

Project Title

Increasing Screening and Vaccination Uptake Through Care Connectors

Project Lead and Members

Project lead: Poh Sijie

Project members: Lee Hee Hoon, Carol Leung, Jesslyn Chong, Katherine Tan,
Sim Ling Ling, & Alvin Lee

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Allied Health

Applicable Specialty or Discipline

Community Operations

Aims

We aimed to improve participants' screening and vaccination uptake rates to at least 10% above corresponding national uptake rates or baseline# within 1.5 years* from enrolment into My Health Map.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

We have learnt that Care Connectors (lay health advocates) as an enabler for better Bukit Batok health can be effective. During our work in Bukit Batok, we have also experienced the need for further synchronisation of direction and interventions with other key players as there may be duplication of interventions and overservicing. More multilateral communication across partners will aid in our attempt to synchronise our efforts in Bukit Batok.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign, Access to Care, Quality Improvement

Care Continuum, Preventive Care, Health Promotion, Community Health

Workforce Transformation, Informal Workforce Transformation

Keywords

Screening for Chronic Disease Risk, Influenza Vaccinations, Pneumococcal Vaccinations, Community Screening, Lay Health Advocates, National Screening Uptake Rate

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INCREASING SCREENING AND VACCINATION UPTAKE THROUGH CARE CONNECTORS

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

MEMBERS: LEE HEE HOON, CAROL LEUNG, JESSLYN CHONG, POH SIJIE, KATHERINE TAN, SIM LING LING, & ALVIN LEE

Define Problem, Set Aim

Opportunity for Improvement

My Health Map is a NUHS initiative which aims to enable a healthier Bukit Batok by promoting health among Bukit Batok residents and anchoring their care in the community. 101 participants recruited from 2019 through Care Connectors under My Health Map were found to have screening (chronic disease, colorectal cancer, cervical cancer, breast cancer, and functional) and vaccination (influenza and pneumococcal) uptake rates of around 21-55% at baseline (uptake rates recorded at enrolment). The uptake rates were near to or below national uptake rates of 10-66% found by the National Population Health Survey (NPHS) 2019 conducted in 2018-2019. We wanted to improve uptake rates in our participants as screenings and vaccinations may reduce disease risk and associated healthcare costs.

Aim

We aimed to improve participants' screening and vaccination uptake rates to at least 10% above corresponding national uptake rates or baseline# within 1.5 years* from enrolment into My Health Map.

#improve at least 10% above baseline for components not reported in NPHS 2019 (functional screening) or with national uptake rates below baseline (influenza and pneumococcal vaccinations)
*extended from a year due to COVID-19

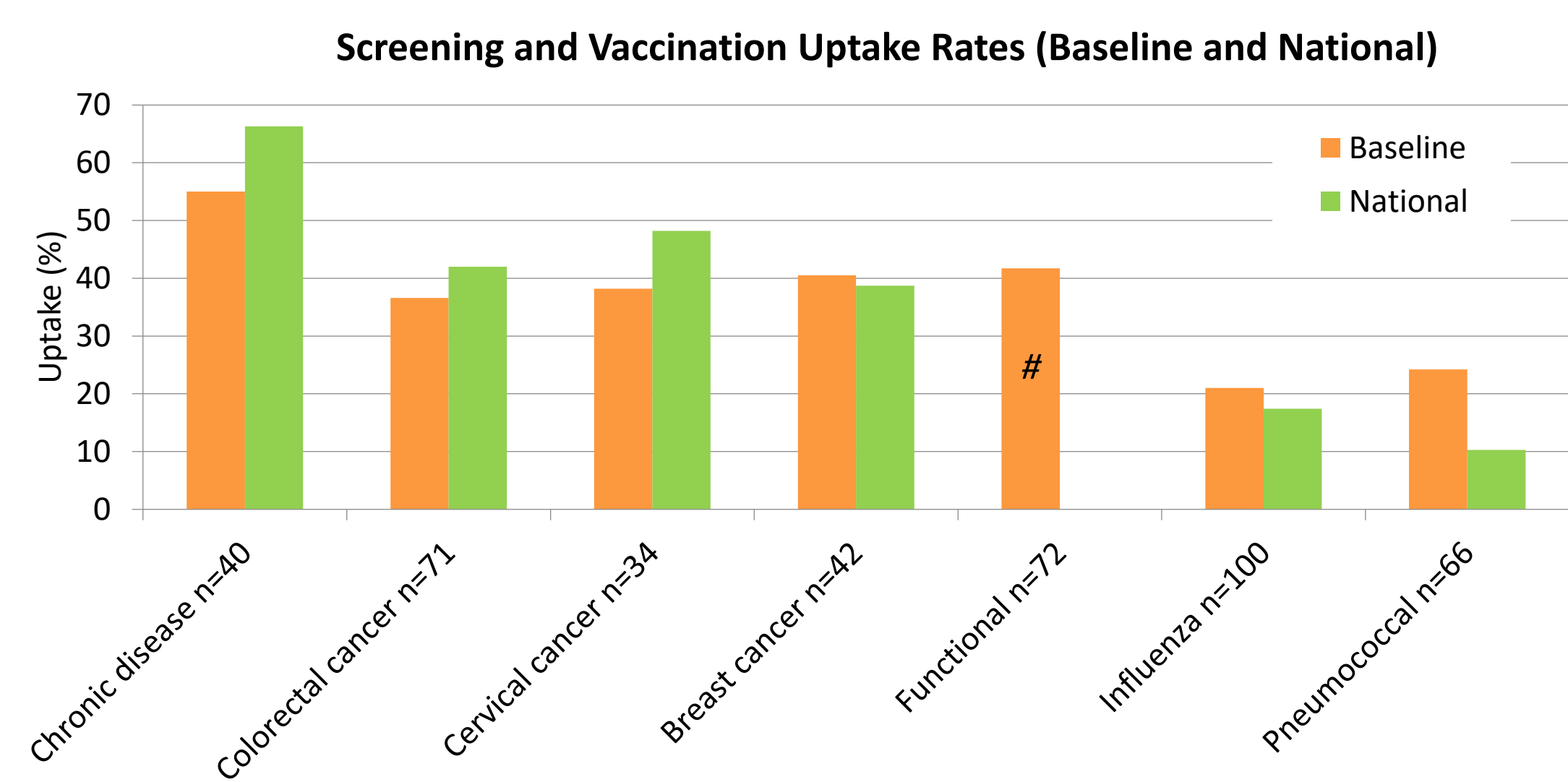
Establish Measures

Performance before interventions

Outcome measure:

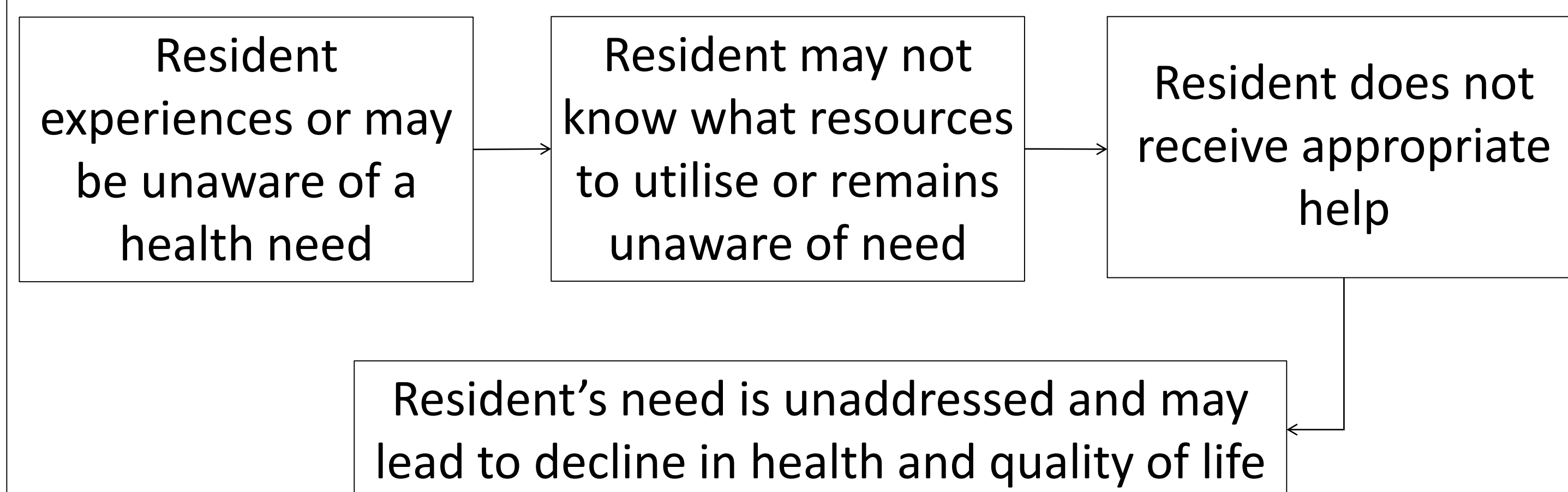
Percentage of participants who uptake specific screening or vaccination.

Eligibility for screening/vaccination differs between participants. Ineligible participants are omitted from denominator when calculating uptake rate for that screening/vaccination.

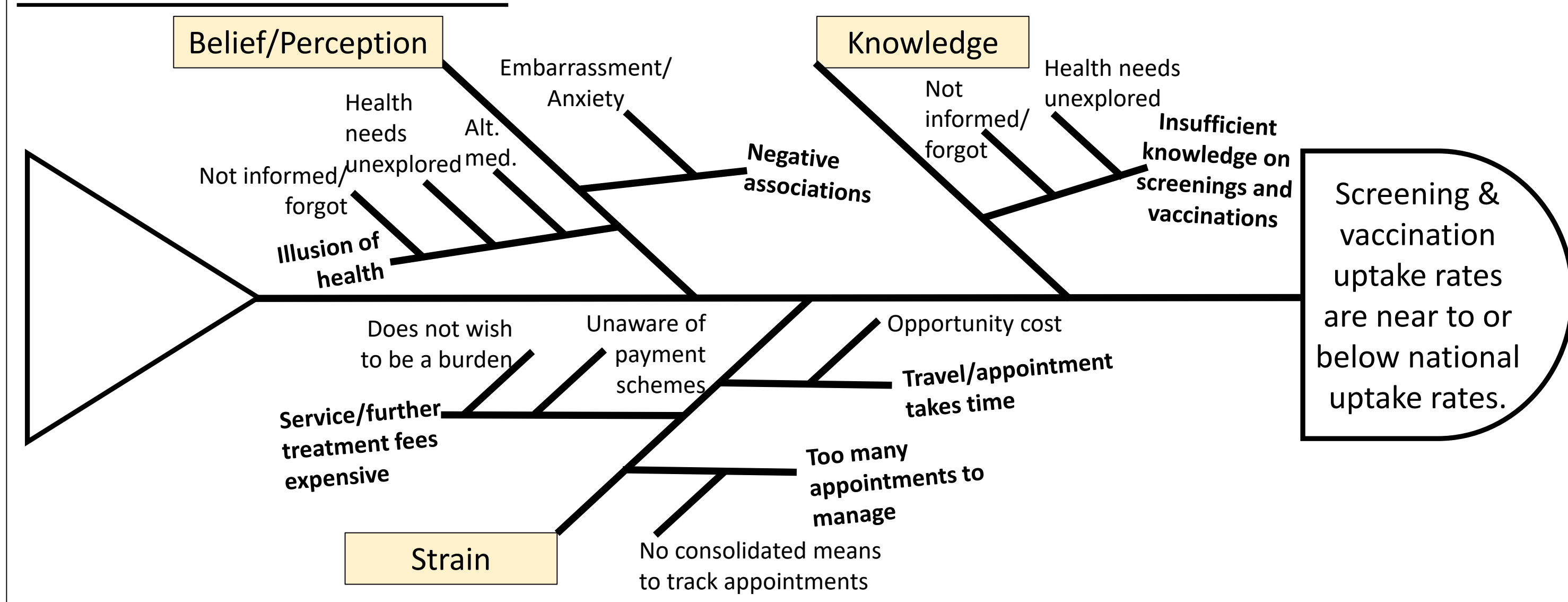


Analyse Problem

Process before intervention



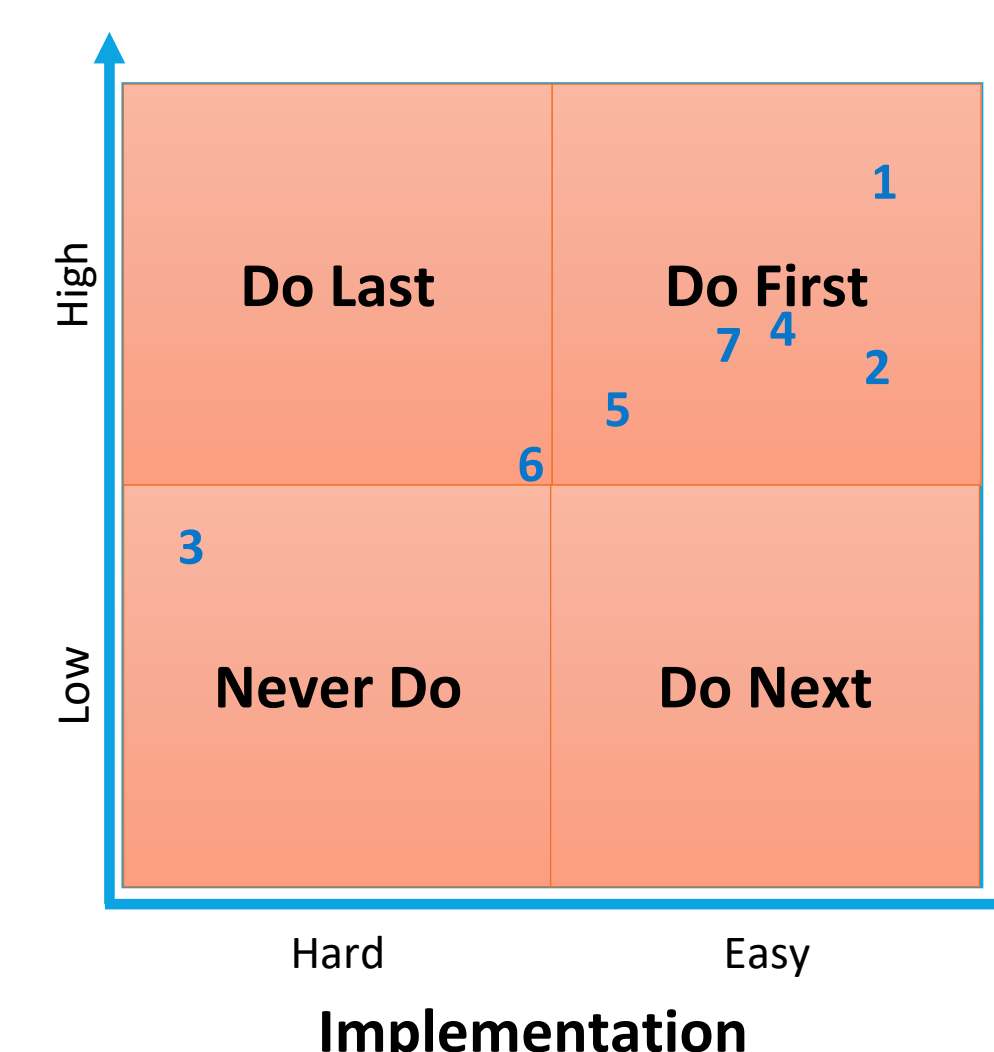
Probable root causes



Select Changes

Probable solutions

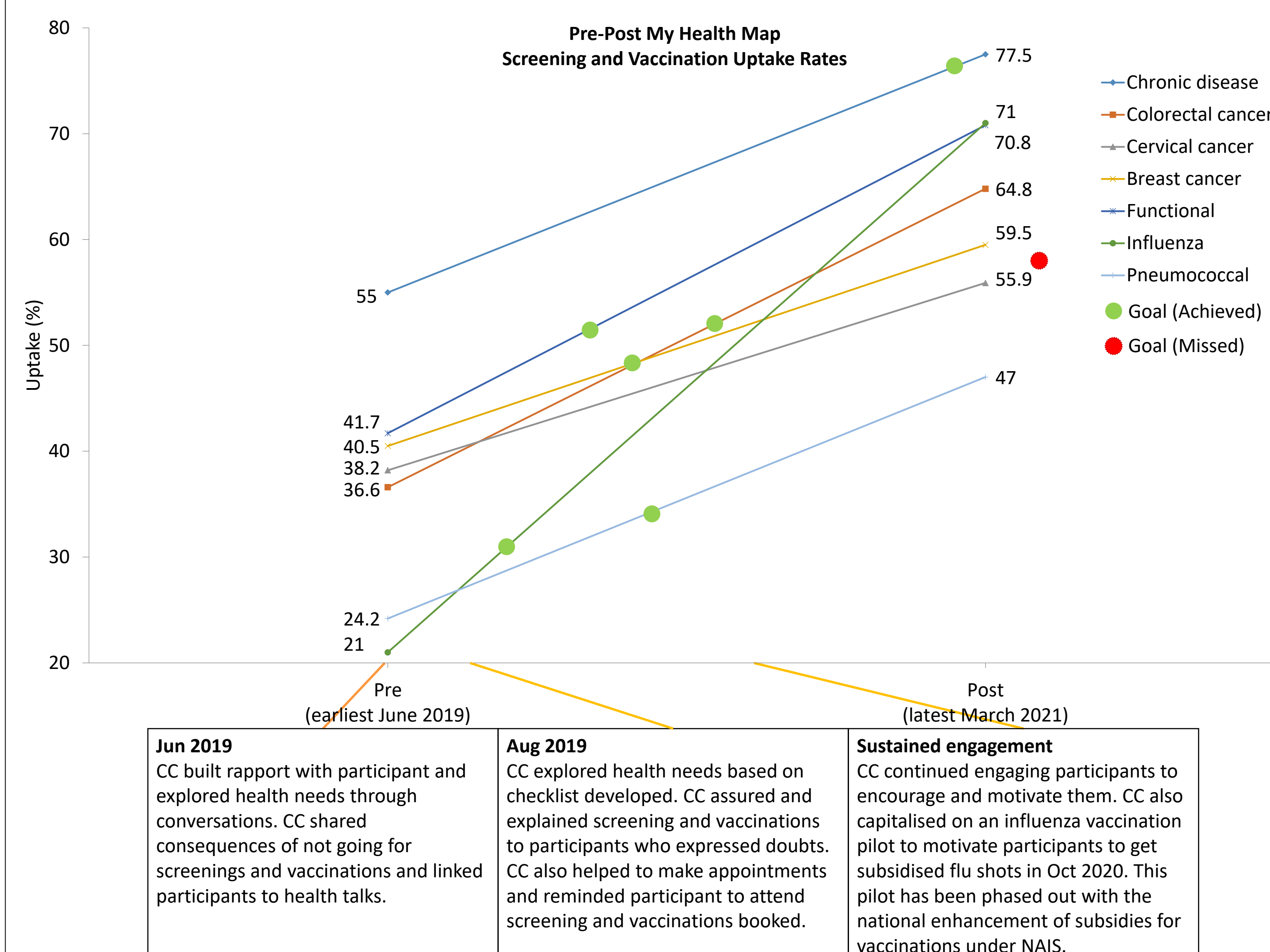
Root Cause	Potential Solutions
Not informed/forgot	1 Care Connector (CC) shares consequences of not going for screenings and vaccinations
	2 CC links resident to health talks
Health needs unexplored	3 Participant visits doctor for health consultation to explore health needs
	4 CC explores health needs through conversations and based on checklist
Embarrassment/Anxiety	5 CC assures and explains about screening and vaccination
	6 Sharing of screening and vaccination experience by peers
No consolidated means to track appointment	7 CC helps to make screening and vaccination appointment and reminds participant to attend



Test & Implement Changes

Results of piloting changes

PLAN	DO	STUDY	ACT
We aimed to improve participants' screening and vaccination uptake rates to at least 10% above corresponding national uptake rates or baseline# within 1.5 years* from enrolment into My Health Map. We equipped Care Connectors with knowledge on screening and vaccination and established workflows to guide communication with residents as we recognise that rapport and trust is crucial to bring about change over time.	The test change was carried out as planned. Participants found our Care Connector Programme to be beneficial as it was informative and created awareness. Participants also expressed a desire to improve health and were motivated by the rapport built with our Care Connectors.	Screening and vaccination uptake rates were found to increase to at least 10% above national uptake or baseline rates at the post time point, with the exception of cervical cancer screening (missed by 2.3%).	Care Connectors (lay health advocates) can be effective in improving screening and vaccination to enable a healthier Bukit Batok. This strategy will be adopted for the next cycle. More opportunities for telehealth will be explored in view of successful adaptation to COVID-19 (e.g., use of virtual health talks).



Spread Changes, Learning Points

Spread Change

We intend to spread the model to other Bukit Batok programmes, Active Ageing/Senior Activity Centres, and Bukit Batok Primary Care Network to anchor health in the community. We will facilitate this spread by sharing our learnings and caring for residents together with partners through My Health Map.

Learning Points

We have learnt that Care Connectors (lay health advocates) as an enabler for better Bukit Batok health can be effective. During our work in Bukit Batok, we have also experienced the need for further synchronisation of direction and interventions with other key players as there may be duplication of interventions and overservicing. More multilateral communication across partners will aid in our attempt to synchronise our efforts in Bukit Batok.