

Improving Health and Anchoring Care In the Community Through NUHS CareHub

Category: Nursing Excellence

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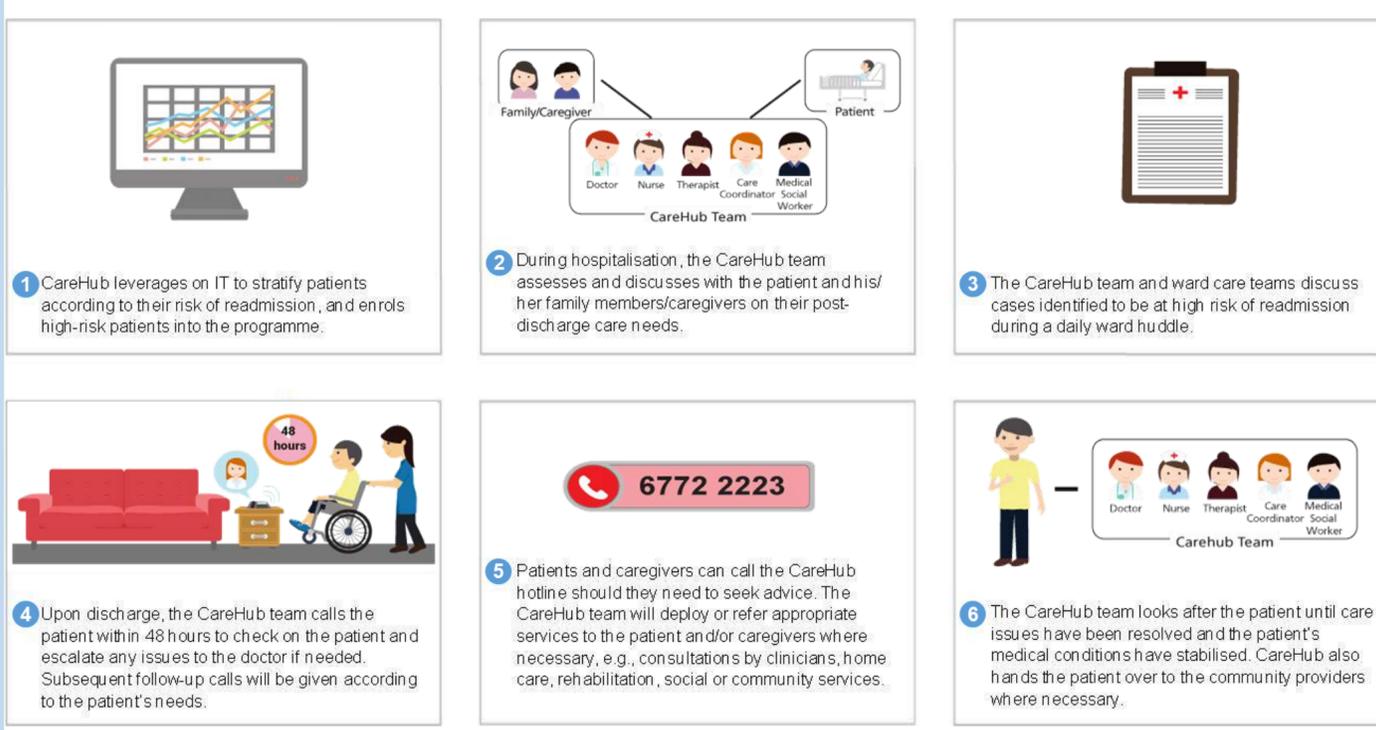
BACKGROUND

By 2030, 20% of the Singapore population is estimated to be above 65 years old. Care fragmentation makes navigation and access to care challenging in the post-discharge phase especially for frail elderly patients with complex care needs.

DESCRIPTION OF CAREHUB

National University Health System (NUHS) CareHub aims to enhance continuity of care for patients by consolidating support for post-discharge care delivery services at a single NUHS platform. CareHub adopts a new model of care where the programme is nurse-led. CareHub takes ownership of patients' post-discharge care, and serves as the single point of contact for patients' needs. This creates a more patient-centred approach. The inter-disciplinary care team comprises physicians, nurses, and allied health professionals.

MODEL OF CARE AND BENEFITS OF CAREHUB



Improved clinical outcomes

CareHub patients had better clinical outcomes as compared to their pre-enrolment baseline and as compared to control group patients.

	CareHub patients 6 months pre vs. post enrolment	CareHub patients vs. control group patients
Unplanned readmission	▼ 0.23	▼ 39%
Unplanned bed days	▼ 2.2	▼ 56%

Greater job satisfaction

Manpower consolidation and job redesign enable staff to gain job role clarity and perform at the top of their licenses.

Enhanced system efficiency

Optimisation in deployment of scarce healthcare resources and lower healthcare cost burden to patients.

Phase I: Apr-Nov 2016

High risk patients who meet the modified LACE score criteria in Jul-Oct 2016 were randomly assigned into intervention group (CareHub enrolment; n=150) or into control group (usual care; n=120).

Phase II: Apr 2017-to date

Expanded CareHub service to the rest of NUH's subsidised wards. Achieved full scale-up in Jan 2018.

CONCLUSION

CareHub is a nurse-led initiative that serves as a "one-stop service" provider which takes a patient-centred approach to transitional care. By adopting a multi-phased approach, CareHub has managed to target improvements at 3 levels of the healthcare system: better patient outcomes, staff satisfaction, and greater system efficiency.

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