' trial by fire, I emerged as a more well-rounded practitioner, and a better person. It taught me that it is possible to dream, overcome the sporadic temptations to give up, and attain success through hard work and deliberate practice.

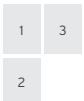
GRADUATE DIPLOMA IN FAMILY MEDICINE (GDFM) PROGRAMME

Dr Galih Kunarso
Resident Physician, SHP - Tampines

I began working in Tampines Polyclinic in January 2015, and finding Family Medicine to be a great fit for me, I started the GDFM programme later that year.

Working in SHP has given me the advantage of easy access to the electronic hospital records that I fully utilise in managing patients. I use this regularly, even to the point of calling the hospital consultant when the inpatient team had missed the possibility of lymphoma relapse in a patient whom I referred to A&E. I believe the care for our patient does not stop when they walk out of our clinic.

For now, I look forward to starting the MMed(FM) programme in 2019 and be better equipped in caring for my patients.



1. Dr Guo Xiaoxuan
2. Dr Loo Yuxian
3. Dr Galih Kunarso

SHARING OF LEARNING EXPERIENCES

FAMILY MEDICINE RESIDENCY PROGRAM

Adj Asst Prof Andrew Ang Teck Wee

Clinical Core Faculty Member for Family Medicine Residency Program
Deputy Clinic Director, Associate Consultant, SHP - Pasir Ris

I joined SingHealth Family Medicine Residency as a Core Faculty in July 2015. It has given me the opportunity to be exposed to new teaching methods e.g. team-based learning, flipped classroom. I find the use of outcome-based approaches to education more effective as they are more learner-centric. I also like the program's assessment framework, which enables us (preceptors) to give prompt and direct feedback to the learners.

Pedagogy is a bi-directional process that benefits both the learner and teacher. The additional perspectives that I get from my residents have often broadened my own understanding of certain issues. Overall, my journey with Family Medicine Residency has been an enriching and enjoyable one.

Dr Alon Tan Tat Hao

Resident
Family Medicine Residency Program

The SingHealth Family Medicine Residency Program had allowed me to broaden the horizons of my knowledge, and empowered me to solve the everyday medical issues that my patients face in different life stages. I enjoy the excitement of being the first to identify the medical problem troubling my patients, and I am privileged to be able to be on this life journey with them.



Adj Asst Prof Swah Teck Sin

Clinical Core Faculty Member for Family Medicine Residency Program
Senior Consultant, SHP - Outram

As Family Medicine continues to grow and play a significant part in the nation's healthcare, the need for good educators and well-trained Family Physicians is even more urgent. Education has become an important duty for Family Physicians. It is my conviction to be part of this.

There have been plenty of opportunities to learn and interact with students and sharpen my skills. It has been most rewarding and fulfilling to learn to be an effective teacher and see residents acquire new skills and, when they graduate, pass on their skills to the next groups of residents.

Dr Joseph Lee Wei En

Resident
Family Medicine Residency Program

The Resident's Continuity Clinic represents the cornerstone of the Family Medicine Residency Program, where residents are guided by the faculty to apply the knowledge acquired from the hospital to an outpatient ambulatory setting. The faculty are all very approachable and keen to teach. I am privileged to be part of this Residency Program.



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1. Adj Asst Prof Andrew Ang (left) & Dr Alon Tan
2. Adj Asst Prof Swah Teck Sin (left) & Dr Joseph Lee

SHARING OF LEARNING EXPERIENCES

UNDERGRADUATE



Asst Prof Rukshini Puvanendran

Faculty for Undergraduate Family Medicine Teaching
Senior Consultant, FMS, KKH

The clerkships being longitudinal in nature enables me to get to know the students and build on their medical knowledge, as well as prepare them for a career in medicine. I have also been involved with writing cases and training standardised patients for teaching as well as examinations. So, in addition to being a teacher, I sometimes feel like a script writer and director. I have always felt that medicine and teaching are both noble professions which visibly impact lives. I am truly honoured that as a Family Physician and teaching faculty in a medical school I am part of both. I hope that future doctors will see Family Medicine as the lynchpin of our healthcare system.



Eden Tay

Starting Family Medicine Residency in Academic Year 2019
Graduate of the Lee Kong Chian School of Medicine

My biggest takeaway was comprehending the sheer breadth of Family Medicine. Not just in terms of medical content and approaches, but the patient demographic, the psychosocial component that each of them brings with their primary medical complaint, and the multifaceted dimensions of care that Family Medicine encompasses, in order to achieve optimal care for the society – community care, primary care, home care, transitional care, etc.

POPULATION HEALTH RESEARCH AND TESTING NEW MODELS OF INTEGRATING CARE DELIVERY

Dr Low Lian Leng is an aspiring clinician scientist with a deep interest in health services research, a path very rarely travelled by Family Physicians.

He is currently involved in several major research initiatives – the evaluation of new models of integrated care delivery; the SingHealth Regional Health System (RHS) Population Database; and a data analytics and population segmentation project in the SingHealth Population Health Centre Grant. The findings will drive service planning for the RHS, and generate insights on population segments and care delivery, improving population health outcomes and management in Singapore and globally. He has publications arising from two randomised controlled trials on integrated care models and predictive analytics.

Complementing his research work, Dr Low is currently the Director, SingHealth Office of Regional Health, SGH Campus. He is also working with the Policy Research and Economics Office in MOH, to develop a population health dashboard for the RHS.



FM ACP SEED GRANT

The FM ACP Seed Grant helps to support research projects that require modest levels of funding to generate preliminary data, in order to apply for a larger grant. Applications are open to faculty and fellowship trainees in FM ACP institutions throughout the year, from 1 January 2018 to 31 August 2019.

The project should be relevant to the following research focus areas of FM ACP:

- i. Health services & outcomes research
- ii. Health promotion & preventive care research
- iii. Innovations in primary care

For more information, interested applicants can approach the FM ACP's Vice Chair (Research), Research Directors, or email fm.acp@singhealth.com.sg

SHARING OF RESEARCH EXPERIENCE



Fung Foon Yin

Duke-NUS 3rd Year Medical Student
AM-ETHOS Duke-NUS Medical Student Fellowship Award Recipient

Mentor: Adj Assoc Prof Tan Ngiap Chuan, SHP

My research experience has taught me communication skills, empathy, resilience, and to see a patient holistically. There are unlimited possibilities in research and every small improvement is a step forward from the status quo, and worthwhile for patients. As a future clinician, I hope I can have the resources to do research to improve patients' lives on a greater scale.



Yan Shi

Duke-NUS 3rd Year Medical Student
AM-ETHOS Duke-NUS Medical Student Fellowship Award Recipient

Mentor: Dr Low Lian Leng, SGH

Conducting population health research projects in FM ACP is absolutely the highlight of my medical school experience. These projects offer new insights, contribute to academic Family Medicine, and have significantly broadened my understanding and increased my appreciation for individual and population health. Dr Low Lian Leng is an amazing mentor and role model of a Family Physician who provides excellent care and is prolific in research.

MAJOR EVENTS

1 January 2017
Launch of FM ACP!



6 February 2017
The 1st FM ACP
Family Gathering
cum *Lohei*

10 - 12 May 2017
Study Trip to Duke Health

20 May 2017
World Family
Doctor Day Dinner
2017



27 February 2018
FM ACP Chinese
New Year *Lohei*



26 August 2017
FM ACP Forum



3 September 2017
SingHealth Duke-
NUS Gala Dinner
2017

21 - 23 September 2017
6th Asia Pacific Primary Care Research
Conference in conjunction with Family
Medicine Symposium



25 October 2017
Duke-NUS ACP/
Signature Research
Programmes Open
House

2017

-

2018

3 March 2018
Family Medicine Health-I-Hackathon 2018

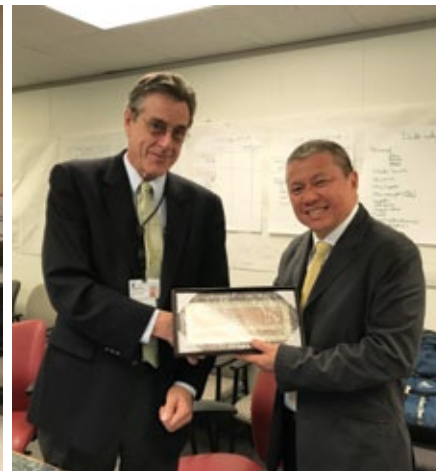
INITIATIVES & PROGRAMMES



STUDY TRIP TO DUKE HEALTH

A study trip to Duke Health in Raleigh, Durham to understand:

- How academic medicine works in the Family Medicine context in an academic medicine centre
- The challenges and good practices of implementing academic medicine in FM ACP
- Touch-base with counterparts in Duke Health

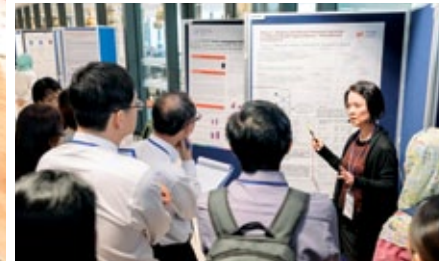


FM ACP FORUM

FM ACP held its inaugural forum to review its mission and vision, and set some directions and plans to pave the way forward.



INITIATIVES & PROGRAMMES



6TH ASIA PACIFIC PRIMARY CARE RESEARCH CONFERENCE (APPCRC) IN CONJUNCTION WITH FAMILY MEDICINE SYMPOSIUM

The conference was co-organised by FM ACP and the College of Family Physicians Singapore, with the theme "Advancing Best Care through Education and Research". The Guest-of-Honour was Assoc Prof Kenneth Mak, Deputy Director of Medical Services (Health Services Group), MOH, Singapore. The event attracted about 400 attendees from Asia Pacific.

APPCRC showcased the latest developments in education, research and clinical care across public and private primary care sectors in Singapore and the Asia Pacific. The Asia Pacific Academic Primary Care Research Group was also inaugurated at this conference to strengthen the development of Family Medicine across the region. Eminent local and overseas speakers shared invaluable knowledge and insights which greatly benefitted the delegates.



FAMILY MEDICINE HEALTH-I-HACKATHON (FMHIH) 2018

The inaugural FMHIH attracted nine teams from seven academic institutions. The event is a platform for non-healthcare partners to brainstorm solutions to increase the uptake of hand hygiene practices in primary care settings.

FMHIH has proven its potential to identify innovative solutions to primary care issues and encourage more collaborations between the healthcare and non-medical disciplines. It also showcases technologies which can be adapted for healthcare applications.



INITIATIVES & PROGRAMMES

SKH FAMILY MEDICINE- PSYCHIATRY COLLABORATION IN THE INSTITUTE OF MENTAL HEALTH (IMH)



SKH FM medical team, IMH medical, pharmacists and nursing team collaborating for the medical care of IMH patients.

The Family Medicine (FM) Review Clinic is a collaboration between the SKH FM Team and IMH senior management that was started in January 2017. The outpatient appointments of acute and long-stay inpatients in IMH are reviewed by the FM team. Due to the comprehensive generalist background of the FM team, they are able to consolidate and take over the management of many of the specialist outpatient appointments, especially in the medical specialties. This has led to a significant 38% reduction of multiple potential visits to specialist outpatient clinics in restructured hospitals.

The SKH FM Team also provides in-house training and continuous professional education for doctors, and regular weekly teaching sessions for Advanced Practice Nurses in IMH. They also manage inpatients in the wards, especially on general medical and palliative issues, thus cutting down on preventable readmissions to restructured hospitals.

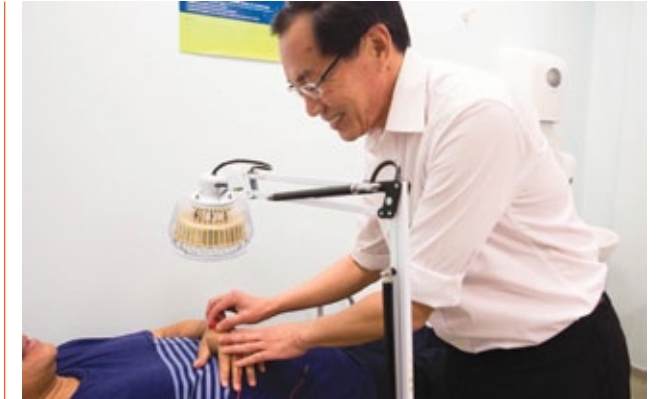


Dr Rose Fok Wai Yee

A NEW MODEL OF SHARED CARE FOR LONG-TERM CANCER SURVIVORS

With more cancer survivors and longer lifespans among them, it is imperative that community-based care plays a prominent role. Dr Rose Fok Wai Yee from DFM, SKH hopes to pilot a new model of shared care in which Family Physicians focus on health promotion and optimal management of co-morbidities, while oncologists monitor cancer recurrence and toxicities, coordinated by a case manager and supported by a multi-disciplinary team.

Dr Fok's research indicates that Family Physicians can do this important work, and oncologists have concurred. Her research aims to further address operational issues of this pilot project. She hopes to eventually engage Family Medicine colleagues located in north-east Singapore, and expand the project to benefit more patients.



Dr Richard Tan gives patients the assurance of safety and accountability as a registered acupuncturist with the Traditional Chinese Medicine Board. He also advises patients on safety issues related to alternative treatments.

ACUPUNCTURE SERVICE IN FAMILY MEDICINE - A 2-IN-1 APPROACH

When Dr Richard Tan Tiong Heng joined SKH as a Principal Resident Physician in DFM, he was encouraged by Dr Farhad Fakhruddin Vaswanala, the Head of Department, to start an acupuncture service, primarily to provide complementary treatment for chronic medical conditions for inpatients and outpatients with pain-related musculoskeletal conditions, stroke rehabilitation, and other conditions such as male sexual dysfunction and weight management.

The acupuncture service in Family Medicine offers patients a 2-in-1 approach, in which they obtain primary care and traditional acupuncture treatment by the same Family Physician, who is also a certified acupuncturist.

INITIATIVES & PROGRAMMES



BVH'S INTEGRATED PRIMARY CARE FOR AT RISK ELDERLY (IPCARE)

BVH piloted IPCARE in May 2017, combining the organising principles of the patient-centred medical home and transitional care (TC). IPCARE recruits general practitioners (GPs) in the community around BVH to take over the primary care of TC patients. BVH continues to support these GPs with case management and multi-disciplinary care support. IPCARE is the proof of concept of a new and sustainable model of primary care that will meet the needs of elderly patients with complex medical and social care needs. It can also be easily replicated by community hospitals with a network of empowered GPs in the community.



CONTINUITY CARE CLINIC - FROM OUTPATIENT CLINICS TO PRIMARY CARE

With the continual rise of chronic diseases and a rapidly ageing population, patients increasingly receive clinical care from multiple specialists in acute hospitals.

The Continuity Care Clinic (CCC) was formed in 2014 by Family Physicians from the Care and Health Integration Department, CGH. The CCC aims to consolidate patient care, reduce the need for multiple specialty appointments and the risks associated with poly-pharmacy, and lighten the healthcare burden of patients and their caregivers. The Clinic balances specialty care in the hospital - delivering care to patients who require consolidation and navigation back to their primary care doctors. They also act as clinical champions to link up the specialists and general practitioners.



COMMUNITIES OF CARE

Family Physicians from FMCC, SGH, under the auspices of the SGH Office of Integrated Care, form transitional care teams which comprise of nurses, medical social workers and therapists. They are organised to work closely with the community health and social care providers in Chinatown, Bukit Merah, Tiong Bahru, Bukit Ho Swee and Telok Blangah. This model of care called "Communities of Care" had been validated by research to show significant reductions in hospital readmissions.

Similar Communities of Care have been created across the SingHealth Regional Health System. True to the principles and philosophy of Family Medicine, Family Physicians who run this service provide comprehensive and continuing care to patients in the community.



CONTINUING COMMUNITY CARE HOSPITAL TO COMMUNITY INITIATIVES

In line with a rapidly ageing population, increasing life expectancies and the need to make healthcare sustainable, there is an emphasis on shifting care from hospital to community, with the aim of maintaining good health.

The Continuing Community Care Department from CGH, St. Andrew's Community Hospital and SHP have been collaborating to provide holistic initiatives to ensure seamless handover of patient care from hospital to the community. Family doctors lead and support the safe transition of patients to the community, where long-term home care partners, polyclinics and the GP network provide continuing medical care.

INITIATIVES & PROGRAMMES



PRESCRIPTION IN LOCKER BOX (PILBOX)

The PILBOX is a breakthrough self-service model of collecting medication at locker boxes instead of over the pharmacy counter. The initiative improves patient satisfaction and experience by making the collection of medication simpler, faster and more convenient, using self-service technology and innovation. PILBOX@Bedok Polyclinic, the first self-cooling medication collection locker system in Singapore, also expands the range of medications that can be self-collected. The PILBOX is envisaged to eventually support “Telemedicine” and subsequent medication delivery to patients.



MYHEALTH KIOSK

MyHealth Kiosk was developed to optimise healthcare resources and improve staff productivity in the polyclinics under SHP.

MyHealth Kiosk, the first of its kind in Singapore, records vital signs along with a pre-consultation medical questionnaire, and presents the collected information to the doctor during consultation. The clinical information acquired at the kiosk is also transferred to the Electronic Medical Record system. Since its launch in July 2017, more than 14,000 patients have used the kiosk, and feedback has been positive. These kiosks can potentially be deployed to all remaining polyclinics in SHP.

COMMUNITY ENGAGEMENT THROUGH PATIENT SEGMENTATION AND GEOSPATIAL MAPPING

SHP aims to have an organisational structure that supports community engagement by defining population and community through patient segmentation and geospatial mapping. It can then better understand the needs of the community, work with social care and community agencies to reach out to patients, and make healthcare more accessible to them.

SHP has established collaboration with at least two social care and community partners, for most of the polyclinics to better coordinate care for these patients.

RIGHT-SITING: HOSPITAL TO SHP FAMILY PHYSICIAN CLINIC (FPC)

To improve care coordination and transition across the care continuum, SHP has piloted a workflow that directs discharged hypoglycaemic patients from the restructured hospitals to SHP FPC.

Having post-discharge review right-sited to FPC is beneficial to patients as the Family Physicians are able to comprehensively review all the issues that may have arisen during hospitalisation, and address factors contributing to the hypoglycaemia episode, which could reduce the risk of readmission for hypoglycaemia.

DIRECT ACCESS TO ADVANCED DIAGNOSTICS

The specialties of Cardiology, Gastroenterology and Orthopaedic Surgery have been seeing rising referral volumes and waiting time issues. Under MOH’s “Regional Approach to Standardising Polyclinic Referral Protocol” framework, referral process and appropriateness will be reviewed and streamlined. SHP Family Physicians will be empowered to investigate and manage more patients at the primary care level through appropriate access to advanced diagnostics and therapeutics.

Direct access protocols and workflows for these three specialties have been established and implemented in partnering polyclinics and hospitals, and across the three public healthcare clusters. As a result, patient care can be more streamlined and better managed at primary care, providing greater convenience and lower costs to patients.

SHP CARE TRANSFORMATION (SCT)

SHP has embarked on care transformation journey to meet the changing and growing medical needs of its patients. The two key concepts of SCT involve (1) leveraging the scale and efficiency of large systems, aided by information technology, and (2) forming and maintaining the relationships in ‘teamlets’ for collective ownership of patients. Together, it is envisioned that these will lead to better operational efficiency, patient outcomes, and staff satisfaction.

APPENDIX

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