

1. What is SPACE?

Think of Singapore Health Patient Advocate Connection (SPACE) as Singapore's first platform that brings everyone in healthcare together in one place - patients, caregivers, and healthcare professionals alike.

What makes it special? While most healthcare conferences zoom in on specific medical conditions, SPACE welcomes everyone's story. Whether you've survived or living with cancer, managed heart disease, recovered from a sudden health scare, or faced other medical challenges, your experience may help shape how healthcare can be better for everyone.

2. What can I take away from attending SPACE?

For patients and caregivers, SPACE offers opportunities to explore partnerships with healthcare teams to enhance care experiences. The event can help you discover ways to find your voice in healthcare - from speaking up about your needs to asking questions and making informed decisions about your care. It's a first step towards becoming a more active participant in your healthcare journey. If you have attended previous SPACE events, it's an opportunity to deepen your understanding and continue growing in your healthcare advocacy journey.

For healthcare professionals, it's a unique opportunity to understand healthcare from the patients' and families' perspective, gaining insights into their experiences beyond clinical encounters. The event provides a setting where open dialogue is encouraged, helping to bridge gaps in understanding between providers and patients. Hear directly from those with lived experience and gain unfiltered insights into 'What Matters to Patients'. Everyone can benefit from learning about building meaningful partnerships. Patients and caregivers can learn about having open conversations with healthcare providers, while healthcare professionals can discover new ways to support shared decision-making. There are also opportunities to meet others who understand your journey and might become part of your support network.

3. Who should attend SPACE?

The event brings together this diverse community of voices to build partnerships and shape better healthcare experiences for everyone. SPACE welcomes everyone who wants to be part of making healthcare better for all. This includes:

- Patients, caregivers and family members with valuable perspectives on supporting loved ones
- Healthcare providers who would like to know how to better partner with patients and families
- Support groups and organisations dedicated to improving patient care, experience and safety
- Anyone passionate about creating positive changes in healthcare

4. What can attendees expect at SPACE?

The event features an insightful programme that brings together diverse perspectives through panel discussions - from healthcare professionals to patients sharing their experiences. Attendees can also experience Playback Theatre, a dynamic theatrical format where real healthcare stories and challenges come to life through audience participation.

Another key highlight is the Networking Gallery, inspired by the *human library concept* where patient organisations / patient support groups share lived experiences and best practices. Moving away from traditional booth displays, the Gallery serves as both a resource hub and an intimate space for meaningful conversations and connections between healthcare stakeholders.

5. Who organises SPACE?

SPACE is organised by the SingHealth Patient Advocacy Network (SPAN), Singapore's pioneer patient advocacy group. SPAN is a self-driven network of patients and caregivers that represents the collective voice of patients. As Patient Advocates, they work in close partnership with healthcare teams to provide important patient and family perspectives, committed to enhancing patient experience and quality of care. Through SPACE, SPAN creates a platform where patient voices can be heard and healthcare partnerships can flourish.

The event is supported by the SingHealth Duke-NUS Institute for Patient Safety and Quality (IPSQ) and the SingHealth Group Office of Patient Experience (OPE), both of which share a common purpose: placing patients at the heart of care. This collaboration demonstrates a shared commitment to building a more patient-centered healthcare system in Singapore. The inaugural launch of SPACE was held on 29 October 2022.