

SINGHEALTH Polyclinics' My Care Team (MCT) Journey

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With an ageing population, many of our patients now have multi-morbidities, in addition to those with psycho-social issues that affect their medical conditions. The tasks of consultation have become more complex. My Care Team (MCT), SHP's team-based care, is our transformation of our care delivery model with the intent to deliver comprehensive care effectively and efficiently in the increasingly complex healthcare landscape.

What Is My Care Team (MCT)?

MCT functionally, consists of a unit of four doctors, two care managers (nurses), and two health pals (trained ancillary staff). The team, with each member's distinctive roles and responsibilities that complement one another, is responsible for the care of a panel of patients. This allows collective ownership in the care of patients through a team-based approach.

My Care Team Journey, Learning, and Reflection

SingHealth Polyclinics (SHP) started one MCT at each of the pilot clinics, namely SHP-Eunos and SHP-Punggol, in July 2022. Whilst there has been continual learning from the pilot, relationship-building has been the key area that we are developing. This involves enhancing the working relationships amongst our team members and building long-term therapeutic relationships with our patients. The rapport and trust built between teams and patients will help patients be more receptive to our advice, engaged, and empowered to take charge of their health over time. With the relationship that has been built amongst team members, their work complementing and supporting one another, the synergistic strength of the team is greater than the sum of its parts. With this understanding and objective, culture, structure, and processes are developed to facilitate and strengthen this relationship-building, which is the cornerstone of the development of a successful team-based care. Since 23 January, each of our SHP polyclinics has formed an MCT, bringing the number of MCTs to 10 in total for the whole of SHP.

The Next Step

There are many possibilities with team-based care, but the next immediate step for SHP MCT will be to support the upcoming national initiative on Healthier SG, together with the rest of the members in the clinic, e.g., pharmacists, physiotherapists, podiatrists, dietitians, medical

social workers, laboratory and radiology team, and nurses supporting shared nursing services. Healthier SG initially focuses on preventive health in addition to chronic disease management, delivered through a formalised relationship between the primary care provider and their patients via enrolment. Under MCT, our doctors will continue to provide clinical care to our patients while also actively involving the care managers and health pals to deliver comprehensive and holistic care to our patients. The care managers provide chronic disease management via direct consultation, counselling, and coordination of care with community partners. The health pals will focus on closing the preventive care gaps for our patients. Together with our MCTs, we look forward to the exciting journey ahead as we embark on this national-level effort and multi-year journey of Healthier SG.



My Care Team at SHP – Sengkang



My Care Team at SHP – Punggol



Health pals undergoing training

Care Manager consulting patient

Who is part of My Care Team?



Doctors

- Take care of your medical needs
- Lead the team to provide holistic care for you



Care Managers

- Conduct clinical assessments
- Share practical health tips
- Coordinate your social needs



Health Pals

- Coordinate appointments
- Coordinate your preventive care needs