Ageing in Place via Telehealth: A case study of Singapore

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Population ageing in Singapore

Singapore:

[1] is the world's second-fastest ageing society
[2] will become a super-aged society by 2030

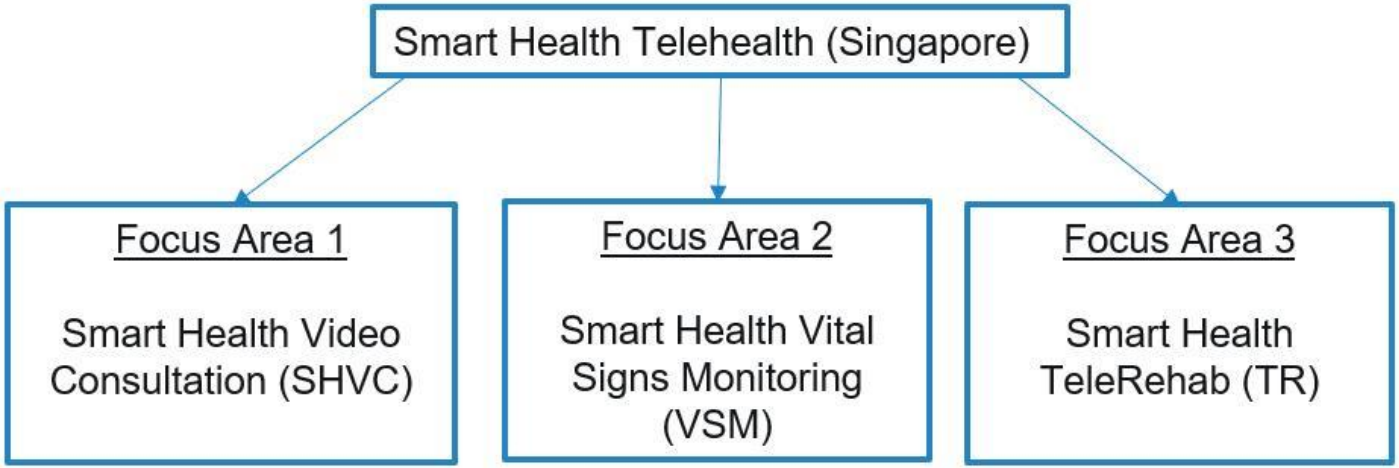
Year 2000: an ageing society
Year 2019: an aged society

The meaning of ageing in place (AIP)

→ A multidimensional concept

Source: Sabrina Ching Yuen Luk (2023) *Healthy Ageing in Singapore: Opportunities, Challenges and the Way Forward*. Palgrave MacMillan. https://link.springer.com/book/10.1007/978-981-99-0872-1#about-this-book

Telehealth refers to the use of information and communications technology (ICT) to deliver clinical and non-clinical services at a distance.

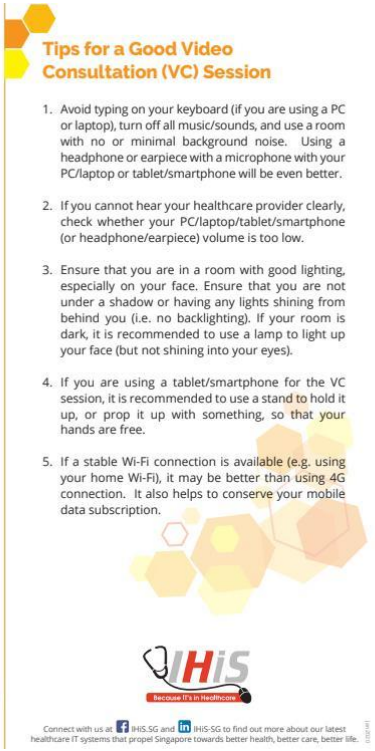


Guided by Singapore's National Telemedicine Guidelines (NTG)

→ aid the healthcare providers in fulfilling the essentials of Telemedicine service delivery

In April 2017, Smart Health Video Consultation (SHVC) was introduced to several public hospitals in Singapore to enable patients to remotely consult healthcare professionals via a synchronous video call.







Source: https://www.ihis.com.sg/

This presentation aims to

[1] examine the pros and cons of using SHVC to provide remote consultation for older residents with mental illness in over 20 nursing homes in Singapore

[2] discuss the implications of the case study of Singapore for other cities or countries which promote greater use of telehealth to care for older adults

How does Smart Health Video Consultation (SHVC) work?

Eligibility for teleconsultation: older residents must first have a face-to-face consultation with the doctor

Follow-up consultations: done via the synchronous video call, but
one of the follow-up consultations must be a face-to-face consultation

The operation team from the public hospital first went to nursing homes to get a bandwidth check.

Teleconsultation is carried out in a room of a nursing home.

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How does SHVC work?

Staff in nursing homes used a laptop with a webcam to connect the doctor in the public hospital over the Internet.

Each private virtual consultation session uses end-to-end encryption and is protected with security measures and proven technologies (e.g. two-factor authentication).

The use of high-resolution live video streams → real-time visual patient assessment

When an older resident sat down in front of the web camera, he/she would see the doctor in the screen. Staff who cared for the older resident would also be present during the virtual consultation session.

All the video consultations were not recorded.

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Advantages of using SHVC

[1] Save medical transport fees

[Before the launch of SHVC: The use of a private non-emergency ambulance to have a one-way trip to the hospital for an appointment may cost at least 60 to 80SGD.]

[2] Save time

[Before the launch of SHVC: A visit to the public hospital for a scheduled appointment would take about three hours.]

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Advantages of using SHVC

[3] Avoid patient no-shows at scheduled appointments
[Before the launch of SHVC: Patient no-shows occurred when the nursing home was short of staff and private ambulances were not available.]

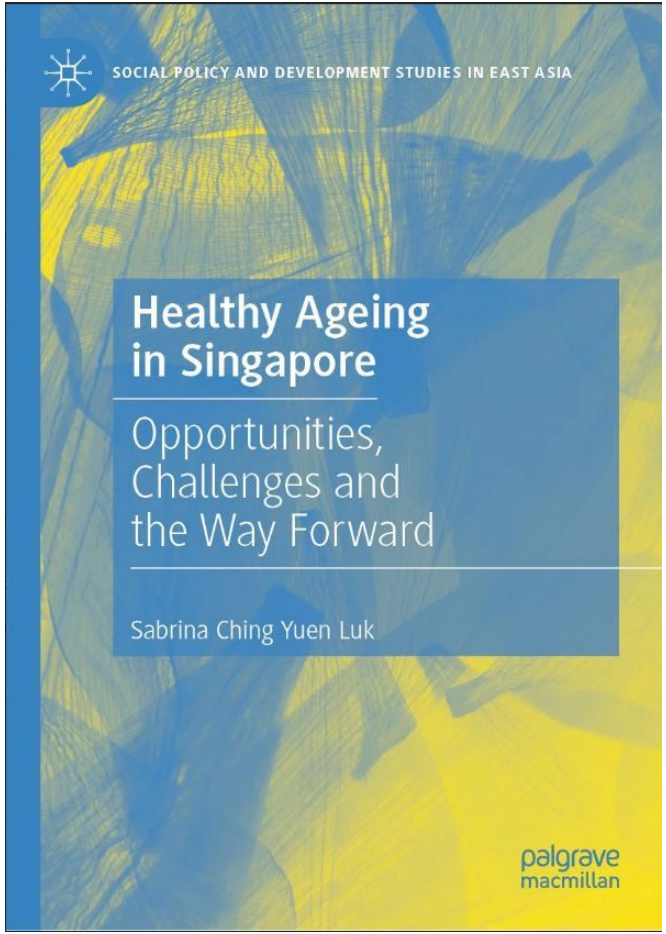
A half-day video consultation in the morning enables the doctor to consult with 20 older residents.

[4] The doctor can directly communicate with care workers who take care of older residents
[Before the launch of SHVC: A junior staff who was not directly involved in the care of the older resident was sent by the nursing home to accompany the older resident to the public hospital for a scheduled appointment. The accompanying staff usually fail to answer the doctor's enquiries on the older resident's situation after taking medications.]

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Disadvantage of using SHVC?

The implications of the case study of Singapore for other cities or countries



About this book

Singapore is the world's second-fastest ageing society and will become a super- aged society by 2030. This book fills an important research gap by examining Singapore's efforts to achieve healthy ageing. It draws on both semi-structured interviews and secondary data (e.g. government documents, journal articles, books, reports) to examine hot topics such as financial wellness of older adults, ageing in place, dementia friendly communities and digital connection with older adults in the time of the 2019 coronavirus disease (COVID-19). In the interviews, experts and professionals provide valuable insights into the issue of healthy ageing in Singapore.

The book 's goal is to provide a comprehensive portrait of healthy ageing in Singapore, while also sharing valuable lessons to help other countries achieve healthy ageing.

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Thank you !