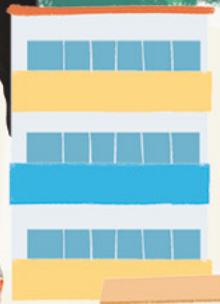




Get Well, Live Well

# Life in Colours

COMMEMORATING NG TENG FONG GENERAL HOSPITAL'S  
6-YEAR PARTNERSHIP WITH BUKIT BATOK GRASSROOTS ORGANISATIONS



Get Well, Live Well

*Life*  
*in*  
*Colours*

COMMEMORATING **NG TENG FONG GENERAL HOSPITAL'S**  
6-YEAR PARTNERSHIP WITH **BUKIT BATOK GRASSROOTS ORGANISATIONS**

# Roadmap to Wellness

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*Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok*

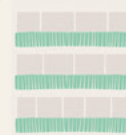
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*Ng Teng Fong General Hospital*

# Foreword

It has been six years since Ng Teng Fong General Hospital began a township project at Bukit Batok SMC to promote disease prevention and successful ageing in the community.

This community-based township effort was conceived by my predecessor, Mr Foo Hee Jug who was visionary in forming a team to go out into the community to bring health to every home. This would not have been a success without the funding provided by JurongHealth Fund.

In the pages ahead, you will be inspired by the stories of some residents from Bukit Batok SMC who have achieved better health outcomes by taking part in health promoting activities and care integrating efforts. This is done alongside My Health Map, a preventive health management programme organised by Community Operations, since the department was set up in September 2018.

The strong bonds that our Community Operations team has forged with various social, community and medical partners have been key to the success of the township programme. The partnerships provided opportunities for Community Operations to engage residents, and co-create workflows and programmes that benefit them.

During the engagement sessions, the team observed that many residents were unaware of the health services available to them. The needs of some residents were also multi-faceted. Through each resident's story, you will witness how core initiatives such as care connector and Inter-Disciplinary Group have paid off. Residents are now informed on health matters, supported in the community and empowered to take ownership of their health.

Looking ahead, residents in Bukit Batok can benefit from a future that our Community Operations team is determined to create - a self-sustaining ecosystem of care within the community. At present, we are investing on building capabilities by partnering GPs in Bukit Batok who are part of the NUHS Primary Care Network and social care services to serve residents holistically.

I hope the stories of these residents and the efforts of our Community Operations team in Bukit Batok SMC will give you the motivation and confidence to age gracefully in your community, and enjoy better health and quality of life with your loved ones.

*Dr Quek Lit Sin*

CHIEF EXECUTIVE OFFICER  
NG TENG FONG GENERAL HOSPITAL

I am honoured to introduce this book chronicling the unique partnership between Bukit Batok SMC and Ng Teng Fong General Hospital (NTFGH) in promoting healthy lifestyles for our residents. The stories shared within these pages showcase the value of building strong relationships and working together towards a common goal of improving the wellness of our community.

Through programmes like breakfast meetings and bespoke health plans for rental flats, we have seen positive changes in our residents, who are now more relaxed and motivated to live healthier lives. The efforts made by the staff, Allied Health Professionals and everyone involved in these programmes are truly commendable, especially considering the intensive work that needs to be done during weekends.

The Covid-19 pandemic posed a new challenge, but our partnership was able to mobilise doctors and nurses to conduct vaccination dialogues, resulting in a high take-up rate among our residents. This was made possible

by the close relationship and trust built between Bukit Batok SMC and NTFGH.

As we move forward, I hope that this partnership will continue to thrive and benefit future generations of residents. It is our shared objective to promote better nutrition, screening, vaccination, and overall wellness for all. I am humbled by NTFGH's commitment and dedication to this important project, and I am grateful for the opportunity to share our success story with others.

I hope this book will inspire other communities to forge similar partnerships and work towards improving the health and wellness of their residents.

*Mr Murali Pillai*

ADVISER TO BUKIT BATOK  
GRASSROOTS ORGANISATIONS  
MEMBER OF PARLIAMENT FOR BUKIT BATOK SMC



# Foreword

The “Funding for Manpower for RHS Development” programme commenced six years ago, aspiring to bring health to every home in Bukit Batok SMC. Aligned with JurongHealth Fund’s (JHF) philosophy of community care, we were happy to support the pilot programme as it showed the potential of the future of healthcare which extends beyond a hospital setting, combining various community nodes to create a seamless health eco-system. Six years later, with the introduction of Healthier SG by Ministry of Health, this concept of integrated care is working its way to become reality.

At JHF, we are proud to champion this programme which would not be possible without the generous donation of the family of the late Mr Ng Teng Fong. Although the idea of integrated care appears simple, it entails a multitude of delivery strategies that require engagement with different stakeholders in the healthcare system.

By extending a hand, we helped lay the foundation of community health and with the knowledge attained, we hope to pave a path to inspire healthy living. My sincere congratulations to the team on the successful publication of this book.

May we all continue to work towards expanding the capabilities of healthcare.

*Professor Lim Pin*

CHAIRMAN  
JURONGHEALTH FUND





CHAPTER



# *A New Window Opens*

The birth of a model of care based on trust and a strong relationship.

“We are heartened by the strong support from MP Mr Murali and Bukit Batok SMC grassroots leaders when we proposed the Township model to them back in 2018.”

ADJ A/PROF CHEE THONG GAN  
SENIOR DIRECTOR, ALLIED HEALTH & COMMUNITY OPERATIONS

### Bukit Batok Township Model of Care at a glance

The initiative establishes a seamless ecosystem of care, connecting local resources, social service agencies, primary care providers, and grassroots organisations. Working together, they aim to promote active ageing, prevent disease and integrate care within the community. The initiative also places a strong emphasis on early intervention and healthy lifestyles to delay the onset and deterioration of residents' health conditions.



## Transforming Patient Care in the Community

At the core of Ng Teng Fong General Hospital's (NTFGH) vision, mission and purpose is our patients. Since it began operation in 2015, NTFGH has been working with community partners to integrate care and improve accessibility to meet healthcare needs of the population living in the west.

One of the challenges faced by caregivers and patients, particularly those who are frail, and with complex illnesses, lies in manoeuvring through 'last-mile care'. This is crucial for the patient's well-being and recovery post-discharge.

To address those needs, Bukit Batok Township Model of Care was designed in 2019 to go beyond the walls of the hospital to better support patients as well as residents living in the west, starting with residents of Bukit Batok Single Member Constituency (SMC), by improving their access to information and resources.

### An Integrated Approach to Community Healthcare

The vision was to explore innovative ways of bringing health to those in need, especially the seniors. Central to this vision is the **asset-based community development model**, which focuses on capitalising on the strengths of existing community partners.

By leveraging on social service agencies for outreach and introducing care connectors, the initiative seeks to enhance residents' accessibility to health information, bringing it closer to home and to their doorsteps.

The initiative also ensures that the most vulnerable residents get access to a suite of age-appropriate interventions, such as screenings, vaccinations and social support to continue to remain active and live well in the community.

*“Our care connectors connect the residents to lifestyle programmes and embed behaviour change approaches to transform the way they choose their food, engage in physical activities and manage stress and sleep.”*

LEE HEE HOON  
DIRECTOR, ALLIED HEALTH & COMMUNITY OPERATIONS



Additionally, the team established the Inter-Disciplinary Group (IDG) to anchor care in the community. The IDG brings together social and medical partners, working collaboratively as a team to discuss and manage all aspects of resident care holistically.

As the model of care evolves and expands, it aspires to create a cohesive and effective healthcare system that benefits all residents.

*“Through the Inter-Disciplinary Group, care needs for the residents are discussed. Community partners then propose specially tailored practical aids, including financial assistance, regular health screenings and mental health support, which are recommended to the residents.”*

**LIM SUE FERN**  
MANAGER, COMMUNITY OPERATIONS

This integrated approach demonstrates the transformative power of innovation and collaboration. The results are evident through the

significant improvement of our residents’ health-related quality of life scores, measured using the five-dimensional European quality of health scale (EQ-5D).



*“Our initiative forms the building block and stepping stone towards Healthier SG. It has brought together the community in Bukit Batok to co-create and innovate with all our different strengths for the benefit of the residents.”*

**JESSLYN CHONG**  
SENIOR MANAGER, COMMUNITY OPERATIONS

**Left**  
A resident receiving a token of appreciation for completing My Health Map components at Concern & Care Society

## Bukit Batok Township Model of Care

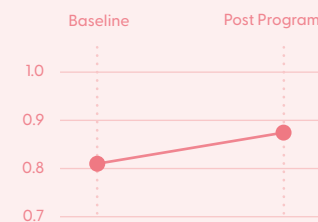
Measuring Health-Related Quality of Life  
June 2019 – June 2022

One year after joining the initiative, the residents showed a significant improvement ( $p < 0.01$ ) in their health-related quality of life scores, especially for age groups 60 - 69 and 70 and above.



**85%**  
of the residents improved or maintained their quality of life.

Overall Average EQ-5D Score



There was an improvement of

**7.91%**  
in the overall average EQ-5D score.

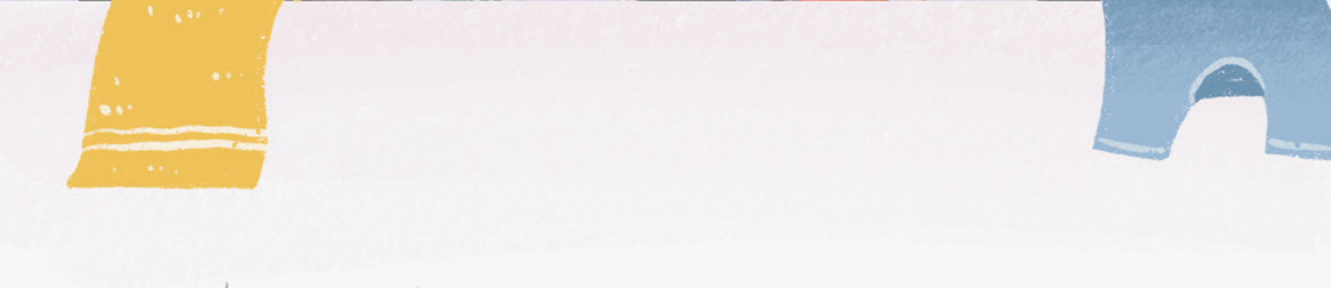
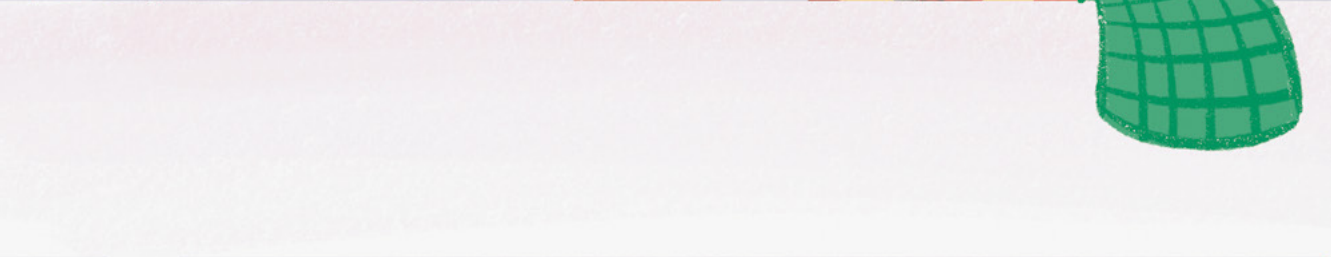


The driving force behind Bukit Batok Township is a passionate team of professionals from Ng Teng Fong General Hospital.

PIONEERING TEAM STAFF FROM LEFT TO RIGHT:


- 1. Lim Sue Fern**  
Head, Pharmacy, Jurong Community Hospital and Manager, Community Operations
- 2. Jesslyn Chong**  
Head, Dietetics & Nutrition and Senior Manager, Community Operations
- 3. Adj A/Prof Chee Thong Gan**  
Senior Director, Allied Health & Community Operations
- 4. Lee Hee Hoon**  
Director, Allied Health & Community Operations
- 5. Chin Chi Hsien**  
Principal Medical Social Worker, Medical Social Services and Senior Manager, Community Operations





CHAPTER

# 2

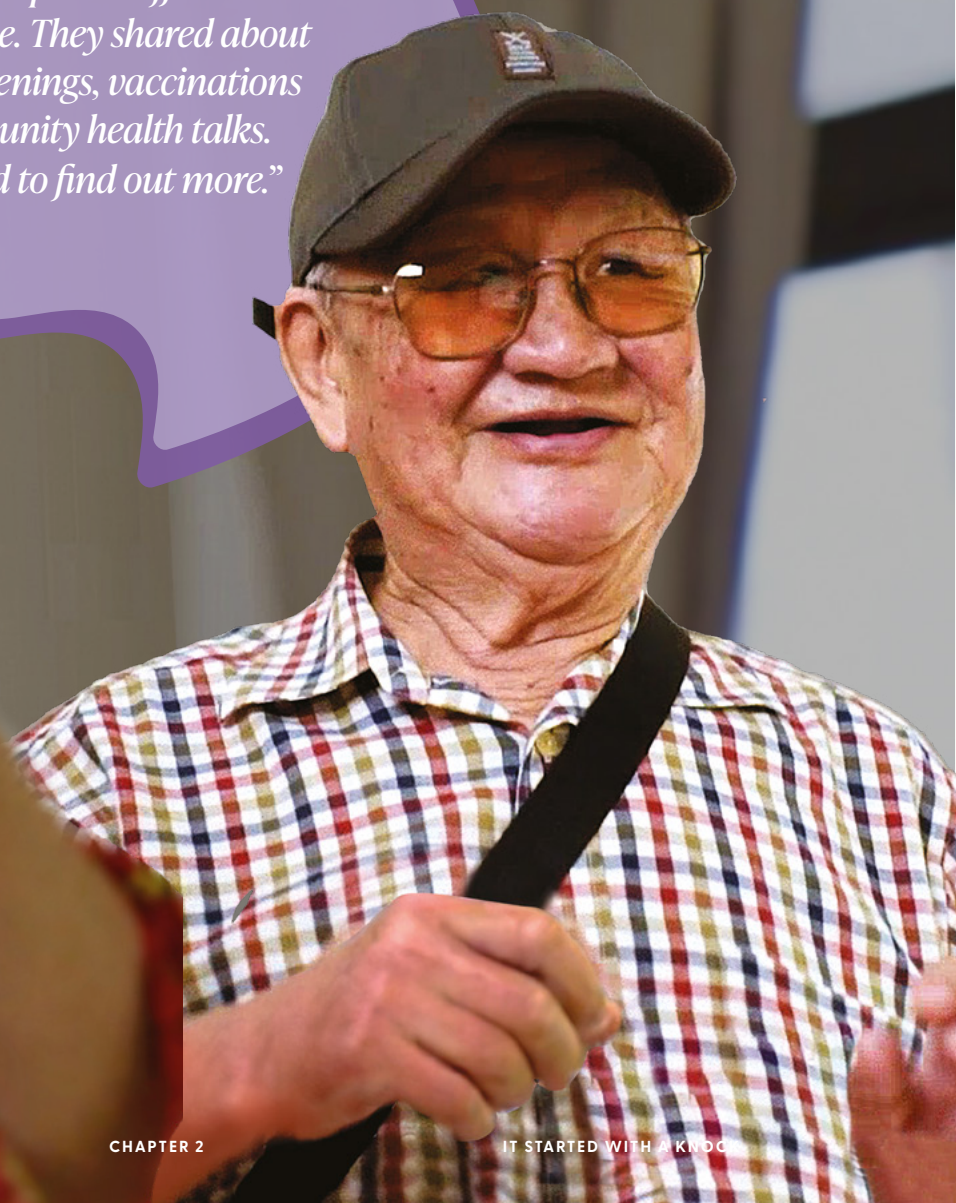


## *It Started With a Knock*

Fostering relationships to bridge the gaps for successful ageing, one resident at a time.

# Mr MICHAEL ONG

*“I learnt about My Health Map when the hospital staff visited me at home. They shared about health screenings, vaccinations and community health talks. So I wanted to find out more.”*



## From a Knock to a Relationship

Mr Michael Ong, a 76-year-old resident of Bukit Batok, shares his journey of embracing community-based care and My Health Map, which have enriched his life and well-being.

His first encounter with the care connectors was during a door-to-door outreach, where Mr Michael Ong was introduced to a suite of age-appropriate health interventions. Intrigued and eager to learn more, he attended the My Health Map (MHM) roadshow and signed up for the programme. “Through this programme, they advised me to go for health screenings and vaccinations for pneumonia and flu, to better take care of my health,” he says.

This connection was not just beneficial to Mr Ong, but also to many of his friends whom he had introduced to

Concern & Care Society (now closed), a Voluntary Welfare Organisation serving the elderly, near his home to attend health talks organised by NTFGH.

“Through these talks, we get to know more about ourselves and our health,” he adds, emphasising the importance of staying informed and proactive about one’s well-being.

Embracing MHM and engaging with the care connectors has proven to be a rewarding experience for Mr Ong. The support and guidance provided by these dedicated professionals have empowered him to make informed decisions regarding his health, enabling him to embrace his golden years with a renewed sense of confidence and vitality.



**Top**  
Care connectors conducting a door-knock at Mr Ong’s home

**Left**  
Mr Ong attending My Health Map roadshow at Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok

Mr Ong's life is a tapestry woven with the love and laughter of his family, as well as the deep connections he shares with the vibrant senior community in his neighbourhood. As he recalls days gone by, his eyes sparkle with nostalgia. "You know, when I was young, I could dance up a storm – Cha cha, rock and roll, you name it. But now, I've forgotten all the steps," he chuckles, his laughter echoing the happiness etched on his face.

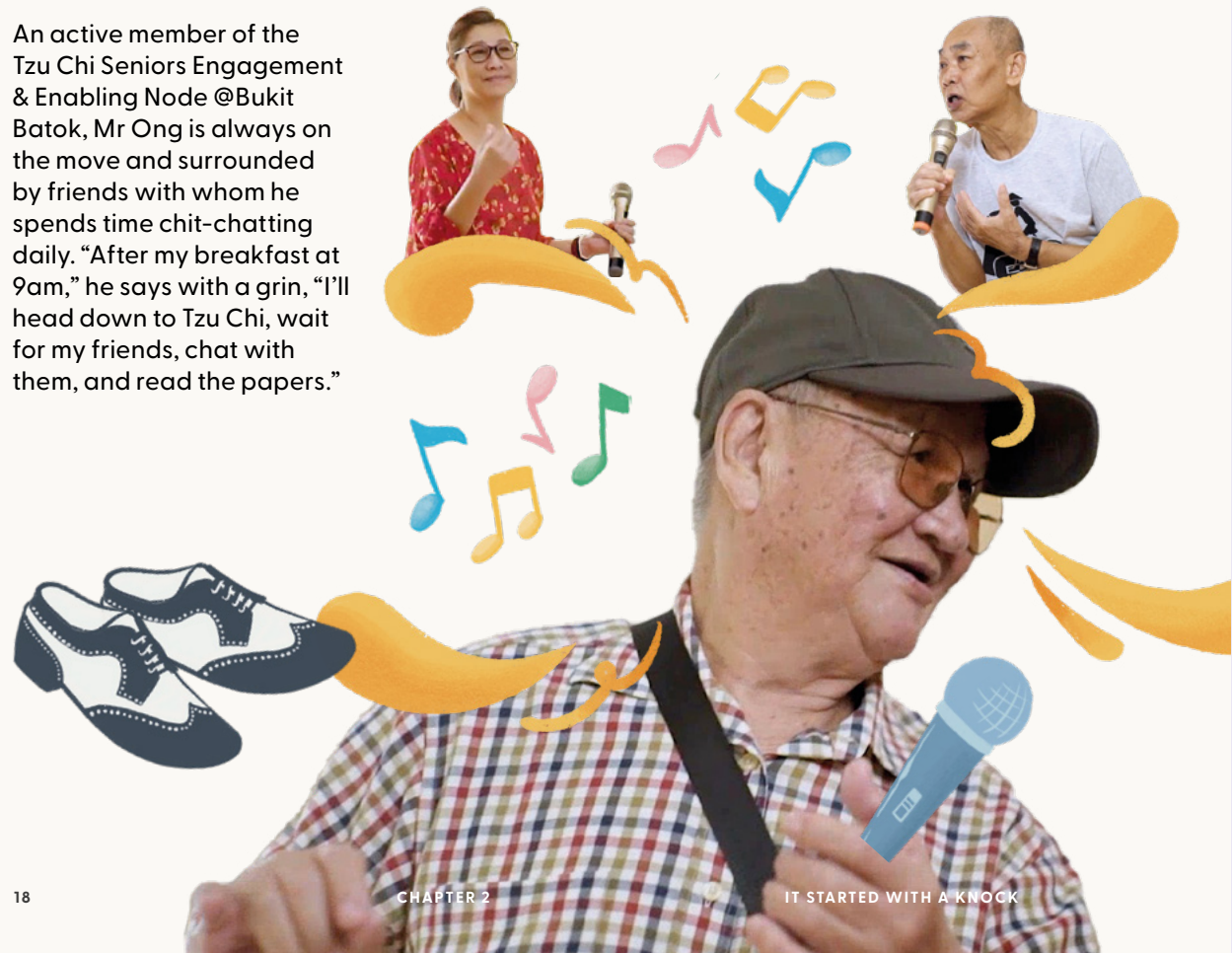
Weekends are a time for bonding and creating memories as Mr Ong and his son go out for meals together, filling the air with animated conversations and the clatter of utensils.

An active member of the Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok, Mr Ong is always on the move and surrounded by friends with whom he spends time chit-chatting daily. "After my breakfast at 9am," he says with a grin, "I'll head down to Tzu Chi, wait for my friends, chat with them, and read the papers."

Music holds a special place in Mr Ong's heart, and his eyes light up when he mentions his favourite pastime. "Singing karaoke – that's what I love the most." The joy and laughter they share while belting out tunes create memories that will last a lifetime. But when the Covid-19 pandemic struck, these precious gatherings were put on hold. Determined not to let the pandemic dampen their spirits, Mr Ong sprang into action once the restrictions were eased, setting up a corner for seniors' at the void deck of his block, creating a sanctuary for him and his friends to catch up and sing their hearts out.

He enthusiastically recalls the various events and activities he's attended over the years. Whether it is a festive celebration or a neighbourhood clean-up, Mr Ong dives in headfirst, eager to contribute to the well-being of his community. These events not only strengthen his bond with friends and neighbours but also provide a platform for him to share his life experiences and wisdom with younger generations.

Today, he still meets his friends at the void deck, their conversations now accompanied by the gentle rhythm of daily life in the neighbourhood.



**For Mr Ong, the greatest value of the care connectors' work lies in their ability to provide personalised and tailored support, directly addressing his unique needs and concerns. This individualised care has allowed him to maintain his independence, stay active in his community, and continue to pursue his passions with unwavering enthusiasm.**



Scan or click here to watch Mr Ong's story



# My Health Map

Preparing residents for an independent wellness journey.

## The 5 Domains of My Health Map (MHM)

MHM achieves holistic care by recommending interventions such as:

1. Chronic disease, functional and cancer **screenings** for early detection.



4. **Lifestyle intervention programmes** to reduce social isolation and boost health knowledge and awareness.



2. Influenza and pneumococcal **vaccinations** to safeguard against preventable diseases.



5. Identify **social and environmental concerns** using risk screeners and finding appropriate solutions.



3. **Chronic disease self-management** through regular follow-ups with primary care provider and attending NTFGH Chronic Disease Self-Management Programme.



MHM is tailored for residents aged 40 and above. When residents are enrolled in MHM, care connectors will design a personalised, year-long care plan based on these domains. The aim is to empower and prepare them to independently continue their wellness journey post-graduation from the programme.

As Mr Ong's experience illustrates, community-based care and My Health Map (MHM) can provide significant support. However, a key challenge faced today is ensuring that these beneficial interventions, such as screenings, vaccinations, and lifestyle modifications, are delivered in a coordinated manner.

**MHM**  
June 2019 - March 2023

Reached out to  
**22,000**  
Residents  
across 11 zones



**Top**  
A resident participating in a quiz at My Health Map roadshow in Bukit Batok Zone 1 Residents' Network



**Right**  
A care connector sharing about My Health Map with a resident who attended the roadshow



**Top**  
A resident receiving health information from a care connector at My Health Map roadshow in Bukit Batok Zone 1 Residents' Network

*“Using day to day topics like food as a conversation starter make residents feel at ease and connect with us to learn how components of MHM relate to their daily life.”*

**NUR SUAIBAH**  
CARE CONNECTOR

Preventive and primary health care are essential, yet there can be barriers such as lack of proper health assessments, inadequate follow-ups, and even financial burdens. These issues can lead to inadequate health

outcomes and an increase in overall system costs.

Thus, MHM is aimed at preventing and managing risk factors for the residents to delay physical and cognitive decline, echoing the kind

of positive impact seen in Mr Ong's experience with community-based care. It also offers an opportunity to identify and address gaps in the current healthcare system, aiming to improve delivery and increase impact.

“Our care connectors are the special touch! Because of the trust they have with the residents, we see an increase in the take-up rates for health screenings and vaccinations beyond the national average. Early detection, health promotion and disease prevention are crucial to the lives of every resident.”

**LEE HEE HOON**  
DIRECTOR OF ALLIED HEALTH AND COMMUNITY OPERATIONS

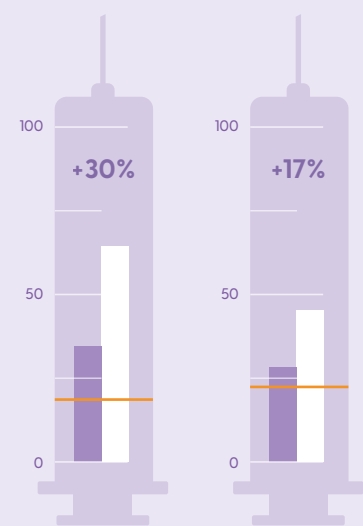
## My Health Map

**Screenings and Vaccinations**  
April 2019 - March 2022

The screening and vaccination participation for residents was higher than those reported in the 2021 National Population Health Survey.

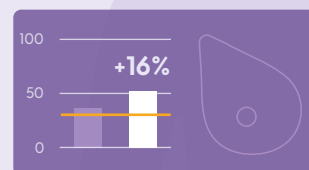
### Vaccination take-up rates

Influenza Vaccination (n=220)      Pneumococcal Vaccination (n=159)

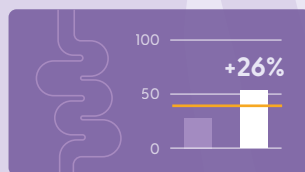


### Screening take-up rates

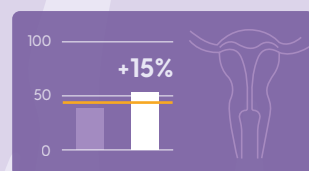
Breast Cancer (n=71)



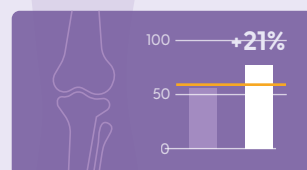
Colorectal Cancer (n=180)



Cervical Cancer (n=62)



Chronic Disease (n=70)



● Pre    ● Post    — Benchmark      Benchmark Values based on National Population Health Survey 2021

View this table to find out what health screenings and vaccinations are recommended for you.

Age Group	Screenings	Vaccinations
40 - 49 years old	<ul style="list-style-type: none"> <li>• Blood sugar</li> <li>• Blood pressure</li> <li>• Cholesterol</li> </ul>	<ul style="list-style-type: none"> <li>• Influenza</li> </ul>
50 - 59 years old	<ul style="list-style-type: none"> <li>• Blood sugar</li> <li>• Blood pressure</li> <li>• Cholesterol</li> <li>• Colorectal, cervical and breast cancers</li> </ul>	<ul style="list-style-type: none"> <li>• Influenza</li> </ul>
60 - 64 years old	<ul style="list-style-type: none"> <li>• Blood sugar, blood pressure and cholesterol</li> <li>• Audio, vision and oral health</li> <li>• Colorectal, cervical and breast cancers</li> </ul>	<ul style="list-style-type: none"> <li>• Influenza</li> </ul>
65 - 69 years old	<ul style="list-style-type: none"> <li>• Blood sugar, blood pressure and cholesterol</li> <li>• Audio, vision and oral health</li> <li>• Colorectal, cervical and breast cancers</li> </ul>	<ul style="list-style-type: none"> <li>• Influenza</li> <li>• Pneumococcal</li> </ul>
69 years old and above	<ul style="list-style-type: none"> <li>• Blood sugar, blood pressure and cholesterol</li> <li>• Audio, vision and oral health</li> <li>• Colorectal cancer</li> </ul>	<ul style="list-style-type: none"> <li>• Influenza</li> <li>• Pneumococcal</li> </ul>

# The Care Connectors

Supporting seniors in accessing care and community resources with each knock on the door.

In his address at the launch event for the book 'Singapore Ageing: Issues and Challenges Ahead', Prime Minister Lee Hsien Loong discussed the looming demographic shift in Singapore. He highlighted the projection that by the

year 2030, one in every four Singaporeans will be 65 years of age or older, underlining the significant ageing issues that the nation must prepare to confront.

With an ageing population and increasing life

expectancy comes an increase in healthcare expenditure. It is therefore important to empower the community to take charge of their own health to stay well now, and to age well later. Through My Health Map (MHM), senior residents are able to access not just health advice but also other useful resources like counselling, helplines, as well as financial assistance.

To promote MHM, a team of dedicated administrative staff and care connectors went into the community to engage, educate and encourage residents to join the programme. Supporting the care connectors in their community outreach were 84 volunteers from Singapore Polytechnic and Friends of JurongHealth. Together, in a span of 4 years they have reached out to more than 22,000 residents across 11 zones in Bukit Batok.

**Left**  
Care connector and volunteers from Singapore Polytechnic conducting a door-to-door outreach at Bukit Batok Zone 9

*“When residents see us at their door step, they warm-up to us. This familiarity and our approachable demeanor help them to open up and share their concerns with us, so we can find suitable solutions together. This relationship we have is beneficial to them, and meaningful to me.”*

**NASEEMA BANU**  
CARE CONNECTOR



**Top**  
Care connector enrolling residents in My Health Map at a roadshow conducted at Bukit Batok Zone 1 Residents' Network

Alvin Lee, a care connector with over two years of experience, shares his motivation for joining the team. “Being a care connector gives me the opportunity to work with different healthcare professionals. This has greatly helped me to better understand the overall care needs of our seniors in the community.”

*“I will call my residents, especially those who are living alone and hardly involved in social activities just to chat with them to understand what they like to do and share about myself. This helps me to gradually build trust with them and get them to eventually open up to me.”*

**ALVIN LEE**  
CARE CONNECTOR

Reflecting on the impact of his work, Alvin says: “High blood pressure and cholesterol may result in serious diseases like stroke. Our role is to encourage residents to go for health screenings, as part of MHM, to check if they are at risk of developing chronic diseases. This is especially important because

some of these conditions do not have noticeable signs and symptoms.”

The work of a care connector was not without its challenges. A common sentiment among the residents was that they did not need to join any health programmes as they did not have any obvious medical conditions.

To address this, the care connectors took the time to educate residents about the importance of preventive health and early detection of potential health issues. “It is important for residents to understand and take care of their physical and mental health,” explains Katherine Tan, another care connector.

“So, we share information on where to go to get chronic disease and cancer screenings, vaccination and also caregivers support.”

Despite the challenges, the impact of the care connectors’ assistance continued to ripple throughout the community. Jesslyn Chong, Senior Manager of Community Operations, emphasised the importance of bridging the information gap. “During our outreach, we discovered a common gap. There is a lack of information that is simplified and readily accessible to older adults who are not internet savvy.”

To support them, care connector Sim Ling Ling says that she makes regular calls to the residents.

“Whenever possible, I will check on them through WhatsApp and video call.”

The dedicated care connectors remain committed to their mission to provide one-stop information that help residents to age well in the community. One of the

most rewarding part of the care connectors work is the life lessons they learnt from caring for their residents. “They have resilience and have a positive outlook on life. I can see it in their joy of looking after their loved ones when they themselves also are in need,” care connector Katherine shares.

*“We can build relationship with residents through casual activities they enjoy doing, like singing and dancing with them at the Active Ageing Centres. Once we build rapport with them, they are more open and receptive to us.”*

**KATHERINE TAN**  
CARE CONNECTOR



**Top**  
Care connector teaching a resident to use mobile phone application during an outreach session at Concern & Care Society



Each door knock is an opportunity to educate, inspire and empower seniors and their families to take charge of their health and well-being. It marks the beginning of a relationship.





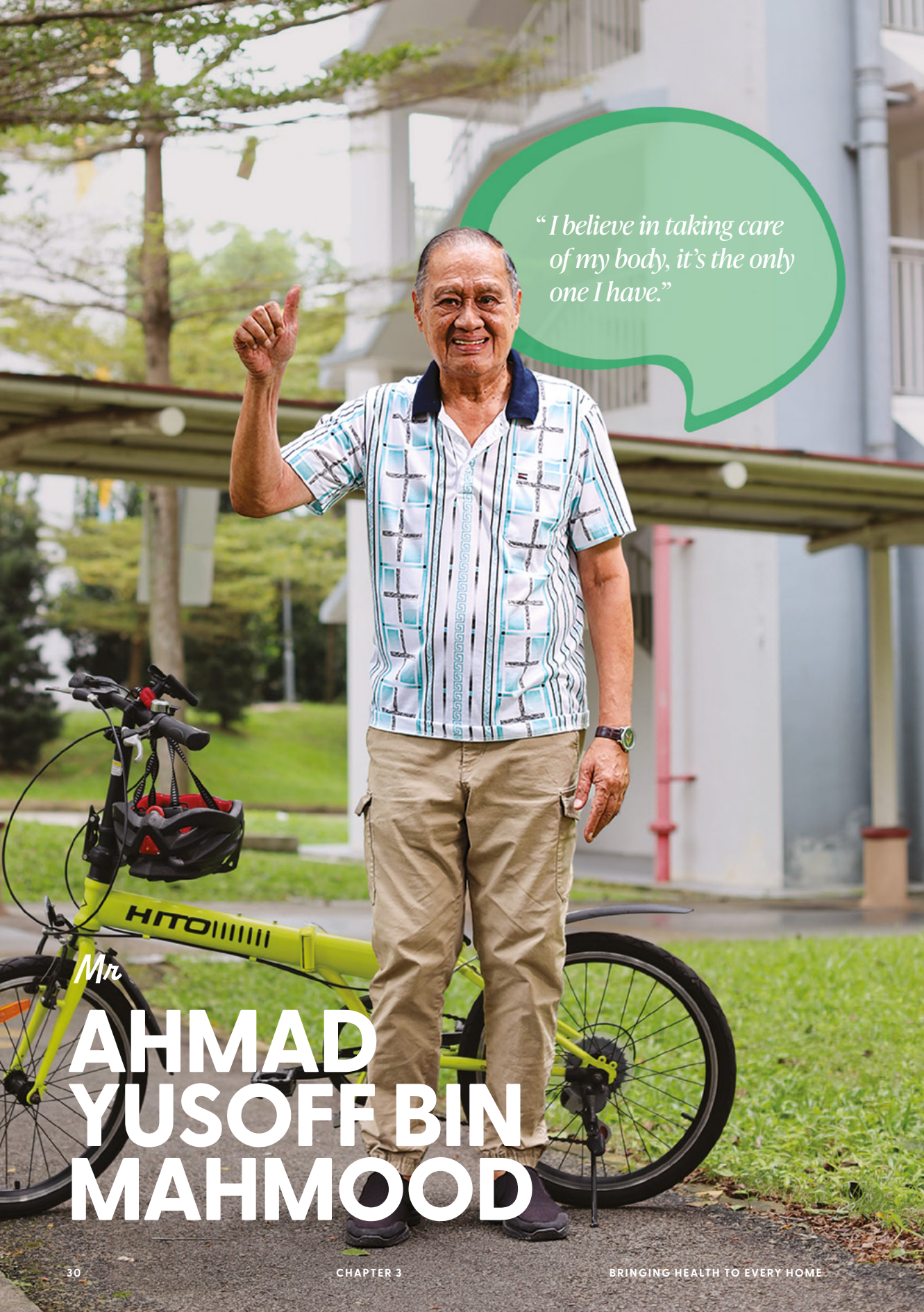
CHAPTER

# 3

# *Bringing Health to Every Home*

Addressing social isolation to promote successful ageing within the community.





*“I believe in taking care of my body, it’s the only one I have.”*

Mr  
**AHMAD  
YUSOFF BIN  
MAHMOOD**

## Building Bonds through Community Learning

Mr Ahmad Yusoff bin Mahmood, 74, finds purpose through volunteering, intergenerational learning, and cycling.

As the sun begins to rise, Mr Ahmad Yusoff gets out of bed, eager to start his day. The retiree begins his morning by doing some light stretching after his prayers, before walking over to the neighbouring block. There, he assists his friend in selling kueh-kueh, an assortment of scrumptious traditional Malay snacks. “I love being here and helping out,” he shares warmly. “It keeps me busy and allows me to connect with people.”

Helping others brings joy to Mr Ahmad, who began volunteering at the Fei Yue Active Ageing Centre (AAC) (Bukit Batok) in July 2022. Tasked with filing and administrative work, he says: “Since my wife passed away last year, I did not have much to do. So, my intention in volunteering is to do something worthwhile while passing time. I don’t feel lonely when I’m around other seniors and having a chat with them.” He adds that besides helping other seniors in the centre, he also learns from them.

**Right**  
Trained volunteer facilitator conducting CDSMP



**Top**  
Mr Ahmad participating in CDSMP at Bukit Batok Polyclinic

Despite living alone, Mr Ahmad remains socially active, cherishing time spent with friends. He excitedly shares, "I am part of a seniors' bowling league with some of my buddies. We meet every Wednesday to bowl. It's not only good for my physical health, it's also great for my mental well-being."

In September 2022, Mr Ahmad joined the Chronic Disease Self-Management Programme (CDSMP), an initiative by NTFGH which equips seniors with the knowledge to manage long term health conditions like diabetes and hypertension independently.

*"I can learn from the young people as they are educated and can share with us old folks a lot of information. This is one thing I find very interesting."*

**MR AHMAD YUSOFF  
BIN MAHMOOD**

**Top**  
*Mr Ahmad receiving a certificate of participation for successfully completing CDSMP*



Initially hesitant, Mr Ahmad was encouraged by his care connector Nur Suaibah, to give the programme a try. "She assured me that I would benefit from the programme, and she was right," he says with a smile.

The session, conducted in Malay, was facilitated by two volunteers who are postgraduates from the Singapore University of Social Sciences. Mr Ahmad found it especially beneficial as the young facilitators

were engaging and he enjoyed learning from them.

One of the session was on healthy eating. "I used to eat a lot of fried food but now I have changed my diet," he adds. Since the session, Mr Ahmad takes two pieces of bread for breakfast and portions his rice into two - half for lunch, and the other for dinner. "I also no longer take sugary drinks and opt for water instead. As we get older, our appetite has changed a lot."



As Mr Ahmad has become more conscious of his health and well-being, he cycles everywhere he goes. Cycling has become an integral part of Mr Ahmad's daily routine. He enjoys the fresh air and exercise that comes with it. "Cycling is good for my health," he explains. "It's a way for me to stay active and explore the city I love."

Despite his age, Mr Ahmad is determined to keep himself in good physical condition. "I feel better when I'm active," he says.

"It gives me a sense of purpose and helps me stay connected to the world around me."

To further keep his health in check, his care connector, Suaibah, also encouraged Mr Ahmad to take the pneumococcal and influenza vaccinations to boost his immunity and protect him from lung and flu-related infections and complications. "Life is too short to sit around and do nothing," he says with a smile. "I plan on staying healthy for as long as I can."

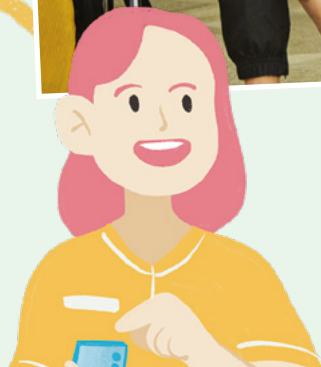


“I mix a lot with the seniors and I learn how they do certain exercises or take care of themselves, and I apply it to my own life. I think that’s great.”

MR AHMAD YUSOFF BIN MAHMOOD



Scan or click here to learn about CDSMP



## Chronic Disease Self-Management Programme

Muhammad Azhiim, 32, one of the volunteer facilitators, shares his experience engaging participants like Mr Ahmad during the course. “CDSMP offers a framework on matters that are important to them but translating the course materials into Malay proved challenging.”

“At times, we were using the wrong word in Malay, or the concept was too complicated for them to comprehend,” says facilitator Muhammad Faiz, laughing as he recalls the funny moments.

Despite the occasional fumbles, the participants were enthusiastic and ever ready to jump in to help with the translation. “The seniors were very patient and understanding. They were always willing to help us translate the words that we were unsure of, and they were also very open to learning new concepts.

It makes the sessions really enjoyable and full of laughter.”

With the seniors’ guidance, the facilitators were able to better explain otherwise more complex topics using imageries in Malay, making this unexpected intergenerational learning even more accessible and positive for the participants.

The success of CDSMP has Dr Kwek Sing Cheer, Head of Bukit Batok Polyclinic, looking forward to future partnerships with NTFGH to bring greater health and wellness to all patients. “It has been an exciting journey collaborating with our hospital partner to bring this wonderful programme to our patients,” she shares. “Everyone involved has worked so hard and I’m heartened to hear excellent feedback from the participants.”

“We offer a framework on topics such as how to manage their emotions, and how to develop a healthy diet.”

MUHAMMAD AZHIIM  
FACILITATOR OF  
CDSMP FROM SUSS

### Chronic Disease Self-Management Programme (CDSMP) at a glance

Chronic disease management is one of the components of the MHM initiative.

CDSMP is suitable for individuals with chronic conditions.

CDSMP imparts essential knowledge and skills to participants to manage their chronic diseases effectively and improve their quality of life.

The programme covers crucial topics such as:

- symptom management
- nutrition and exercise
- effective communication
- managing emotions
- self-management skills

CDSMP continues to empower residents to manage their own health through lively and interactive learning opportunities that also enable greater sense of connection through mutual learning.

### CDSMP Sessions Conducted in Bukit Batok August 2018 - July 2023



# Bridging Generations for a Healthier Future

## Intergenerational Programme (IGP) at a glance

The IGP is a ground up initiative which aims to provide seniors with more opportunities to interact with the outside world through social activities involving the younger generation.

Launched in January 2019, IGP is designed by NTFGH Dietitians to engage the seniors in meaningful activities that promote healthy living while interacting with the younger generation.

With Singapore's rapidly ageing population, the IGP addresses the pressing need to improve the health

and psycho-social well-being of the seniors, many of whom may be isolated from the outside world.

Focused on heart health, the IGP brings the younger and older generations together in a series of activities that facilitate social interaction to enrich the learning experience.



The programme is led by Dietitians from NTFGH, with the support of Community Operations.

**Left and Bottom**  
NTFGH Dietitians conducting an IGP session for the seniors at Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok and students from Prince Siddhattha Child Care Centre



Scan or click here to watch how IGP sessions are conducted virtually



*“The parents were supportive, and liked that the children were interacting with the seniors and learning something health-related. Then, their children bring this knowledge home and teach their parents.”*

TEACHER FROM PRESCHOOL

## Activities

The IGP also facilitated intergenerational connections, with seniors bonding with young children during learning journeys and shopping for healthier groceries.

**Right**  
Students from Prince Siddhattha Child Care Centre and seniors from Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok on a learning journey to NTUC FairPrice



Participants learn about heart-healthy diets, exercise, blood pressure monitoring, and heart attack detection.

When the Covid-19 pandemic hit, the programme pivoted to online sessions, ensuring a safe environment for both seniors and children, who continued to enjoy and benefit from the virtual learning experience.

The success of IGP stems from its collaborative efforts with like-minded partners to co-develop this meaningful initiative for both the young and old. These partners include PCF Sparkletots (Bukit Batok @ Block 178), Prince Siddhattha Child Care Centre, St Luke's ElderCare Bukit Batok Centre and Tzu Chi Seniors Engagement & Enabling Node (SEEN) @Bukit Batok.

*“I think the initiative is very good as the children need to start learning about nutritional values from young.”*

PARENT OF PRESCHOOL STUDENT

IGP  
March 2021 - March 2022

Conducted

33

Sessions  
in Bukit Batok

Engaged  
126  
Seniors

and  
136  
Children



*“It was very fun, and the children are very adorable. When they saw the triangle (Healthier Choice) label, they would say, ‘We can buy this!’”*

**MDM LIM GUAT POH**

**Right**

*The seniors and children on a learning journey at NTUC FairPrice organised by NTFGH Dietitians and Community Operations*



75-year-old Mdm Lim Guat Poh, a resident of Bukit Batok, was one of the participants of IGP. In the last session of the programme, she attended a learning journey planned by the Dietitians from NTFGH. She teamed up with young children from Prince Siddhattha Child Care Centre to shop for healthier groceries. The experience not only taught her about healthier food choices but also allowed her to bond with the younger generation. Mdm Lim fondly recalls how the children excitedly pointed out the Healthier Choice label on various items.

Her interactions with the children highlighted



the value of intergenerational connections and its potential for mutual learning and understanding. The children were friendly and warmed up to the seniors quickly, creating an enjoyable experience for everyone involved.

Some parents were happy to see that their children had adopted at least one healthy eating habit. One parent shared that the lesson on sugar and teaching materials like the sugar worksheet helped to teach their child about

sugar intake. They noticed that their child had become more conscious of their food choices, even prompting the family to buy more fruits and vegetables during supermarket trips.

By bridging the generational gap and promoting healthy living, the IGP has made an impact on seniors and children alike. Post-programme evaluations revealed that 94% of children were able to recall and apply their learnings about healthy eating through hands-on activities in the community.

**“Our children get to meet different members of the community like the seniors and staff from the hospital. They learn how to interact, respect and empathise, and also learn how to take care of themselves.”**

**TEACHER FROM PRESCHOOL**



# Empowering the Community for Self-Management

Besides signature programmes such as CDSMP and IGP, Community Operations engages senior residents at Active Ageing Centres (AACs) such as Concern & Care Society (now closed), Fei Yue Active Ageing Centre (Bukit Batok) and Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok in health talks and dance workouts regularly.

Doctors and Allied Health Professionals of NTFGH are also invited to conduct health talks covering a wide range of topics such as mental wellness, healthy eating as well as healthcare financing.

Additionally, the team has also organised family-friendly health fairs and events, aimed at residents of all ages,

during the weekends. The goal? To spread the word on the importance of health. Unique events to commemorate Occupational Therapy Day, Physiotherapy Day, Speech Therapy Day and Dietitian's Day were included in the mix to shed light on the critical roles that Allied Health Professionals play in patient care, in and beyond hospital settings.

**The Bukit Batok Township Model of Care** focuses on engaging and educating residents through community health programmes and health events.

August 2019 – March 2022



## Health Fairs & Carnivals

Organised

5

Events

Involving

1,783

Participants

## Community Health Talks

Organised

38

Health Talks

Involving

1,924

Participants



*Left/Bottom Residents participating in exercise session and health talk conducted by NTFGH at the Active Ageing Centres*



# Project Diabetes

To further educate the public on health matters as well as to make health services more accessible, Community Operations also organised Project Diabetes. This screening exercise (HbA1c test on capillary blood samples) was done in partnership with NUHS Primary Care Network General Practitioners (GPs) in Bukit Batok, People's Association and Abbott. The screening event was specifically **targeted at the residents of Bukit Batok with family history of diabetes** to promote early detection and support residents in their management of the disease.

At the screening event, residents identified to be at risk of diabetes based on the HbA1c test result were referred to one of the 12 partnering GPs closest to their residential address for a fasting blood glucose diagnostic test. The diagnostic test and first consultation with the GP was subsidised to encourage patients to go for a follow-up.

Through this partnership with Community Operations, the GPs were able to enrol the diagnosed patients in NTFGH CDSMP.

To further support the GPs, **a direct care referral pathway to NTFGH Diabetes, Endocrine and Metabolism Clinic was set up** for GPs to refer patients diagnosed with complex diabetes for further management.

The team's tireless efforts have shown that healthcare is not merely about treating diseases in a hospital setting. Rather, it involves reaching out to the community, raising awareness about common diseases and creating comprehensive, efficient, and accessible care pathways especially for at-risk individuals.

Through these initiatives, they have demonstrated a commitment to promoting a healthier community. Their approach of combining education with practical solutions has not only facilitated early disease detection but has also bridged the gap between residents and primary healthcare providers. This collaborative model offers promising potential for future public health initiatives, illustrating the effectiveness of partnerships in making a substantial difference in community health.

## Diabetes Screening

33

Residents were screened for the risk of diabetes in one morning



*Top Residents attending the screening event, Project Diabetes, at Bukit Batok Community Club*





CHAPTER

# 4

## *Forging Ties That Bind*

Unveiling the transformative power of  
community bonds and collaborative efforts.

*I've learnt that I have to be proactive about my health. It's essential to know what's going on inside my body and to act on it."*

Mr

**MUHAMMAD  
EUSOFF MOK**

## Working Together to Get Healthy

79-year-old Mr Muhammad Eusoff Mok embraces a renewed dedication to healthy living, supported by a network of caring community partners.

Every morning, at the crack of dawn, Mr Muhammad Eusoff Mok embarks on his daily walk around the neighbourhood covering 6000 - 7000 steps. Known to many as Uncle Mok, the former chef has travelled the world and even cooked for the royal palace in Brunei.

"I am an old man already. Yet, every morning, I wake up early, take a shower, and head out for a walk around the neighbourhood," Uncle Mok says with a sparkle in his eyes.

Uncle Mok's adventurous spirit is evident in his journey as a chef. In 1974, he left Singapore for Hong Kong, where he earned a cooking diploma before travelling the globe. His culinary mastery spans both western

and local cuisine, and he is always eager to share his passion for food. "I am a chef, but I don't eat meat," he laughs "Funny, right? But of course I know how to cook all the dishes. And I can cook them very well."



Top  
Mr Mok at Block 210A mural wall



During weekdays, he spends time at Fei Yue Active Ageing Centre (Bukit Batok) playing Sudoku and word search puzzles to keep his mind alert and sharp.

Now living alone in a rental flat, Uncle Mok is a dedicated volunteer who remains actively engaged with his community. "I like going to Fei Yue Active Ageing Centre (Bukit Batok) because I get to meet people and talk to my friends," he explains, emphasising the importance of staying connected to ward off loneliness. "At least there is some interaction. I don't feel lonely."

In October 2020, Uncle Mok was referred by Fei Yue Active Ageing Centre to the influenza vaccination pilot programme organised by Community Operations. The initiative brought him to the attention of care connector Katherine Tan who discovered that Uncle Mok had not gone for a medical check-up since 2013. She then began guiding him through the process of understanding the importance of regular check-ups and adhering to his medication regimen.

*"It is important to stay healthy by eating well and doing activities that keep the mind alert - like playing Sudoku."*

**MR MUHAMMAD EUSOFF MOK**



**Influenza Vaccination Pilot at a glance**

Community Operations launched this initiative in October 2020 with the purpose of raising awareness about the vaccine's protective role and reducing vaccine-preventable infections.

A 3-minute video titled "Commonly Asked Questions About Influenza Vaccination" was developed in collaboration with PCN GP Dr. Stanley Peck to address the common misconceptions and benefits of influenza vaccination.

**Bottom**

*Resident getting her influenza vaccination through the pilot programme*



Scan or click here to learn about influenza vaccination



"I did not feel sick then, so I did not see the need to see a doctor," Uncle Mok reflects. "But I now realise that just because I had no symptoms of illness, it does not mean that I am healthy - especially at my age."

Uncle Mok did his medical check-up when he went for his vaccination at the GP clinic. The medical check-up revealed that Uncle Mok had high blood pressure, high cholesterol, and high blood sugar. With newfound determination, he followed his doctor's advice by adjusting his diet and taking the prescribed medication. He even learnt to monitor his blood pressure and maintain a record of the data.

Katherine's support has been instrumental in helping Uncle Mok appreciate the importance of sticking to his medication regimen.

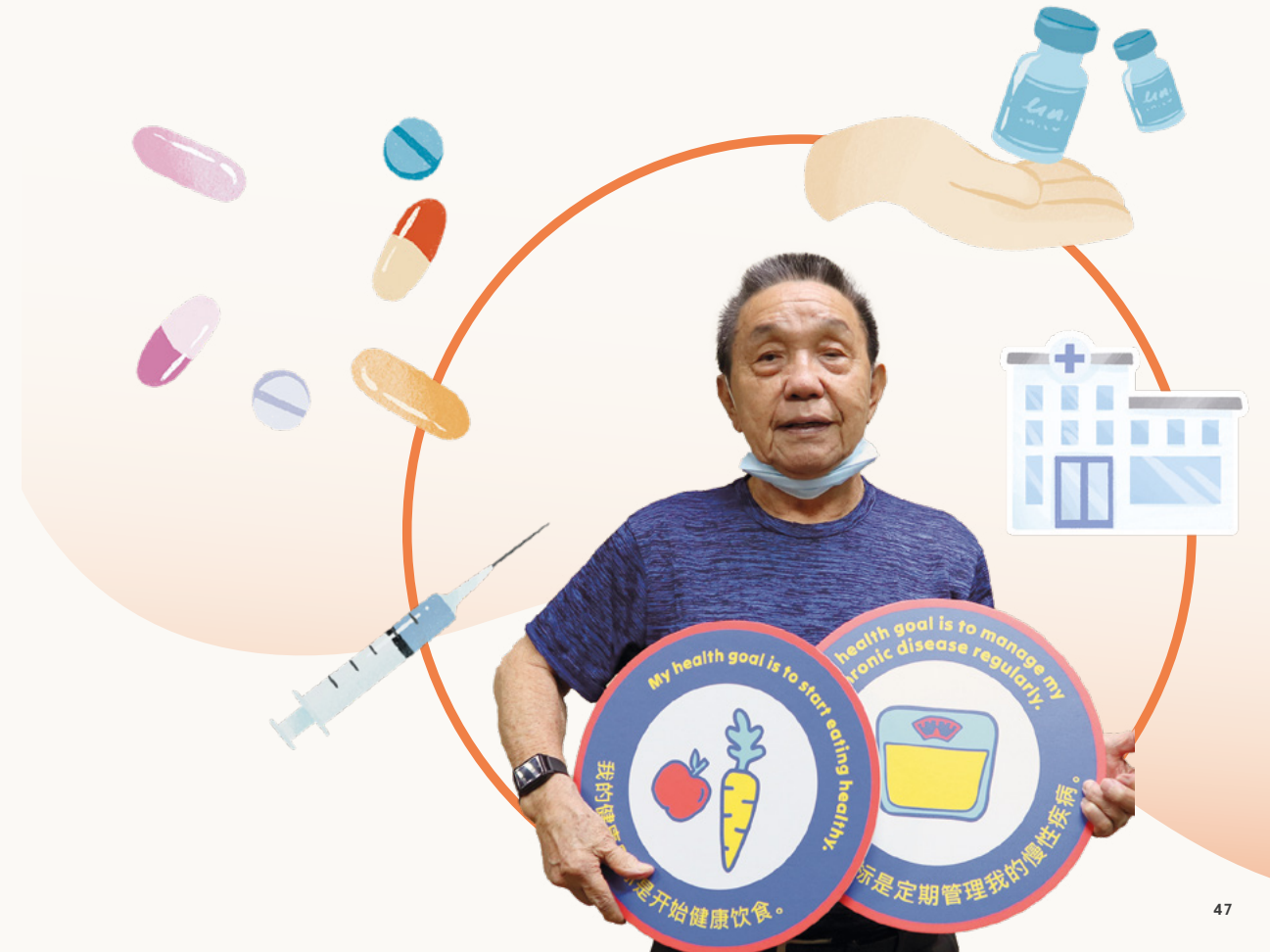
By attending regular check-ups at the polyclinic, he is now on a path towards a healthier future.

"The first time I went for a check-up, I was given medicine. I thought I just needed to finish it and then that's it. I didn't realise that I had to continue taking

them. Thank goodness Katherine reminded me. So, I went back to the doctor to top up the medicine," Uncle Mok chuckles, reflecting on his initial misconceptions about his treatment plan.

As Uncle Mok embraces his renewed conviction to healthy living, he has made significant lifestyle adjustments that reflect his newfound outlook. "From there, I learnt to stay healthy and eat healthily as well. No oil, less salt, no MSG," he says.

*Thanks to the helping hands from Fei Yue Active Ageing Centre (Bukit Batok), care connectors and health specialists, Uncle Mok is now healthier all-around.*



# Partnership in the Pilot Vaccination at a glance

The Influenza Vaccination Pilot was a collaboration with Bukit Batok Grassroots Organisations (GROs), Silver Generation Office (SGO), Social Service Agencies including Agency for Integrated Care (AIC), Tzu Chi Seniors Engagement & Enabling Node (SEEN) @ Bukit Batok, Fei Yue Active Ageing Centre (Bukit Batok) and NUHS PCN GP partners in Bukit Batok.

## Care Connectors

They initiated calls to inform residents about the vaccination initiative, schedule appointments at GP clinics, and perform post-vaccination follow-ups to ensure residents' well-being. They also contacted these residents to share information about other health initiatives under My Health Map.



We now have a very strong network of general practitioners, who are extremely important because they are usually the first port of call for a good number of residents. And so you have this relationship, where the GPs can then see how best they can take care of our residents.

**MR MURALI PILLAI**  
ADVISER TO BUKIT BATOK GRASSROOTS ORGANISATIONS, MEMBER OF PARLIAMENT FOR BUKIT BATOK SMC



I was happy to participate in the Influenza Vaccination Pilot as I believe that flu vaccination can prevent infection, which can be dangerous and harmful to the seniors. Through this initiative, I had the opportunity to extend a helping hand to the community and some of the patients have continued to follow-up with me at my clinic. Thank you NTFGH, for spearheading such initiatives in Bukit Batok.

**DR STANLEY PECK**  
FAMILY PHYSICIAN,  
DR STANLEY PECK FAMILY CLINIC  
NUHS PRIMARY CARE NETWORK



## GP Partners

NTFGH engaged with 12 Bukit Batok GP partners to administer vaccinations and provide follow-up care post-vaccination. These local GP partners also answered any vaccine-related questions and addressed potential side effects, offering peace of mind and convenient access to care for residents.

## Community Partners

Bukit Batok GROs, SGO, AIC, Fei Yue Active Ageing Centre (Bukit Batok) and Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok referred seniors and vulnerable adults who would benefit from this initiative to NTFGH.



When community partners work together to serve the community with a common goal, the clients are the greatest beneficiaries. No one can do this alone, and we believe in the "many helping hands" approach. Fei Yue is glad to be a part of this.

**MR ARTHUR LING**  
CHIEF EXECUTIVE  
FEI YUE COMMUNITY SERVICES

Through this collaboration with NTFGH on the Influenza Vaccination Project, we managed to vaccinate some seniors who were frail and living alone in Bukit Batok Constituency. The availability of NTFGH team to address seniors concerns and queries on vaccines safety was also of great help. It had provided protection for seniors at risk of severe illness from the flu.

**DOMINIC ONG**  
DEPUTY HEAD,  
(COMMUNITY NETWORKS FOR SENIORS)  
JURONG SATELLITE OFFICE  
SILVER GENERATION OFFICE  
AGENCY FOR INTEGRATED CARE



**184**  
residents successfully received the influenza vaccination at the assigned GP clinics

Scan or click here to hear the residents share about the influenza vaccination

“It is important to follow-up with the residents, to ensure that they are keeping up with their medical appointments and taking medicine.”

KATHERINE TAN  
CARE CONNECTOR



“Each team member derives satisfaction from ensuring the patient’s well-being. Through constant updates, I can follow up with the patient post-discharge, monitor their recovery, and assure the highest standard of care. This is the true power of our collaboration.”

DR KWEK THIAM SOO  
CLINICAL LEAD OF NUHS PCN

Dr Kwek Thiam Soo is a general practitioner (GP) practicing in Bukit Batok who has contributed greatly to the Bukit Batok Township in multiple ways. As the clinical lead of National University Health System (NUHS) Primary Care Network (PCN), he has motivated the 16 GPs under NUHS PCN in Bukit Batok to participate as a partner of this programme as well as collaborate with the hospital to develop initiatives involving GPs to provide better care for the community.



# Reaping the Rewards of the NTFGH Mutual Alert Pathway

## NTFGH Mutual Alert Pathway at a glance

The Mutual Alert Pathway between NTFGH and Fei Yue Active Ageing Centre (Bukit Batok) has brought significant benefits to their senior members living alone in rental units, particularly those with frequent hospital admissions or multiple illnesses. Community Operations collaborated with Fei Yue Active Ageing Centre (Bukit Batok) to gain prior consent from these seniors to allow the hospital staff to notify Fei Yue Active Ageing Centre (Bukit Batok) when they are admitted in the hospital.



*“Through collaborative efforts and compassionate care, we not only enhance the welfare of isolated seniors, but also foster a sense of belonging and responsibility for their own health, ultimately deepening our community bonds and mutual gratitude.”*

**NG LING YIN**  
CLUSTER HEAD,  
FEI YUE ACTIVE AGEING CENTRE  
(BUKIT BATOK)  
FEI YUE FAMILY SERVICE CENTRE



## The Workflow of the Mutual Alert Pathway



**1.** Member of Fei Yue Active Ageing Centre (Bukit Batok) consents to allow NTFGH to notify Fei Yue Active Ageing Centre (Bukit Batok) when he/she is admitted to NTFGH.

**2.** Upon admission, care connectors will be notified and they will email Fei Yue Active Ageing Centre (Bukit Batok) to alert them on their member’s admission.

**3.** Fei Yue Active Ageing Centre (Bukit Batok) will provide the necessary support for their member during their stay in the hospital.

**4.** Upon discharge, NTFGH will share the patient’s care plan via email with Fei Yue Active Ageing Centre (Bukit Batok) to follow-up on their member’s recovery.

**5.** Fei Yue Active Ageing Centre (Bukit Batok) conducts home visits to check on their member’s well-being and follow-up on their recovery.

If necessary, Fei Yue Active Ageing Centre (Bukit Batok) will assist to coordinate additional care from community nurses from St Luke’s Hospital.

**6.** This process has cultivated a sense of community and responsibility among the seniors. Many have begun to self-report their health statuses and medical appointments due to a newfound sense of belonging to the centre.



CHAPTER



# Against All Odds

Leveraging on technology to maintain connection during the pandemic, reflecting the community's resilience and resourcefulness.

# Embracing Technology for Connection and Care

Covid-19 presented the team with unprecedented challenges. To ensure the residents continued to receive care and remain well during the pandemic, the team innovated and adjusted their outreach approach. Care connector Sim Ling Ling recalls the

difficulties during the lockdown and the isolation felt by residents. Together with her fellow care connectors, they made regular calls and utilised video calls via Zoom and WhatsApp to maintain connections with the residents under their care.

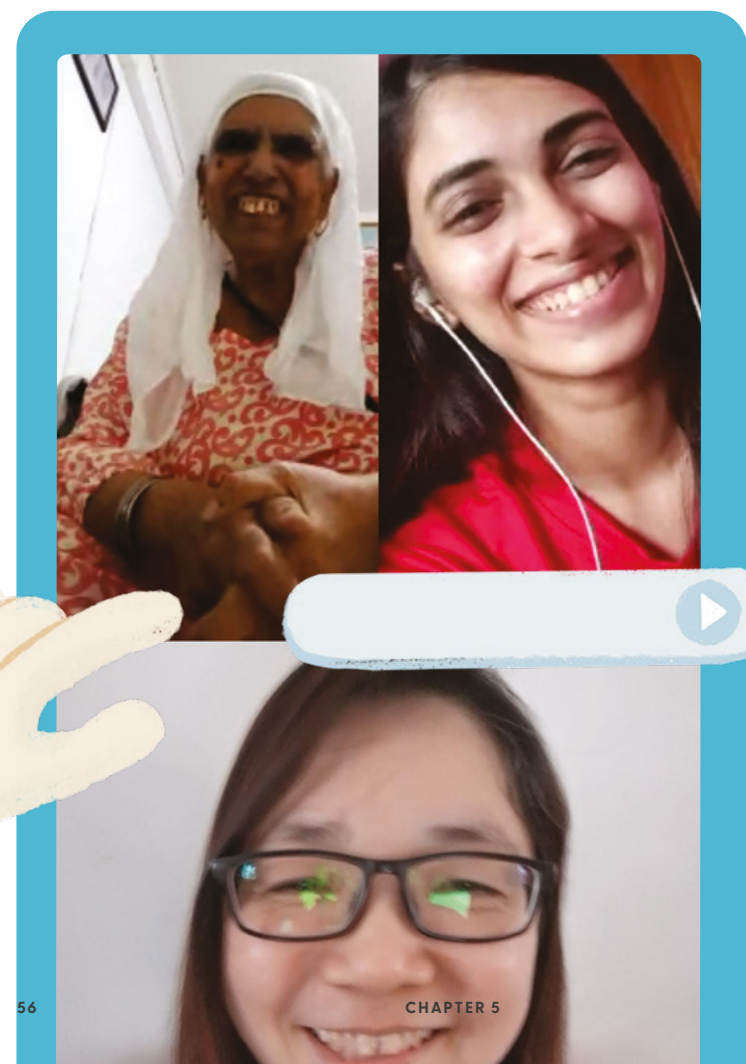
One of the main difficulties, care connector Alvin Lee says, was to persuade residents to meet the care connectors face-to-face to learn about My Health Map like before. Not many were digitally savvy, he adds. "Some residents did not know how to download the TraceTogether app on their mobile phones so they were unable to enter the Active Ageing Centres." To resolve this, care connectors conduct visits to the residents' homes to maintain communication. This strategy ensured that seniors remained connected and engaged.

For health events and roadshows to continue during Covid-19, the team took the opportunity to reinvent their engagement methods by utilising online platforms to connect with the residents.

Care connectors also started conducting hybrid outreach sessions to meet the seniors at the Active Ageing centres. This was one of the measures adopted to familiarise residents with using Zoom as a means to virtually communicate with their respective care connectors.

## Bottom

Care connectors conducting a 3-way video call to check in on residents' well-being during the pandemic



*“The programme was able to persist in achieving its outcomes by being open and flexible to alternative ways of working and operating.”*

**JESSLYN CHONG**  
SENIOR MANAGER, COMMUNITY OPERATIONS

This innovative approach has since become standard practice, effectively marrying the benefits of in-person and virtual communication.

Between October 2020 and March 2021, for instance, Community Operations collaborated with the community partner Concern & Care Society (CCS), now closed, to ensure that residents reconnect with their peers after an extended stay-at-home period due to the

Circuit Breaker measures. Recognising the importance of digital connection, NTFGH Digital Ambassadors were deployed at CCS to help members navigate Zoom. This initiative was particularly important given the centre's plans to host activities such as English classes, sing-a-longs, and piano classes via Zoom.

Indeed, the Covid-19 pandemic brought about new challenges. Nevertheless, the Community Operations

team, with their resourcefulness and adaptability, met these challenges head-on. Using technology such as Zoom and WhatsApp became essential to maintain connection with the residents, overcoming lockdown restrictions and simultaneously improving residents' digital literacy. While navigating these uncharted waters, the team's commitment to their mission and the well-being of their residents was clearly demonstrated.

Mdm

# TEO CHOR HOO

*"I like attending online health talks and events because it is convenient and beneficial to my health."*

## Empowered to Live an Active and Independent Life

Mdm Teo Chor Hoo, 70, finds health empowerment and camaraderie through technology and community support.

Mdm Teo Chor Hoo is a picture of resilience and determination. Single and living alone with a tenant at her Bukit Batok residence, the retired accountant found camaraderie and support in her sister as well as the Concern & Care Society (now closed). Her journey to self-care and health empowerment began when she met care connector Sim Ling Ling in April 2021, who encouraged her to enrol in the My Health Map (MHM).

One of Mdm Teo's proudest achievements is learning to embrace technology despite her age.

Determined to stay connected with her circle of friends in the community during the lockdown, she jumped at the opportunity to learn how to use the Zoom app through her church's online activities.

When asked about her experience using Zoom, Mdm Teo enthusiastically shares, "I was initially hesitant, but I decided to give it a try. I am proud of myself for learning how to use Zoom, even at my age."



**Top**  
Mdm Teo attending an online Active Ageing session conducted by NTFGH



**Left**  
Care connector paying Mdm Teo a visit at her home



*“These talks are informative and easy to understand. I have learnt so much about managing my high blood pressure and cholesterol. It’s also convenient because I can attend from home without travelling.”*

**MDM TEO CHOR HOO**  
MHM PARTICIPANT

This newfound skill has opened the doors for her to participate in the monthly online health talks that were organised by NTFGH and external organisations. These health talks have benefited Mdm Teo immensely, equipping her with valuable knowledge and strategies to manage her health conditions and adopt a healthier lifestyle.

Her confidence in maintaining good health is not only attributed to her involvement in MHM and active participation in the online health talks, but also to her relationship with her care connector Ling Ling. Along with health information and advice, Ling Ling provided Mdm Teo genuine care and concern for her well-being.

Expressing her gratitude, Mdm Teo says, “Ling Ling has been a great support.

She always listens and gives me good advice. I feel lucky to have her in my life. She is genuinely concerned about me, and her consistent follow-ups and care. This is what motivates me to serve my church members.”



**Left**  
Mdm Teo attended the Get Well Live Well Virtual Health Carnival organised by NTFGH

*“As a care connector, I can affirm myself in my work. When I call the resident to check in on them or invite them to health talks, I do it not just because it is part of my job scope but because I genuinely care about them.”*

**SIM LING LING**  
CARE CONNECTOR



**Right**  
Mdm Teo's letter to care connector Ling Ling

In her role as a sister fellowship leader, Mdm Teo has been imparting her knowledge from MHM to members in her church's cell group, most of whom are in their 70s and 80s.

Ling Ling's care for her well-being has inspired Mdm Teo to take care of others. She says: “I can share health topics I've learnt and also encourage them to come out and walk with me.” Ling Ling's approach has not only influenced Mdm Teo's journey towards self-care but also emboldened her in her commitment to her cell group.

Mdm Teo's self-motivation and diligence to take charge of her physical and mental well-being have not gone unnoticed. She was a proud recipient of the Grand Prize for the MHM Award set up to recognise and celebrate the achievements

亲爱的玲玲，  
你是一个很好的榜样，告诉我怎样关怀人。  
我也是学习了怎样去关怀别人。  
做一个组长有时候会觉得很有压力，因为组员很多，不过看到你怎样关心我，我就可以学习。  
你真是一个好榜样。我非常感谢你。  
张楚珊

**Translation:**  
I wanted to tell you, you're a great role model who has shown me how to show care for others. I have learnt how to care for others from you. Otherwise, as a group leader, it can feel stressful sometimes with so many group members. But after I've seen how you care for me, I don't feel that stress anymore. You're an inspiration to me.

of participants who have completed all the components recommended by MHM. She happily recalls: “Winning the Grand

Prize was a pleasant surprise. It made me feel even more motivated to take care of my health and continue learning.”





CHAPTER



# *No One Falls Through The Cracks*

Bridging the barriers, lending a hand to help the most vulnerable live well and stay well.

# It Takes a Hospital – JurongHealth Campus

Staff volunteers adopted a rental block at Bukit Batok to befriend residents and help meet their healthcare and social needs.

## Adopt a Block Outreach at a glance

In March 2021, Ng Teng Fong General Hospital's Get Well Live Well programme launched a unique initiative of adopting and providing home visits to a rental block in Bukit Batok, serving approximately 500 residents.

## The Goal

To shift from centralised outreach to personalised home visits aimed to provide better healthcare advice and support to residents, focusing not only on medical guidance but also socio-economic factors affecting health.



Approximately 500 residents living in Block 210A of Bukit Batok Street 21 received personalised healthcare from staff volunteers from NTFGH who adopted the Bukit Batok rental block. The dedicated team of medical, nursing and Allied Health Professionals offered home visits to the residents and provided guidance to the residents on a wide range of health-related topics, such as Covid-19 vaccinations, regular health screenings, and digital literacy. Staff volunteers also came together during Chinese New Year and Hari Raya to celebrate with the

residents. They donated and distributed festive goodies while providing healthy eating tips at the same time.

In this pilot project, healthcare advice was provided by NTFGH, and assisted residents to secure financial aid for medical care through grants and government subsidies. Programmes were specifically tailored for the residents by surveying them to understand their unique needs. This was a major shift from the previous centralised outreach efforts, and made a huge impact on the residents' lives.

Scan or click here to read about the initiative featured on

The Straits Times



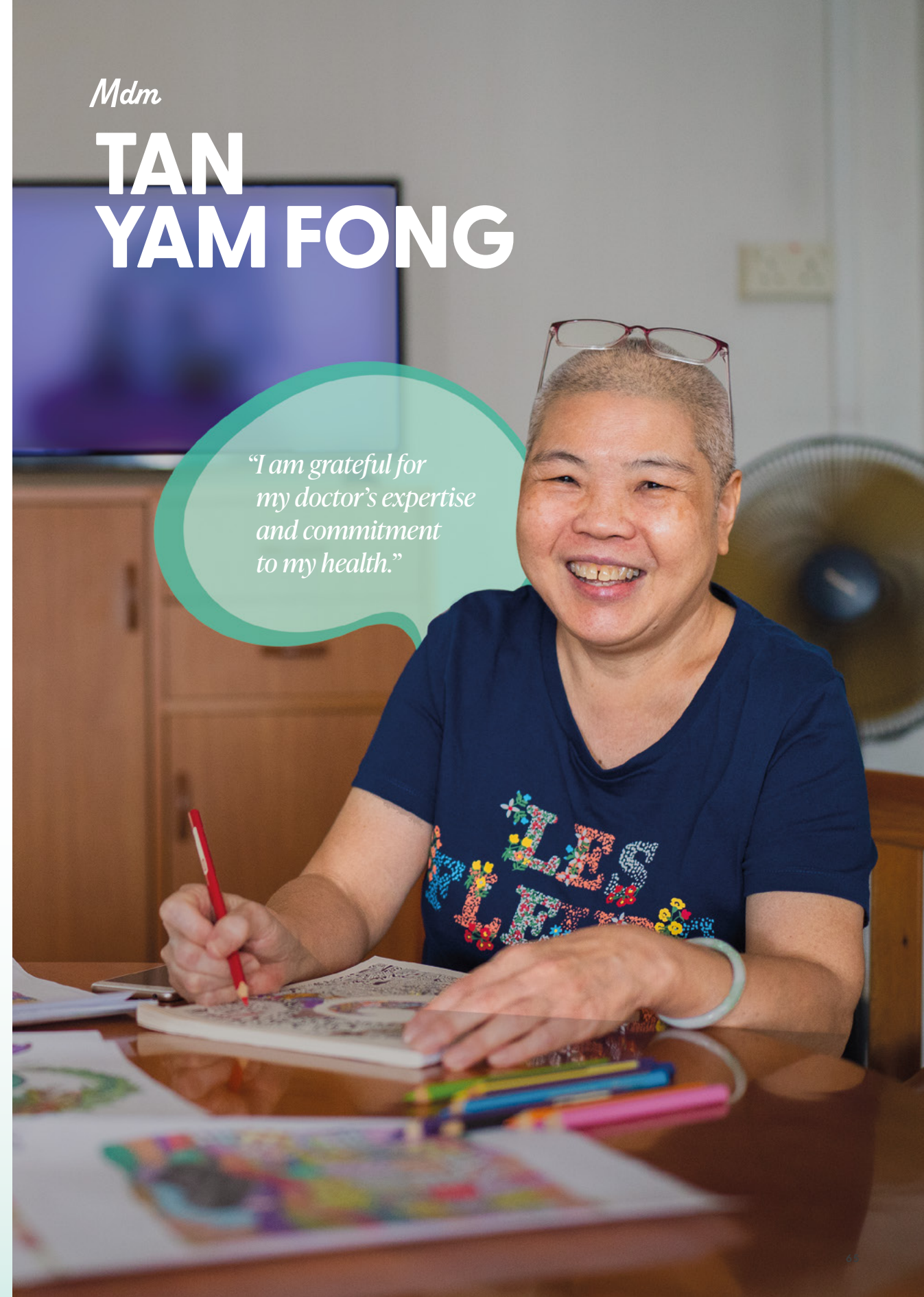
Lianhe Zaobao



Mdm

# TAN YAM FONG

*"I am grateful for my doctor's expertise and commitment to my health."*



# Bridging the Gap

Mdm Tan Yam Fong, 64, finds solace and strength to carry on with the help of community-based services such as home cleaning, medical care and social programmes.

After establishing their presence in the community in October 2021, Community Operations expanded their reach to the residents of Bukit Batok who are admitted to NTFGH wards. The outreach effort was founded on the observation that residents are often more receptive to health advice during a health crisis.

The Community Operations team worked with various stakeholders such as ward nurses in-charge, the care connectors and MSWs to design the workflow collaboratively.

Furthermore, the team experimented with new ways of working and made

necessary changes when things did not turn out as planned. “With everyone’s efforts, the outreach took flight and had become one of the main sources of recruitment into our programme,” says Chin Chi Hsien, Senior Manager of Community Operations.

*“It was a brand new task for the care connectors as they had never been to the wards. In addition, the Medical Social Workers (MSWs) had to shift their mindset to attend to the patients proactively instead of attending only upon receipt of referral from the healthcare team.”*

**CHIN CHI HSIEN**  
SENIOR MANAGER OF COMMUNITY OPERATIONS



**Top**  
Residents attending My Health Map roadshow in Bukit Batok Community Club

One such resident, admitted to NTFGH and engaged the team, was Mdm Tan Yam Fong, who had been her mother’s unwavering support for years. A few years ago, she found her own physical strength waning – first her legs, and eventually her whole body. Caring for her mother and battling with her declining health then became an uphill struggle for Mdm Tan. Yet, even in her weakened state, her worries lay not for herself, but for her mother whom she had to leave behind when she was transported to the hospital.

“When the ambulance came to take me to the hospital, the staff had to call the police to look after my mother,” recalls Mdm Tan, her voice wavering with the echoes of that anxiety. “At that time, I felt very stressed and anxious.”

The unyielding love Mdm Tan holds for her mother, however, led to a ray of hope. Acknowledging their unique circumstance, NTFGH warded Mdm Tan’s mother alongside her. A stroke had weakened Mdm Tan, but their shared stay at the hospital was reassuring.

Just as she conceded that her recovery was to be a steep climb, she met Medical Social Worker (MSW) Ho Bee Hong, who conducted an inpatient outreach at her bedside.

“Now that I’m unable to take care of my mother, I discussed the viable options to care for my mother with MSW Bee Hong,” she shares, the pain evident in her voice. Together, they navigated the labyrinth of medical, financial and social needs and made the difficult decisions

for the responsibilities that Mdm Tan had been shouldering alone.

Having been diagnosed with Parkinson’s disease, taking care of her mother at home was no longer an option. This heart-wrenching realisation led to her decision to send her mother to a nursing home.

*“Other than being a caregiver to her mother, Mdm Tan was also newly diagnosed with Parkinson’s. I recommended MHM and Fei Yue Active Ageing Centre (Bukit Batok) for support, which she eagerly joined. We were able to assist in arranging care for her mother.”*

**SIM LING LING**  
CARE CONNECTOR



*“My mother’s favourite fruit is papaya. So, I buy them from the store downstairs before my visit everyday.”*

MDM TAN YAM FONG



Musing on the hardship of that choice, her voice breaks as she reminisces: “After years of being together, that final decision was very difficult.”

Over time, and guided by her physiotherapist, Mdm Tan began to regain strength, exercising regularly and determinedly. Even as Parkinson’s began to further impact her motor skills, she pressed on, undeterred. Yet her thoughts, even in recovery, were focused on her mother. In spite of the circumstances, everyday, Mdm Tan prepares some mashed papaya for her mother to enjoy before journeying for an hour to visit her at the nursing home.

When Mdm Tan is not visiting her mother at the nursing home, she leads a simple life, doing household chores and enjoying her favourite Korean and Chinese shows. At the advice of MSW Bee Hong and care connector

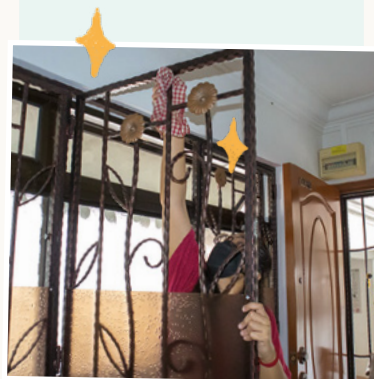
Sim Ling Ling, Mdm Tan also joined as a member at Fei Yue Active Ageing Centre (Bukit Batok), nurturing her newfound love for colouring. To her, colouring offers a point of focus, and keeps her mind agile - a healthy distraction from the painful longing for her mother.

The community at Fei Yue Active Ageing Centre (Bukit Batok) has also brought new friendships into her life. Their companionship is a comfort to Mdm Tan, providing her with a sense of belonging. She has also made connection with care connector Ling Ling, who introduced her to MHM, among other forms of support. “She will check in with me to see if I have gone for my health screening and other appointments,” says Mdm Tan. “So, anything I need help with or unsure of, I will call Ling Ling”.

Care connector Ling Ling’s contributions have been

### Healthy Home at a glance

This is an annual community outreach, where staff volunteers reach out to household in the neighbouring communities, to help create safe and healthy homes for households identified through NTFGH Medical Social Workers and community partners.



vital in Mdm Tan’s well-being. For instance, Ling Ling had referred Mdm Tan to NTFGH’s annual community outreach called Healthy Home. This was an initiative which saw staff volunteers spring-cleaning households to create a safe and healthy environment for residents in the community. “I think it is very good, and my house is clean and nice,” she says.

Bolstered by the constant support from the healthcare professionals at NTFGH, and the guidance provided by MHM, Mdm Tan is stepping up to take charge of her health and well-being.

**“Since Mdm Tan joined MHM, I see some changes in her, especially in terms of long-term planning. Her mother is now in a nursing home, and so going to Fei Yue Active Ageing Centre (Bukit Batok) is something she is doing for herself.”**

HO BEE HONG

SENIOR PRINCIPAL MEDICAL SOCIAL WORKER



Mdm

# TAN NGUAN CHEH

*"I want to continue remaining healthy, even in my old age now."*



## Caring Beyond Bounds

69-year-old Mdm Tan Nguan Cheh believes caring is sharing with others, especially when it comes to health matters.

Mdm Tan Nguan Cheh epitomises resilience and love. Despite battling arthritis since she was 19, she remains steadfast in caring for her late husband, Mr Tay Choon Teng, who was then a retired Chinese language teacher diagnosed with Parkinson's disease.

Her journey as a full-time caregiver to her husband began when he started experiencing a decline in mobility due to his illness. To keep Mr Tay active, Mdm Tan took him to play table tennis three to four times a week with their former neighbours. "It was important to make him exercise a bit," she says, laughing.

Her daily routine involves ensuring that Mr Tay was taking his medicines on time and enjoying his favourite meals was a top priority for Mdm Tan. "His favourite food changes. Sometimes he likes roast duck, sometimes chicken rice. Most times, I cook what he likes to eat, but when I am tired, I will buy takeaway food for us."

She also had to keep tabs on Mr Tay's regular medical appointments for his various chronic conditions.

"For Parkinson's disease, he had to see the nurse once every three months. Then, there was the check-up for his prostate and diabetes, which was every six months," Mdm Tan explains.

Caring for people is second nature to Mdm Tan. Since early 2000, before she became a full-time caregiver, Mdm Tan was an active volunteer at the Concern & Care Society (CCS), which is now closed.

"I started volunteering there because my son had grown up, and it was just me and my husband at home, with nothing much to do. So, it was good to volunteer. I got to meet other people and also help them," Mdm Tan explains. Before his condition worsened, Mr Tay would also volunteer alongside his wife at CCS, sharing her passion for helping others. "We used to volunteer together, and it brought us closer," she recalls fondly.



Her volunteering efforts include home visits, assisting at old folks' homes, and helping at a Traditional Chinese Medicine clinic. Mdm Tan found purpose in her work, adding that she felt a sense of fulfilment when she was able to help others.

It was at CCS that she met her care connector Katherine Tan, who would later become an essential source of support. She has played a pivotal role in Mdm Tan's caregiving journey. "She helped me a lot by providing me with information on how to take better care of my husband, as I do this mostly by myself. She also recommended that I apply for financial grants. I feel that she is very helpful."

Joining My Health Map (MHM) equipped Mdm Tan with valuable knowledge to perform her caregiving duties. Even more impactful is the strong friendship between Mdm Tan and care connector Katherine. Mdm Tan values the support and advice she offers. The two have developed a close relationship, with Mdm Tan often calling her whenever she needs a listening ear. "Sometimes, I cannot sleep at night. But after talking to Katherine, she encouraged me to see a psychiatrist to help me cope with my stress," she shares.

*"Katherine has also encouraged me to go for vaccinations as well as cervical cancer screening to take care of my health."*

MDM TAN NGUAN CHEH



Having benefited from MHM and her care connector, Mdm Tan became a passionate advocate, promoting MHM to her friends and families. Mdm Tan believes that MHM provides the assistance and support elderly need in their golden years. "We are getting old now, and we need assistance to keep up with health information. And if needed, we can get assistance with grants," she says.

"I introduced MHM to my sister and her husband as they are ageing," she added. "Their children are not in Singapore, so it will be good for them to join MHM. At least, they can ask for help, and there is someone looking out for them."

Through MHM, Mdm Tan is now more determined to maintain good health for herself, especially in her golden years.

**"As care connectors, our assistance sometimes goes beyond just medical or health advice. As we become closer to the residents, we also try to support in other matters that concern their well-being."**

KATHERINE TAN  
CARE CONNECTOR





CHAPTER



# Stronger Together

Coming together and working collectively to deliver efficient, all-encompassing care to residents.

The Inter-Disciplinary Group (IDG) emerged as a groundbreaking collaboration between medical and social organisations, united by a common goal to serve the community.



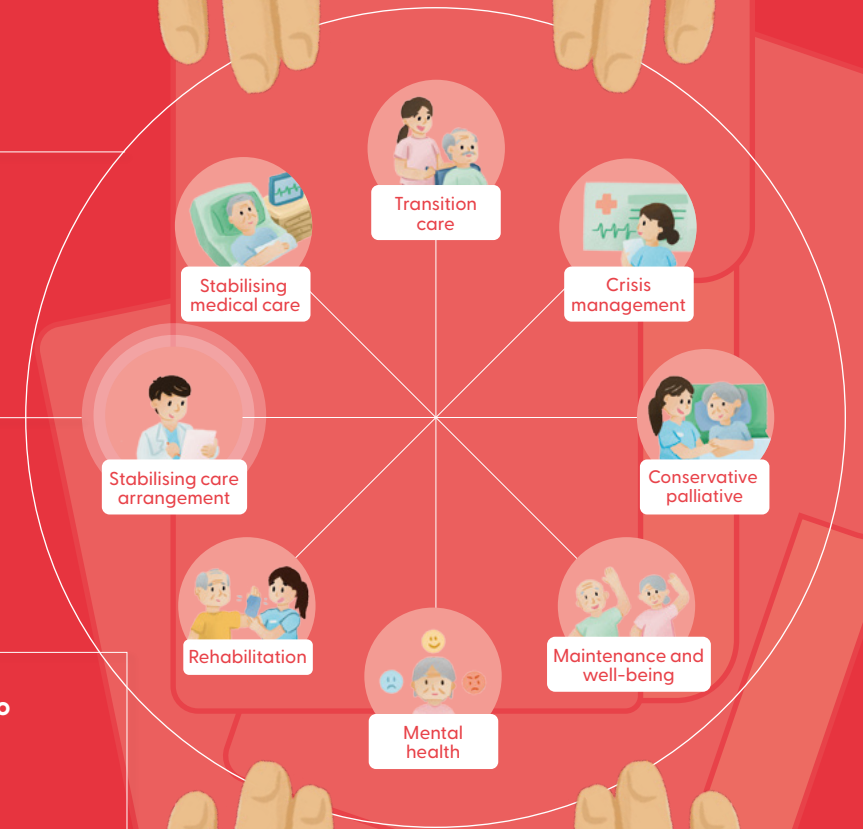
**Top**  
The IDG meeting at Concern & Care Society (now closed)

**Bottom**  
NTFGH staff and community partners of Bukit Batok at an IDG meeting held in Bukit Batok Community Club



## Key elements of IDG:

1. Structured discussion framework using standardised assessment tools and **the 8 domains of care foci**
2. Collective decision on residents' care foci **based on residents' goals and identified needs**
3. **One anchor agency to take lead** in the care of the resident (can be either a medical or social partner)





# The Inter-Disciplinary Group

Once every two months, a group of like-minded healthcare and social care professionals gather to catch up on the latest happenings in the neighbourhood before settling down to discuss the cases at hand. This friendship and alliance was initiated by Community Operations and forged in November 2019 when the Bukit Batok Inter-Disciplinary Group (IDG) was created to holistically address the needs of frail residents with complex medical and social issues.

Prior to the setting up of the IDG, the healthcare and social care professionals had to go through multiple phone calls to navigate through one another's systems in order to discuss and coordinate the care of residents with complex issues. The process was not only time-consuming and frustrating, but also became difficult to fully

address the residents' needs as each provider had their individual perspective on what these needs were.

Notably, it was observed that there were preventable hospital admissions among some residents. This sparked an initiative to take proactive measures, such as targeted interventions set to enhance the residents' well-being.



**Right:**  
IDG meeting at Bukit Batok Community Centre

**Bottom:**  
General Practitioners attending a talk by Dr Jasmine Lim, Consultant Geriatrician, NTFGH at Fei Yue Active Ageing Centre (Bukit Batok)



*“IDG serves as a communication hub among care providers, fostering awareness of community resources and partner roles. Our shared goal is always to enhance patients’ quality of life.”*

**DR YEO KHEE HONG**  
PRIMARY CARE NETWORK GP

The idea of the IDG was then birthed in order to create a common platform for both the healthcare professionals and social care agencies to collectively care for the residents with complex needs.

To identify and provide targeted interventions for this group of residents, a standardised assessment tool was adopted to screen for the biopsychosocial risk of residents by the care connectors. The residents who are screened to have high risk are then referred to a Medical Social Worker (MSW) for an in-depth needs assessment. These assessment findings are shared during the IDG session for the medical and social partners to discuss and agree on a care plan with shared goals for each resident. Subsequently, the MSWs, care connectors and community partners would implement the care plans after the IDG to help the residents remain well in the community for as long as possible.

With the intent of leveraging on the existing assets in the community, the IDG started off with a pioneering team of MSWs and care connectors from NTFGH,

together with four social service agencies and Dr. Kwek Thiam Soo, Clinical Lead of NUHS Primary Care Network (PCN), in November 2019. Over the years, the IDG expanded through constant engagement with other stakeholders in the community. As a result, the current IDG consists of General Practitioners (GPs) from Bukit Batok PCN, active ageing centres like Fei Yue Active Ageing Centre (Bukit Batok), Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok, and Concern & Care Society (now closed), social

service agencies such as Anglican Cluster Operator, Club HEAL, Fei Yue Family Service Centre and Social Service Office, and other partners including People's Association and Agency for Integrated Care.

The IDG adapted to virtual and hybrid formats amidst the Covid-19 pandemic, to co-create and continually review the care plans of the individual high risk residents. The increase in the number of participating agencies, and the robustness of the discussions are testaments to the success of the IDG.

*“IDG is a helpful platform... It is good to pull together all the strong and mature resources in Bukit Batok.”*

**YAP JIA YU**  
ASSISTANT MANAGER, CARE INTEGRATION & OPERATIONS DIVISION, AGENCY FOR INTEGRATED CARE



**Right**  
Community partners discussing care plans during an IDG meeting

*“When only one agency manages the case, the focus is usually on the immediate needs. Hence, there might be some blind spots. IDG adds value to the case as the suggestions can also help improve quality of life of the resident. Also, we can learn about services that we may not be aware of previously.”*

**KOH LEONG FOO**

CASE MANAGER, ANGLICAN CLUSTER OPERATOR (JURONG EAST)  
SINGAPORE ANGLICAN COMMUNITY SERVICES



**Top**  
IDG meeting at Bukit Batok Community Centre

The true beneficiaries of these efforts are the residents of Bukit Batok. The IDG has transformed the landscape of community care in Bukit Batok by pooling their resources and expertise. This ensures that the vulnerable and elderly residents receive the support they need to live healthier and more fulfilling lives. More importantly, by addressing last-mile challenges, the IDG establishes a seamless and sustainable ecosystem of care for the residents.

Lastly, the IDG has fostered relationship building among the community partners. Not only does this help in understanding the services provided by the various agencies, the closer relationship also facilitated communication. The agencies find it easier to discuss with one another about residents’ care or opportunities for collaboration of work processes. Moreover, the beauty of the IDG is that the anchor agency that leads in the care of the

resident can be either a healthcare professional or a social service agency. This innovative approach sets a new standard for traditional inter-disciplinary meetings that were previously predominantly led by healthcare professionals.

**Building capability**

To strengthen care integration in the community, Community Operations designed training programmes to build capability of the General Practitioners (GPs) and social service agencies respectively.

The training programme catered for GPs (known as “Primary Care for Frail Elders as a Team”) was led by Dr Ng Wai Chong from NWC Longevity Pte Ltd, a leader and expert in community geriatrics. This 6-session training series covered topics such as the principles of geriatric practice and were introduced to geriatric assessment tools – all to provide the best possible care for the frail elderly.

The 13 GPs who attended the training gained a deeper appreciation of the role they could play in the inter-disciplinary team and discovered how their expertise could contribute to the development of individualised care plans.

Additionally, the training programme designed for social service agencies (known as “Providing Better Care for the Community”) was conducted by various Allied Health Professionals from NTFGH. The 6 sessions included topics such as Financial Schemes, Managing Falls, Vulnerable Adults Act and Managing

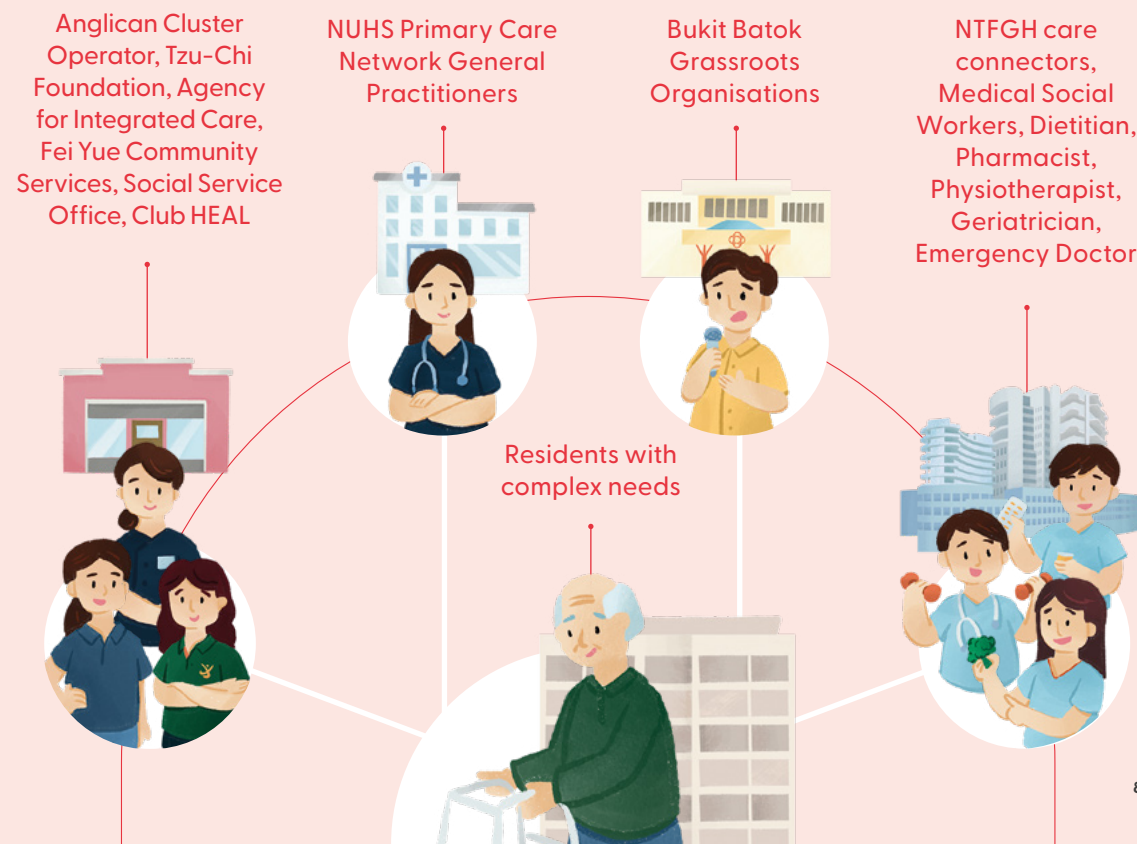


**Top**  
General Practitioners Appreciation Ceremony held at Tzu Chi SEEN @Bukit Batok

Medications. More than 50 participants from various social service agencies attended the training, and provided positive

feedback on the training as it has equipped them with knowledge and skills in managing the concerns and needs of the seniors.

**IDG members comprising Medical and Social Nodes:**



“The whole concept is that we can discuss some of the medically complex cases identified through the community screenings. We can then conclude our recommended plan for the residents.”

ZENG HUI HUI  
HEAD  
MEDICAL SOCIAL SERVICES



The Service Locator Map was originally created with the intent to introduce Care Services available in Bukit Batok SMC to the General Practitioners (GPs) of NUHS Primary Care Network in Bukit Batok who have collaborated with NTFGH in the Bukit Batok Township Model of Care. The map is now available for the residents in Bukit Batok to get to know the resources available in their community that can support them in their journey to get well and live well.

## GP Clinics

- 1 **Yeo Clinic**  
134 Bukit Batok West Avenue 6  
#01-447 S(650134)  
Tel: 6566 0601
- 2 **Universal Medical Clinic**  
164 Bukit Batok Street 11  
#01-144 S(650164)  
Tel: 6563 9955
- 3 **Healthway Medical Clinic (Bukit Batok)**  
153 Bukit Batok Street 11  
#01-284 S(650153)  
Tel: 6567 9881
- 4 **C H Tan Medical Clinic & Dental Surgery**  
177 Bukit Batok West Avenue 8  
#01-259 S(650177)  
Tel: 6561 8712
- 5 **Bukit Batok Medical Clinic**  
207 Bukit Batok Street 21  
#01-114 S(650207)  
Tel: 6560 3311
- 6 **Dr Stanley Peck Family Clinic**  
636 Bukit Batok Central #01-06  
S(650636)  
Tel: 6917 7889
- 7 **Healthlife Family Clinic**  
296A Bukit Batok Street 22  
#01-64 S(651296)  
Tel: 6904 8680
- 8 **EH Medical Family Clinic (Bukit Batok)**  
292 Bukit Batok East Avenue 6  
#01-07 S(650292)  
Tel: 6255 1368
- 9 **OneCare Clinic Bukit Batok**  
630 Bukit Batok Central  
#01-148 S(650630)  
Tel: 6563 6913
- 10 **Excelsior Clinic & Surgery**  
283 Bukit Batok East Avenue 3  
#01-261 S(650283)  
Tel: 6567 3822
- 11 **Island Family Clinic (Bukit Batok)**  
447 Bukit Batok West Avenue 9  
#01-05 S(650447)  
Tel: 6250 1530
- 12 **Family Care Clinic**  
415 Bukit Batok West Avenue 4  
#01-272 S(650415)  
Tel: 6567 1775
- 13 **Hisemainn Medical Clinic (Bukit Batok)**  
289E Bukit Batok Street 25  
#01-160 S(654289)  
Tel: 6569 1375
- 14 **Healthway Medical (Bukit Batok West)**  
446 Bukit Batok West Avenue 8  
#01-03 S(650446)  
Tel: 6256 5980

## Care Services

- 1 **Bukit Batok Polyclinic**  
50 Bukit Batok West Avenue 3  
S(659164)  
Tel: 6908 2222
- 2 **St Luke's Community Clinic & Hospital**  
2 Bukit Batok Street 11 S(659674)  
Tel: 6895 3230
- 3 **Bukit Batok Care Home**  
11 Bukit Batok West Avenue 9  
S(657995)  
Tel: 6843 7168
- 4 **Ren Ci @ Bukit Batok**  
31 Bukit Batok Street 52 S(659251)  
Tel: 6665 2031
- 5 **St Luke's Eldercare Centre**  
168 Bukit Batok West Avenue 8  
S(650168)  
Tel: 6266 6615
- 6 **Dementia Singapore: New Horizon Centre**  
511 Bukit Batok Street 52  
#01-211 S(650511)  
Tel: 6565 9958
- 7 **Anglican Care Centre**  
267 Bukit Batok East Avenue 4  
#01-206 S(650267)  
Tel: 6562 4881
- 8 **Club HEAL**  
254 Bukit Batok East Avenue 4  
#01-229 S(650254)  
Tel: 6899 3463
- 9 **Epworth Community Services (Family Welfare)**  
107 Bukit Batok West Avenue 6  
#01-98 S(650107)  
Tel: 6562 2211
- 10 **Fei Yue Family Service Centre**  
185 Bukit Batok West Avenue 6  
#01-187 S(650185)  
Tel: 6569 0381
- 11 **Fei Yue Active Ageing Centre (Bukit Batok@183)**  
183 Bukit Batok West Avenue 8  
#01-101 S(650183)  
Tel: 6561 4404
- 12 **Fei Yue Active Ageing Centre (Bukit Batok@210A)**  
210A Bukit Batok Street 21  
#01-294 S(651210)  
Tel: 6563 3662
- 13 **Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok**  
230A Bukit Batok Street 21  
#02-423 S(651230)  
Tel: 6355 9066
- 14 **Thye Hwa Kuan Active Ageing Centre @ Bukit Batok East**  
235 Bukit Batok East Avenue 5  
#01-21 S(650235)  
Tel: 6566 5303
- 15 **Social Service Office**  
369 Bukit Batok Street 31  
#01-505 S(650369)  
Tel: 1800 222 0000
- 16 **Promisedland Community Services**  
151 Bukit Batok Street 11  
#03-248 S(650151)  
Tel: 6566 9570



Mdm

# SIM KWAI LIN

*“The assistance provided has been very helpful to my caretaker and I.”*



## Shared Care and Strength

Two god-sisters find strength and joy in shared passions, dedicated care, and supportive community care.

Despite living with Parkinson’s disease, Mdm Sim Kwai Lin finds joy in her everyday life and remains actively involved in her community. Sharing a modest rental flat with her god-sister Elsa, they have nurtured a strong bond of love and support.

In her younger years, Mdm Sim was passionate about dancing. Even now, she continues to delight in music and movement. This love for dance initially brought Mdm Sim and Mdm Elsa together, forging a deep bond that has only grown stronger over time. However, her condition now necessitates her to attend a senior day care centre while Mdm Elsa is at work. Yet, this has not diminished Mdm Sim’s love for music and dancing. “I love rock & roll, and I try to dance and move, so it’s not boring,” she says.

Mdm Sim adds that when she goes to the senior day care centre, these days, she would ask them to turn the music on.

“It keeps me entertained, and I find it very enjoyable.” For her, dancing is not just a fun pastime - it also serves as a form of exercise, helping her stay active and engaged.

NTFGH Medical Social Worker (MSW) Chew Tee Kit, has played a vital role in providing guidance and support to both Mdm Sim and Mdm Elsa. MSW Kit has been following up with Mdm Sim since she was identified as a resident with complex needs through a screening conducted by care connector Katherine Tan. Upon discussion with

the Inter-Disciplinary Group (IDG), several interventions were suggested to address her needs, particularly in view of her having Parkinson’s disease. MSW Kit was tasked to implement and follow-up on the care plan recommended by the IDG. As she was also diagnosed with mild dementia and heavily dependent on Mdm Elsa, MSW Kit referred Mdm Sim to a senior day care centre. “I didn’t even know about this place before he spoke to us,” says Mdm Elsa. “It is really convenient because the centre is just around the corner from where we live.”



**Right**  
*Seniors dancing at the day care centre*

The centre has also been a blessing for Mdm Elsa, as Mdm Sim is prone to falls and unable to walk on her own. “Having this day care option is really helpful. I don’t have to worry about her when I am at work,” says Mdm Elsa. To get Mdm Sim to the day care, MSW Kit and the staff organised transportation to send her to the day care centre and then sending her back home. This further eased Mdm Elsa’s concerns.

Conducting an in-depth assessment to better understand Mdm Sim’s needs, MSW Kit discovered that she had difficulty attending her medical appointments due to Mdm Elsa’s work commitments.

Mdm Elsa conscientiously coordinates her schedule with Mdm Sim’s needs, making sure she is well cared for. “Monday is my day off, so I will try to arrange her medical appointments then.” she explains.

The comprehensive plan, guided by both care connector Katherine and MSW Kit, provided them with a much-needed sense of reassurance and stability.

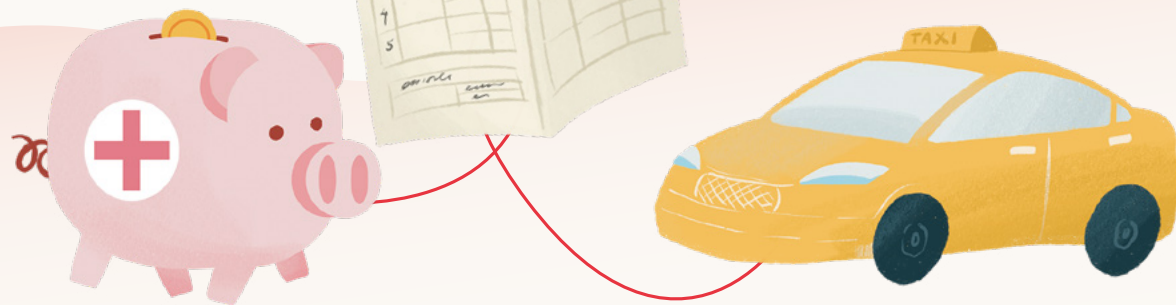
Additionally, MSW Kit emphasised the importance of early long-term planning considering Mdm Sim’s illness trajectory and limited social support. He introduced her to three essential components: advance care planning (ACP), the establishment of a lasting power of attorney, and the making of a will. Mdm Sim managed to share her care preferences during the ACP discussion, and subsequently approached a lawyer to start the processes

of setting up a lasting power of attorney and a will.

Despite these difficulties, Mdm Sim maintains her independence, aided in part by her monthly CPF payouts and the Medifund assistance she receives at Singapore General Hospital. This assistance helps alleviate the financial burden of the medical bills from her appointments with the specialists. Moreover, the lasting power of attorney granted to Mdm Elsa gives Mdm Sim peace of mind. “It’s reassuring because if anything happens to me, I know there is someone I have appointed to make the decisions,” she affirms.



**Right**  
MSW Chew Tee Kit visiting  
Mdm Sim at her home



**“What made the difference was that we were able to discuss and optimise how she was being cared for. If we did not reach out to them, they may not have a safe environment for Mdm Sim.”**

**CHEW TEE KIT**  
SENIOR MEDICAL SOCIAL WORKER



Mdm

# NORWATI BINTE SALIM

*“Now, I feel better and no longer experience anxiety.”*

## Many Helping Hands

Mdm Norwati Binte Salim, 73, welcomes all the support she can get to help her stay physically and mentally well.

“Every morning begins early for me,” Mdm Norwati, a retired housewife, says with a determined glint in her eyes. “Even before I sit up, I start with some light stretches on my bed. Then, I carry on with 10 to 20 minutes of simple exercises.” These exercises, she explains, have helped her in strengthening her knees and legs.

Living independently grants Mdm Norwati the freedom to dictate her own pace.

After finishing her household chores, she enjoys going for a calming walk around the neighbourhood. “I love walking as it helps to clear my mind,” she adds with a peaceful smile.

For Mdm Norwati, who is battling diabetes, high cholesterol, breathlessness, and hearing problems, life has not always been smooth. Her frequent admissions at NTFGH came to the attention of Community Operations

and the Inter-Disciplinary Group (IDG). After an insightful assessment by Medical Social Worker (MSW) Chew Tee Kit, the IDG tailored a care plan for her. This plan empowered Mdm Norwati to manage her health and social needs actively.



**Top**  
Mdm Norwati preparing a meal at home

Among the concerns identified through the assessment were Mdm Norwati's low spirits and health-related anxieties. Mdm Norwati gives a nod of approval as she recounts: "Once my consent was obtained, MSW Kit referred me to Club HEAL, and the regular counselling sessions have been incredibly helpful."

"Before receiving support from Club HEAL, my head always felt heavy," she reveals. "But now, after the counselling sessions and heartfelt conversations, my head feels lighter and I no longer feel anxious."

While she cherishes her independence, she recognises the importance of a support system. Upon the IDG's recommendation, she joined Fei Yue Active Ageing Centre (Bukit Batok). "It's a wonderful place," she shares. "I visit the centre at Block 183 once a week, and the friendships I've made there are invaluable."



Addressing her health issues such as diabetes, poor appetite and breathlessness, the IDG also enlisted the aid of a Dietitian and NUHS Community Care Team. "The advice from the Dietitian has been beneficial," she confides, adding how she now cooks healthy meals based on the guide provided. "My oxygen levels are also regularly monitored by the dedicated nurse from the community care team."

Continuing on her transformative health journey, Mdm Norwati found that the Chronic Disease Self-Management

Programme (CDSMP) recommended by her care connector Sim Ling Ling, was highly empowering. "The young facilitators were very knowledgeable, and I've learnt a great deal about how to manage diabetes and my emotions independently," she shares.

Despite the challenges, Mdm Norwati's positive outlook and gratitude still shine. "Living alone sometimes leaves me feeling isolated, but this initiative has provided the necessary support for my concerns," she says, feeling reassured and motivated.

**"Mdm Norwati had medical-related anxieties, which we clarified with the hospital and provided community counselling. We also shared available resources, which motivated her to attend activities at Fei Yue Active Ageing Centre (Bukit Batok)."**

**CHEW TEE KIT**  
SENIOR MEDICAL SOCIAL WORKER





CHAPTER

# 8

# *Brighter Days Ahead*

Pursuing and maintaining healthy lifestyles beyond the initiative.



Meet our residents  
whose lives were  
transformed by Bukit  
Batok Township  
Model of Care.



Mdm

# PREMAVATHY D/O VELU

*"I must make sure I am  
healthy if I want to  
donate my organs."*



# Embracing Life and Health for a Better Tomorrow

Retired special needs teacher, Mdm Premavathy D/O Velu, 66, is dedicated to maintaining a healthy body even as she ages.

Mdm Prema's decision to become an organ donor gives her a deep sense of purpose and responsibility to maintain her health. "As an organ donor, I must make sure I am healthy," she shares. "By looking after my own health, I can ensure that my organs will be healthy for those in need."

An active member of Fei Yue Active Ageing Centre (Bukit Batok), Mdm Prema met care connector Alvin Lee who encouraged her to enrol in My Health Map (MHM). "I thought it was a good opportunity to learn more about my health," she recalls.

**Right**  
Mdm Prema preparing a meal at home



guidance and constant support. Over the last few years, they have developed a strong bond and trust with one another. She praises his kindness and dedication, saying, "Alvin is a nice guy, and he is so helpful. I can just call him and he will answer."

*"I met Mdm Prema at Fei Yue Active Ageing Centre (Bukit Batok). My first impression of her was that she is a very open minded and forward-looking person. Whenever I share with her about a programme, she's very open and motivated to participate."*

**ALVIN LEE**  
CARE CONNECTOR

Determined to keep learning during the pandemic, Mdm Prema participated in the hybrid health carnival organised by NTFGH via Zoom. This was her first experience joining an online event, adding that "it was a very good event, and I learnt so much."

One of the carnival activities she thoroughly enjoyed was the cooking demo of a healthy curry chicken recipe co-created by a resident of Bukit Batok SMC and a Dietitian from NTFGH. "The recipe was good but I also called Alvin to offer more tips on how to make the chicken curry healthier," she says, with a laugh.

Following MHM and Alvin's advice, Mdm Prema completed various health screenings and vaccinations.



**Bottom**  
Get Well Live Well Health Carnival organised by NTFGH at Bukit Batok Community Centre

She diligently records her appointments and check-up details in a health booklet provided by MHM. "Even after 'graduating' from MHM, I still use the book to record my health progress, and completed all the components recommended by MHM," she says proudly.

Mdm Prema's learning journey does not end with her graduating from MHM. She continues to stay in touch with Alvin and is always eager to share her achievements.

"As a care connector, I feel very honoured that she still keeps in contact with me and updates me about her health," says Alvin.

Her success story, he adds, is a good example that seniors can lead a healthy, active and happy life when they are empowered and engaged. "Mdm Prema is now able to take care of her own health, and that feels very good," he adds, feeling a deep sense of achievement as a care connector.

“Even after she has graduated from MHM, she will text me to update me on her progress. She will update me on the screenings and vaccinations that she has done.”

ALVIN LEE  
CARE CONNECTOR



Mdm  
**ZAITON  
BINTE AZIZ**

*As a caregiver,  
I had to adjust my  
timing, my daily  
routine, and work.*



# A Caregiver's Path to Wellness

60-year-old Mdm Zaiton Binte Aziz understands the value of self-care while supporting her ailing husband.

As the main caregiver, Mdm Zaiton is devoted to care for her husband, Mr Mohamad Amin Bin Kasdori, who used to work as a driver. Some years ago, an incident had caused a change in their lives. "It was very sudden - One day, he came back and was not able to sit properly. So, he called out to me to say that he was not feeling too good," she recounts.

Upon consulting with the doctor, the couple was informed that Mr Amin has diabetes, high cholesterol, as well as high blood pressure which

subsequently led to multiple strokes and kidney failure. "Given his jovial nature, he enjoys socialising with friends. And suddenly, he had to stop working. It was a challenging time," shares Mdm Zaiton.

In her role as a caregiver, Mdm Zaiton faced numerous difficulties, including experiencing caregiver burnout, and often neglecting her own health. But after talking to care connector Katherine Tan, whom she met at Concern & Care Society (now closed), she realised the importance of taking care of herself.

"Katherine reminded me that my own health and well-being is important," says Mdm Zaiton. "She also helped me to apply for two grants suitable for caregivers to help me cope."

Through Katherine's recommendation, Mdm Zaiton applied for a grant to attend the home-based Caregiver Training course coordinated by Agency for Integrated Care, which helped her acquire skills to better care for and interact with Mr Amin. Subsequently, she applied for the Home Caregiving grant, which she uses to cover some of Mr Amin's medical expenses. "I am grateful to receive some money that I use to buy medicine for him," Mdm Zaiton adds.

*"I enjoy doing zumba, and sometimes would bring Mr Amin to exercise with me. It is good for him to be outside and be with other people as well."*

MDM ZAITON



Katherine also encouraged Mdm Zaiton to go for breast and cervical cancer screening, as well as flu vaccination through the Influenza Vaccination Pilot programme. This newfound focus on her own health has transformed Mdm Zaiton into a role model for health empowerment and caregiving stress management.

Mdm Zaiton and Mr Amin's inspiring story was featured on MediaCorp Suria and she also became MHM's role model, being invited to share her experience on multiple platforms. For instance, Mdm Zaiton was invited to conduct a cooking demo at the Health Carnival in 2021, organised by NTFGH in Bukit Batok.

There, she showcased her healthy curry chicken recipe, co-created with Principal Dietitian, Jesslyn Chong from NTFGH, to make it heart-healthy by substituting coconut milk with low-fat coconut milk or soy milk.

Long after completing the programme, Mdm Zaiton and Mr Amin still maintain a close friendship with Katherine. She also cherishes the support and encouragement they have received.

Mdm Zaiton's journey highlights the importance of self-care for caregivers. As she so wisely says, "To take care of my husband better, I have to make sure I am also taking care of my well-being."



## Preparation

### Healthy Curry Chicken | Serves 3-4

**Marinates**

- ¼ tsp Lemon juice
- ¼ tsp Red chilli powder
- ¼ tsp Turmeric powder

**Rempah Paste Ingredients (Blended)**

- ½ Medium red onion, chopped
- 1 Medium clove garlic, chopped
- ½ inch Ginger, sliced
- ½ stick Lemongrass, sliced
- 50g Tomato puree, canned
- 6 Fresh red chillies, deseeded & sliced

**Ingredients**

- 500g Skinless chicken breast, cut into cubes
- ½ tsp Oil\*, to sauté chicken breast
- 2½ tbsp Oil\*, for frying rempah
- 2 pcs Shallots, sliced
- 5 pcs Curry leaf
- 1 pc Star anise
- 3 pcs Cardamom pods
- ½ stick Cinnamon
- 2 pcs Toasted candlenuts, finely pounded
- ¼ tsp Turmeric powder
- 3 tbsp Meat curry powder
- 1 pc Asam Keping
- 6 pcs Cherry tomato
- ¼ tsp Salt
- 1 cup Water
- 100ml Low-fat coconut milk
- 80g Potatoes with skin-on, cut into cubes

**Nutrition Information (per serving)**

Calories 300kcal

Protein 30g

Fat 15g

Carbohydrate 8g

Sodium 292mg

**Method**

1. Marinate chicken breast with the lemon juice, red chilli powder and turmeric powder. Refrigerate the marinated chicken breast for 1 hour.
2. Heat a non-stick pan, add oil and sauté the chicken breast. Remove and set aside.
3. Heat the remaining oil in a non-stick pot, fry star anise, cardamom pods, cinnamon, curry leaves and shallots until fragrant and golden brown.
4. In a bowl, mix the blended rempah paste with turmeric powder, meat curry powder and pounded candlenut to prepare a curry paste.
5. Add the curry paste into the pot and continue frying till fragrant.
6. Lower the heat, add low-fat coconut milk, water and potatoes. Stir well and let it simmer.
7. Add the chicken breast, asam keping and salt, stir and cover the pot to let it cook.
8. Add cherry tomatoes, cover the pot and let it simmer for at least 10 minutes.
9. Serve hot with brown rice or multi-grain bread.

**Vegan option!**  
Substitute meat with 4 large pieces of tau kwa

**\*Choose oils marked with the Healthier Choice Symbol**

**Healthy Substitutes!**  
Substitute coconut milk with 400ml unsweetened soy milk  
Substitute potatoes with 40g sweet potato & 40g pumpkin

Scan or click here to watch Mdm Zaiton whip up a healthy curry chicken



“Care connector Katherine always reminds me to take care of myself. Since I met her, I have more confidence because I know I can always count on her if I have doubts.”

MDM ZAITON

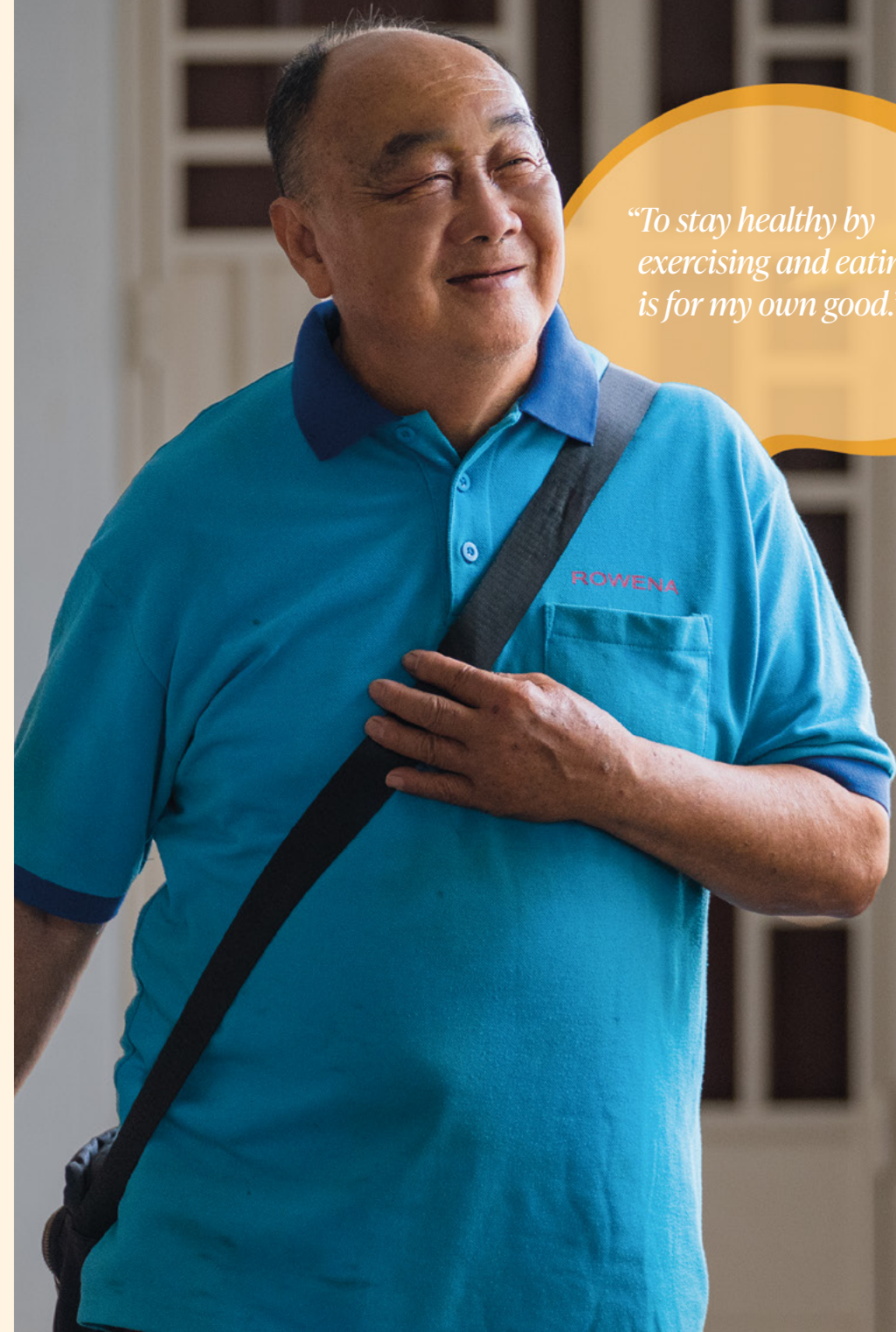


Scan or click here to watch Mdm Zaiton's video



Mr  
**CHOW KOK SENG**

*“To stay healthy by exercising and eating well is for my own good.”*



# Age is Just a Number

A job seeking senior, Mr Chow Kok Seng, 75, has renewed confidence in employability from the positive outcome of his health screening.

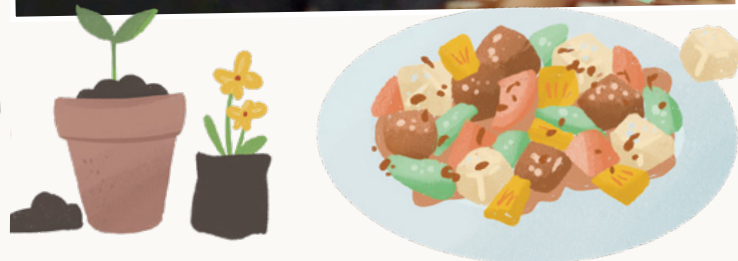
As a former chef, Mr Chow still loves to cook for his family, making sure they enjoy his tasty dishes. These days, however, mobility issues caused by swelling at the joints, have prevented him from doing it as often as before.

In spite of this, Mr Chow still continues to cook. His favourite dishes to make include rojak and yong tau foo, he shares. His ailments have also led him to adopt healthier eating habits. "I used to eat a lot of meat, but eating too much meat is not good. Doctor also said so," he says.

Apart from his love for cooking, Mr Chow is also a dedicated volunteer at the Bukit Batok Residents Committee (RC) since 1982, as well as a member of the Concern & Care Society (CCS), which is now closed. He enjoys helping out at RC events, as it keeps him on his feet and active.

It was at CCS that Mr Chow met care connector Katherine Tan, who then encouraged him to participate in activities and go for a health screening. "Katherine really likes helping others," adds Mr Chow, who has personally benefited from Katherine's genuine advice and care.

**Bottom**  
*Mr Chow having dinner with his family*



*"After she reminded me to see the doctor and get checked, I know how to control it."*

**MR CHOW KOK SENG**

**Bottom**  
*Mr Chow attending the Get Well Live Well Health Carnival organised by NTFGH*



For instance, Mr Chow, who was then looking for work, had shared with Katherine that some employers were reluctant to hire older people with health problems. Encouraged by Katherine, Mr Chow decided to go for a health screening - something he had not done in years. To his delight, the results showed he was in good health. This news gave him the motivation to keep searching for a job.

Today, Mr Chow works at a food and beverage company, where he assists with housekeeping, and enjoys a more fulfilling life. When he finishes work, he usually spends his time doing leg exercises to help with his swollen leg joint, a condition that has led to multiple visits to NTFGH.

Mr Chow has become more proactive about his health, attending follow-

up check-ups when he has appointments. "As long as I have an appointment I'll go," he adds. He also encourages his friends and family to go for check-ups, recognising the importance of early detection of hidden diseases.

When asked why staying healthy is important to him, Mr Chow says: "It's for my own good. So I choose to exercise and eat better."

“I would like to thank Katherine for reminding me to do my exercises and get health screenings. Because I wouldn't know if I were to have any condition or disease otherwise.”

MR CHOW KOK SENG



Scan or click here to watch Mr Chow's video



## Nurturing a Healthier Tomorrow

Fostering Lasting Community Relationships for Community Well-being



Left/Bottom Healthy Eating Programme by NTFGH and students from SUSS for the residents at Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok

In the span of 6 years, the Bukit Batok Township Model of Care, driven collectively by NTFGH, Social Service Agencies, NUHS Primary Care Network and grassroots has illustrated the value of taking a township approach to health that brings local agencies and a hospital together to focus on a defined place and the residents who live in it. Working together as a team, they have forged a strong relationship to weave care through trust to better integrate care and promote health holistically. This



relationship-based initiative has served as an excellent model of care in improving the residents' quality of life.

Championing health promotion through lifestyle intervention programmes, the NTFGH team brought

health closer to every home in Bukit Batok. Through programmes by their Allied Health Professionals, they focused on imparting positive health behaviour changes to empower the residents in adopting a healthier lifestyle.

The residents through CDSMP took active ways to change their food choices and did more physical activities so as to control their chronic conditions like diabetes. These residents reported better management of symptoms like poor sleep and shortness of breath and overall rated improvement in health. This meant that they can continue to enjoy what they value most in life and stay away from complications that can arise from their chronic condition.

It is with the support of the care connectors that residents are better guided to access health and social

providers, are well nudged towards their health goals and are encouraged to stay connected to their community. More had gone for health screenings, taking an active step to keep themselves healthy. The residents then encouraged each other to do so, taking care of the community in which they live. These are only possible as they are convinced, motivated and see the importance of doing so themselves.

Through the IDG, every resident who needed support to close the last-mile gap were looked after. The IDG assured the residents that they were

supported so that they can stay well at home. This model of care has mirrored the collaborative spirit integral to the backbone of anchoring the care that is needed for residents with complex health needs.

The journey ahead involves expanding partnerships with many other like-minded agencies as well as with the Institutes of Higher Learning (IHL). In the pipeline is a momentous partnership with Singapore University of Social Sciences (SUSS). In this collaboration, SUSS's Experiential Learning Programme will see students partnering NTFGH to continue to bring health programmes to the community in the town.

Aligned with the national vision for a Healthier SG, this collaboration lays the foundation for a partnership between a healthcare system, the community and IHLs in caring for the population.

The journey thus far, and the journey ahead, is a testament to NTFGH's progressive vision in partnering the community to shape Singapore's future of healthcare. This in essence, reflects the aspirations of Healthier SG, a strategic direction moving forward of the Ministry of Health.

**Bottom**  
*Healthy Eating Programme conducted in collaboration with SUSS at Tzu Chi SEEN @Bukit Batok*



**“This journey to co-create a model of care has been a meaningful one. And it would not be possible without the generosity of JurongHealth Fund, the support of NTFGH’s senior leadership and the hard work of my Community Operations and Allied Health teams. To them, I would like to say a big “Thank You”.**

**LEE HEE HOON**  
DIRECTOR, ALLIED HEALTH & COMMUNITY OPERATIONS



Scan or click here  
to find out more  
about Healthier SG





# Epilogue

It started with a vision made possible by passion, from a committed team.

In my new role as CEO of NTFGH, I wanted to lend full support to this team and involved myself in the work they do in the community. It was eye opening for me.

As an emergency physician, I see the problems the patients at the emergency department (ED) face, navigating a complex adaptive public healthcare system on their own, often gravitating to the ED for help (often not just for medical problems alone), utilising it as a portal to access the various services of the public healthcare system.

The team taught me the importance of “relationships”<sup>Chapter 2</sup>. Only by building relationships, can you earn the trust of the residents. This building of trust takes a long time, and is fraught with many failures. “I’m not interested in what you are selling!” A door slams shut.

It is only through establishing a relationship based on trust that better conversations can happen.

As we got to know more residents, we got to know the community. We started to make inroads into organising activities that complement

grassroots programmes for them which further strengthened our relationship.

In the community, we also found care partners and more importantly, Advisers to the constituencies!<sup>Chapter 3</sup> Advisers opened the doors to a myriad of resources, including volunteers and engagement platforms that the grassroots community have. As we worked with them, we are able to leverage on their guidance to encourage their residents to participate in our activities.

Working with the Advisers, the grassroots leaders and care partners, we were able to establish a Community of Care comprising of medical nodes and social nodes, to help the residents to cope with their illnesses, manage their health and embrace day to day living.

The General Practitioner (GP) network was an important node in the community<sup>Chapter 4</sup>. Working together, they were able to drive health programmes that added to the “health” of the residents. They were not alone as they had the support of the grassroots leaders, community partners and the hospital. After all, it takes a ‘whole village’ to drive an effective programme.

We were fortunate to have a group of like-minded GP

partners in Bukit Batok who worked closely together with the Advisor, our team and the community care partners to focus their attention on the high risk groups that frequently present to the hospital. In the early years, we termed it as Inter-Disciplinary Group (IDG)<sup>Chapter 7</sup> discussions, recognising the collaboration between the medical, social and financial aspects of care, centred around the needs of the patient. We now know this as Social Prescribing. The IDG was an important platform for the various nodes to come together to discover, learn, collaborate and align the medical plan and address opportunities to improve the social determinants of health for high-risk patients. This collaborative model of care at Bukit Batok, involving GPs in Social Prescribing together with the hospital staff is unique to our Bukit Batok Township.

As Singapore embarks on a brave new health and healthcare delivery model in July 2023, it is the first steps to creating an Ideal Health Community/Utopia which aims at creating not only an environment that promotes individual wellness but also fosters a collective sense of motivation and support. With this national campaign, we are poised to

grow the Healthier Bukit Batok initiative to the next level.

## Motivation as a Catalyst for Change:

Reflecting on the 6-year journey, motivation is the driving force behind human behaviour and can serve as a powerful tool in creating a health conscious community. By tapping into intrinsic and extrinsic motivational factors, we can ignite a passion for personal well-being within individuals.

Intrinsic motivation, rooted in personal fulfilment and satisfaction, can be nurtured by promoting autonomy, mastery, and purpose. By empowering individuals to make informed choices about their health through opportunities for skills development, we help them to foster a sense of purpose in their wellness journeys.

Extrinsic motivation, on the other hand, can be utilised through rewards and recognition systems that incentivise healthy behaviours. Public acknowledgment, social validation, and tangible rewards can reinforce positive habits and create a ripple effect that inspires others to embrace healthier lifestyles.

By harnessing both intrinsic and extrinsic motivations, we can cultivate a society driven by a genuine desire for health, ultimately leading to an ideal health community.

## Harnessing the Power of Community:

The concept of a positive and inclusive community can be a powerful force for change. This can be channelled in a way that encourages support, accountability, and a shared sense of purpose among individuals. Establishing close-knit communities centred around health and wellness can foster a collective identity and a strong social support system.

By cultivating a culture of inclusivity, empathy, and encouragement, individuals can feel a deep sense of belonging, love and commitment to their personal well-being and the well-being of others.

Utilising technology and social media platforms, communities can extend beyond their geographical boundaries, connecting like-minded individuals across the cluster and even globally. The collective energy and shared experiences within a health-focused community can inspire individuals to push their limits, maintain consistency, and overcome obstacles, propelling them toward optimal health in our society.

## Uniting Technology and Fitness Programmes:

The Covid-19 years restricted the reach of the teams to

the residents, but through innovative use of technology and clever planning of instructional programmes and virtual interactions, they brought individuals and communities together.<sup>Chapter 5</sup>

Developing an immersive fitness platform that offers interactive classes, virtual communities, and personalised workout experiences, fosters a sense of camaraderie and motivation. By incorporating technology-driven platforms into our society, we can enhance accessibility to health resources, personalise fitness journeys, and provide real-time feedback and tracking.

The gamification of health and fitness can further fuel motivation by turning workouts into engaging challenges and competitions. Such an approach taps into an individual’s competitive spirit while promoting physical and mental well-being. Moreover, the use of virtual communities and trainers can create a sense of connection, support, and accountability, transcending physical limitations and inspiring individuals to maintain their health goals.

## Maintaining Health

Staying healthy takes financial and time commitment. Working with the residents in Bukit Batok, we realise it is ‘expensive’ to be healthy.

Without the support of the JurongHealth Fund to sponsor training, vaccination and screening programmes, the cost would have been prohibitive for the under-privileged group of residents. For the ones that can make ends meet, by doing 2 shifts a day to bring food to the table for the family, they cannot find the time to partake in regular exercises and health programmes. As we rally the masses to embrace health, we must not forget to watch over these vulnerable groups that cannot “afford” health.

### Final Thoughts

Creating the ideal healthy community requires a multifaceted approach that leverages on igniting intrinsic and extrinsic motivations and fostering a sense of community and accountability. Together with the integration of technology-driven fitness platforms, we can cultivate a society where optimal health and well-being thrive. In such a society, individuals are empowered, interconnected, and motivated to prioritise their well-being, leading to a transformative and sustainable paradigm of health for generations to come. It starts with listening to the individual, the residents... **It starts with a ‘knock’!**

*Dr Quek Lit Sin*

**CHIEF EXECUTIVE OFFICER**  
**NG TENG FONG**  
**GENERAL HOSPITAL**

# In reframing the intent and creating the impact, the following enablers need to be built into the system to augment this health movement.

### Education and Awareness:

- Promote health education from an early age in schools and educational institutions.
- Conduct awareness campaigns on the importance of healthy lifestyles, nutrition, physical activity, mental health, and preventive healthcare.
- Provide easily accessible information about health and wellness through various mediums like websites, social media, and community programmes.

### Policy Support:

- Advocate for policies that prioritise public health, such as regulations on unhealthy food marketing, tobacco control, and environmental protection.
- Encourage the development and implementation of health promotion programmes and initiatives at the national, regional, and local levels.
- Support policies that improve access to healthcare services, preventive screenings, and vaccinations for all members of society.

### A Novel Network

- Consisting of a distributed model, with no central point of rigid command and control, but adjusts underlying system parameters to ensure the system achieves its purpose. The actual network structure will adapt to needs and opportunity.
- Open to all services that contribute to the purpose of healthcare in ways that are measurable at the point of care and yet accept the system’s rules and constraints.
- Defined and bounded by responsibility although freedom is allowed as it serves the system’s purpose.
- Purpose is measured as outcomes and value within a specific clinical context, and cost delivered at the point of care.
- Value is delivered and measured at the point of care. Service providers are part of the supply chain that supports the point of care. Their value depends on actual results.
- Payment is based on outcomes, not process.

### Collaborative Partnerships:

- Foster collaborations between governments, healthcare providers, community organizations, schools, and businesses to create comprehensive health programmes and initiatives.
- Engage healthcare professionals, including doctors, nurses, and nutritionists, in community outreach programmes, workshops, and health screenings.
- Encourage businesses to promote employee wellness programmes, workplace health policies, and a healthy work-life balance.

### Empowerment and Engagement:

- Encourage individuals to take an active role in their own health by providing them with the necessary knowledge, skills, and resources.
- Facilitate support groups and community networks that promote healthy lifestyles, provide emotional support, and share experiences.
- Foster a culture of empowerment, where individuals are encouraged to make informed decisions about their health and advocate for their needs.



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Surgery, Ng Teng Fong  
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## Agency for Integrated Care

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### Bukit Batok Grassroots Organisations

### Concern & Care Society (Now closed)

### Club HEAL

### Fei Yue Active Ageing Centre (Bukit Batok)

### Fei Yue Family Service Centre (Bukit Batok)

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### Singapore Polytechnic

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### Social Service Office @ Bukit Batok

### Temasek Polytechnic

### Tzu Chi Seniors Engagement & Enabling Node @Bukit Batok

The Ng Teng Fong General Hospital (NTFGH) and Jurong Community Hospital (JCH) are members of the National University Health System (NUHS), which is an integrated Academic Health System and Regional Health System in Singapore that delivers value-driven, innovative and sustainable care.

The NTFGH and JCH, together with the other member institutions under one Academic Health System, supports NUHS to create synergies as a fully integrated cluster to provide seamless care from prevention to home care.

## Ng Teng Fong General Hospital and Jurong Community Hospital

1 Jurong East St 21, Singapore 609606  
General Enquiries: (65) 6716 2000

JHCampus\_enquiries@nuhs.edu.sg

www.ntfgh.com.sg  
www.jch.com.sg

@juronghealthcampus

@jhcampus

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Established in 2011, JurongHealth Fund (JHF) is a grant-making organisation that supports programmes mooted by JurongHealth Campus for the benefit of patients, community and staff. JHF aims to elevate healthcare standards and quality, by promoting medical and health-related services that are exclusively charitable and for the benefit of the Singapore community. Governed by a Board of Directors, JHF is a registered charity and an approved Institution of a Public Character (IPC).

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Ng Teng Fong  
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