

**Project Title**

“Bid” to care under SingHealth Match-A-Nurse

**Project Lead and Members**

Dr Ang Seng Bin, Cheng Shu Juan, Irene Tan, Sylvia Neo

**Organisation(s) Involved**

SingHealth, KK Women’s and Children’s Hospital, Singapore General Hospital

**Healthcare Family Group(s) Involved in this Project**

Nursing

**Applicable Specialty or Discipline**

Community Nursing

**Aims**

To enable skilled institutional nurses to provide home nursing services to patients living near them.

**Background**

See poster appended/ below

**Methods**

See poster appended/ below

**Results**

See poster appended/ below

**Conclusion**

See poster appended/ below

### **Project Category**

Care & Process Redesign

Quality Improvement, Access to Care, Valued Based Care, Patient Reported  
Experience Measures, Patient Satisfaction, Productivity

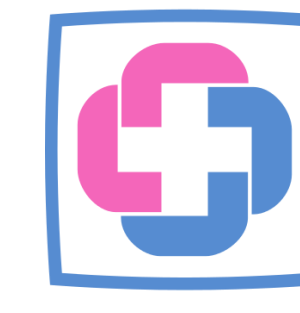
### **Keywords**

Home Nursing Services

### **Name and Email of Project Contact Person(s)**

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## INTRODUCTION

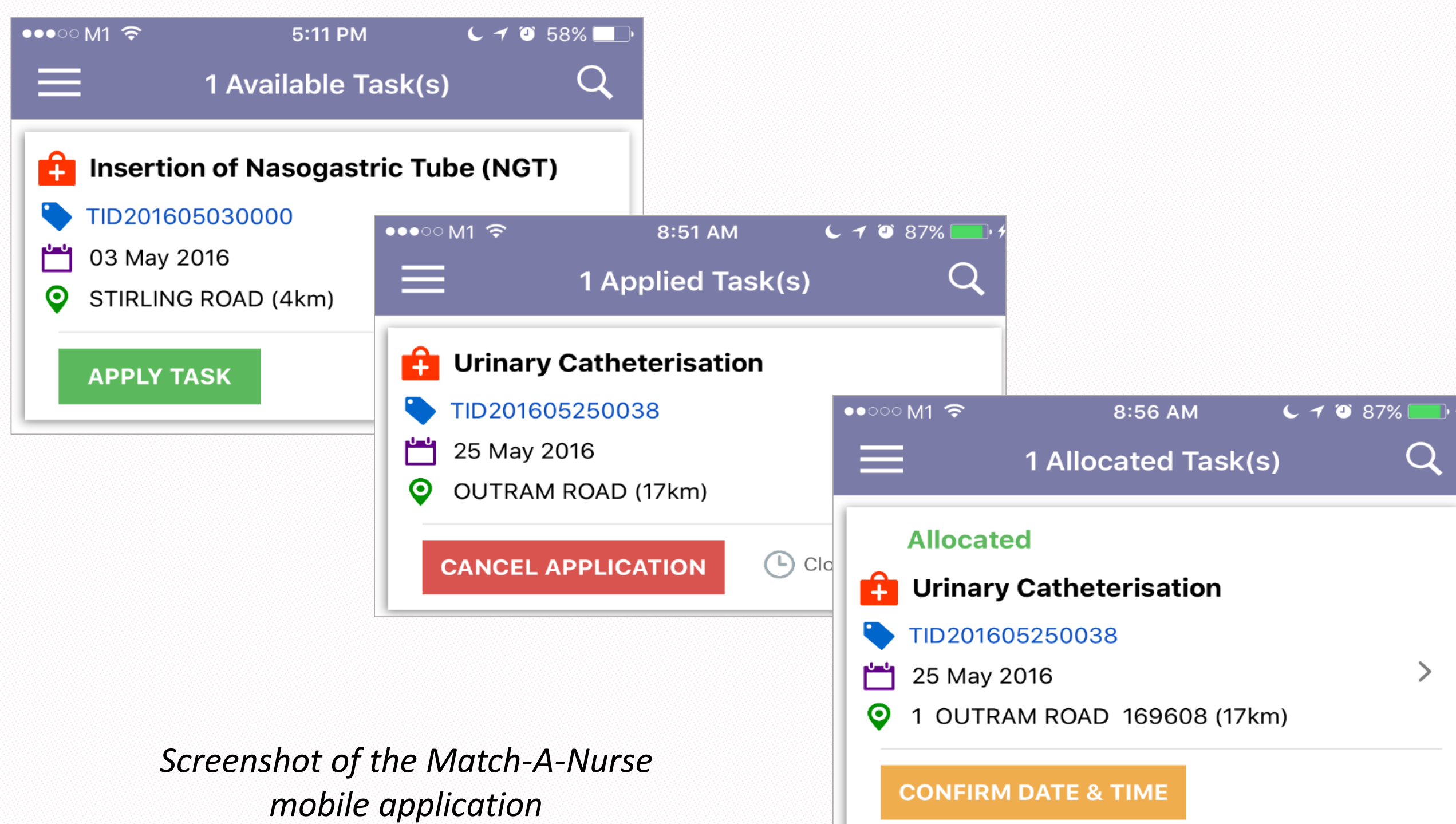
Singapore is experiencing a major shift in demographics. By 2030, one in four Singaporeans will be aged 65 and above.

For the healthcare system to shift towards delivering care in the community, the range of services offered and support for home-based care becomes critical. It is also important to leverage technology to enhance the productivity and effectiveness of home-based care.

As part of SingHealth Regional Health System (RHS)'s effort to move care *Beyond Hospital to the Community*, the Match-A-Nurse programme enables skilled institutional nurses to provide home nursing services to patients living near them.

## METHODS

1 Adopted a “hybrid agile” framework to develop Match-A-Nurse mobile application



Screenshot of the Match-A-Nurse mobile application

2 Nurses were recruited through road shows, email and mobile messages to nurses of SGH and KKH

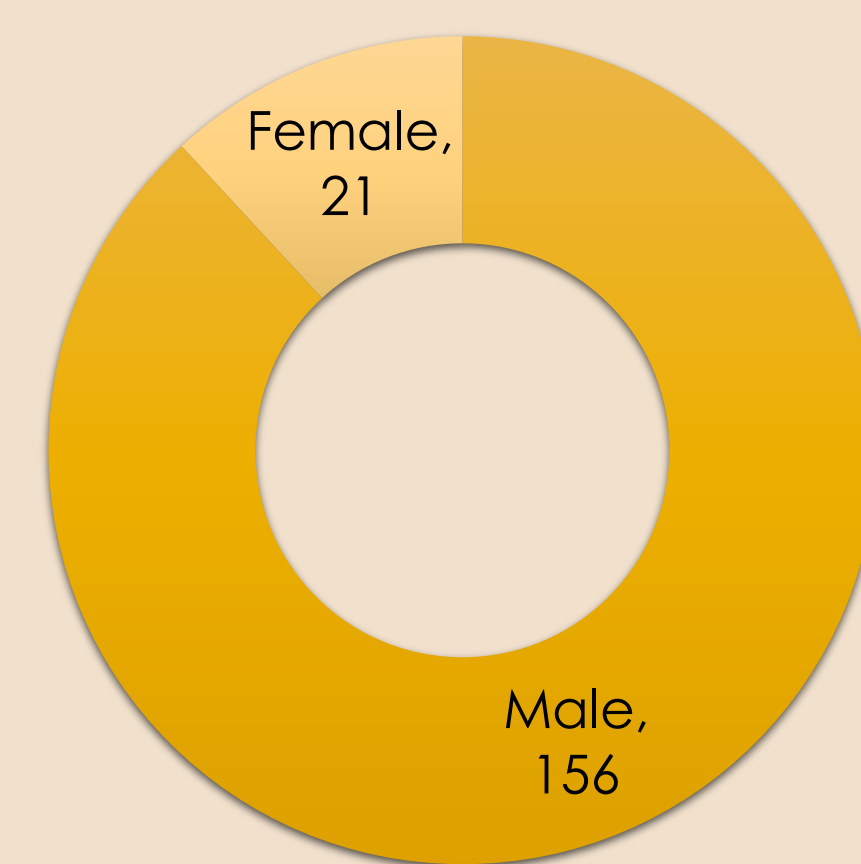
3 Suitable patients were identified and recruited during inpatient stay

4 Evaluated the effectiveness of the programme

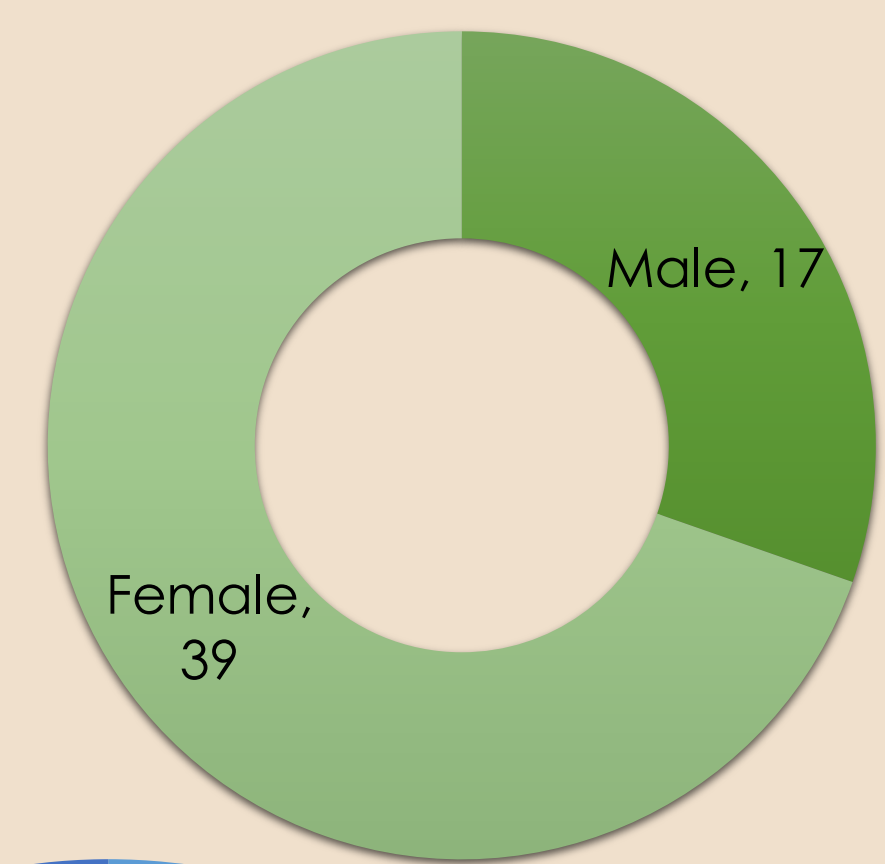


## RESULTS

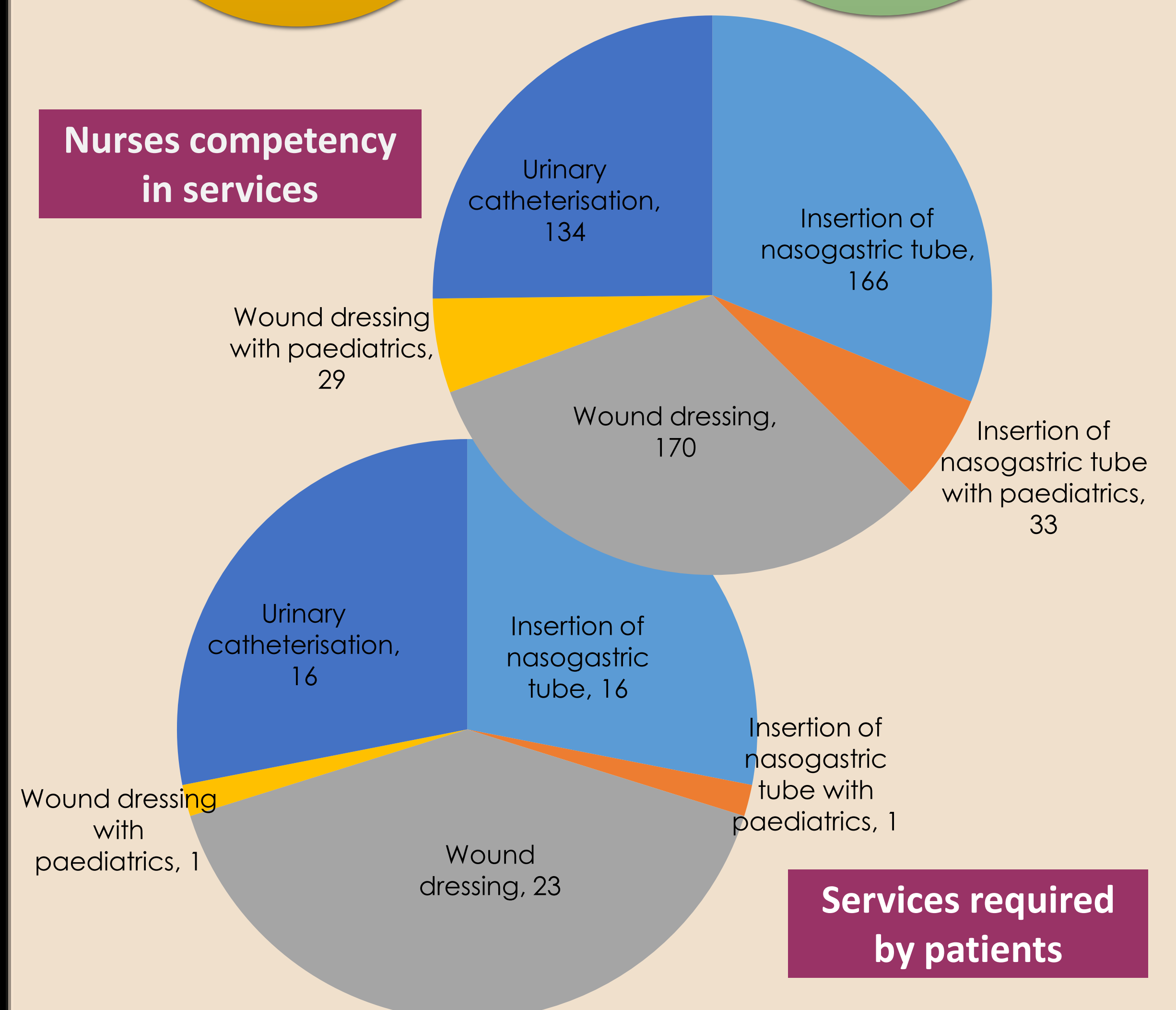
177 Nurses participated



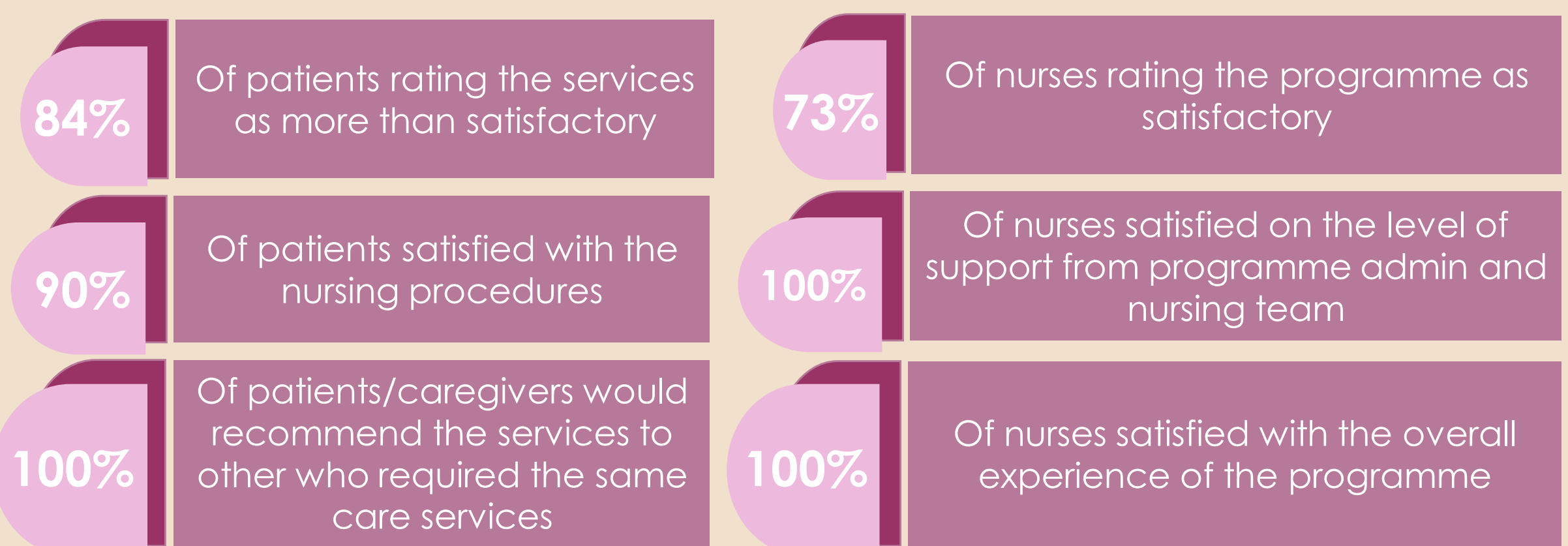
56 Patients benefited



Nurses competency in services



Services required by patients



## DISCUSSION

### KEY LEARNINGS

Feedback and inputs from nurses and patients/caregivers enabled the team to improve the recruitment process, participation rate of nurses, application functionality and expansion of new services.

To ensure the continual uptake of mobile technology and provision of the right care to patients, the application should routinely provide updated clinical evidence and guidelines. However, maintaining the application and regular updating could entail significant cost.

### MOVING FORWARD

In view of the positive feedback, the range of services could be expanded to cater to a larger patient pool. E.g., parenteral medication administration, Peripherally Inserted Central Catheter (PICC) flushing and dressing

Provision should be made for the mobile application system to interface with the hospitals EMR so that care can be delivered in a coordinated manner.