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Caregiving Voyage With TTSH Caregiver Support Service: Are You Aboard The Vessel?

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Problem Statement

Considering the burgeoning elderly population and the escalating pivotal role of family caregivers, it is evident caregivers hold paramount importance, both within the healthcare system and the lives of those they support. A hospital caregiver support service was established as an upstream proactive measure to equip caregivers with essential skills and knowledge required to build competencies and resilience for their caregiving journey.

However, low enrolment to the service and low number of enrolled caregivers at-risk of burden accepting resources is concerning amidst growing caregiving demand.

Project Aim

This project aims to increase enrolment rate to the caregiver support service and the provision of support to at-risk caregivers. The goal is to empower and strengthen family caregivers' reserves, enabling them to effectively sustain their caregiving roles within the community

Lessons Learnt

- **Root causes identified:**
 - A) Lack of rapport with caregivers
 - B) Enrolment was primarily dependent on referrals
- As at-risks caregivers may not recognize that they need assistance, Caregiver Support Nurses (CSN) play a vital role in **providing awareness, clarity and guidance to caregivers.**
- Adopting a **relationship-based engagement approach** is essential to gain trust and build rapport.
- Recruitment process should be kept **simple and direct**, especially when at-risks caregivers do not perceive the need for interventions.
- **Feedback from caregivers is important** as it aids in the improvement of service rendered.

Potential Solutions

Intervention A: Create awareness & improve rapport

- PDSA Feb 2022: **Contacted caregivers** to create awareness on the need for caregiving support for sustainability in caregiving.
- PDSA Apr 2022: Caregivers who were at-risk based on the Zarit Burden Index (ZBI) were **called up 1 week, and monthly up to 3 months post-discharge.**

This ensured **timely support** while maintaining rapport with caregivers. A **structured tool** to facilitate and guide phone conversations with caregivers was developed to align practices.

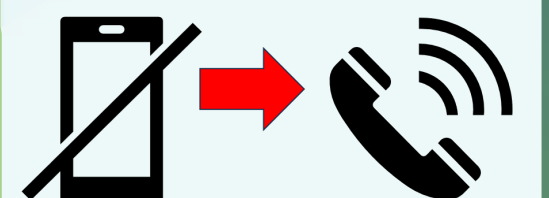
Intervention B: Change in enrolment processes

- PDSA Jun 2022: Leverage on the hospital's electronic system's functionality to screen and provided link for enrolment via text messages.
- PDSA Sep 2022: Called caregivers for enrolment
- PDSA Jan 2023: Expand reach to more caregivers

CSN team identifies eligible inpatient cases



Team introduces and seeks consent directly for service enrolment

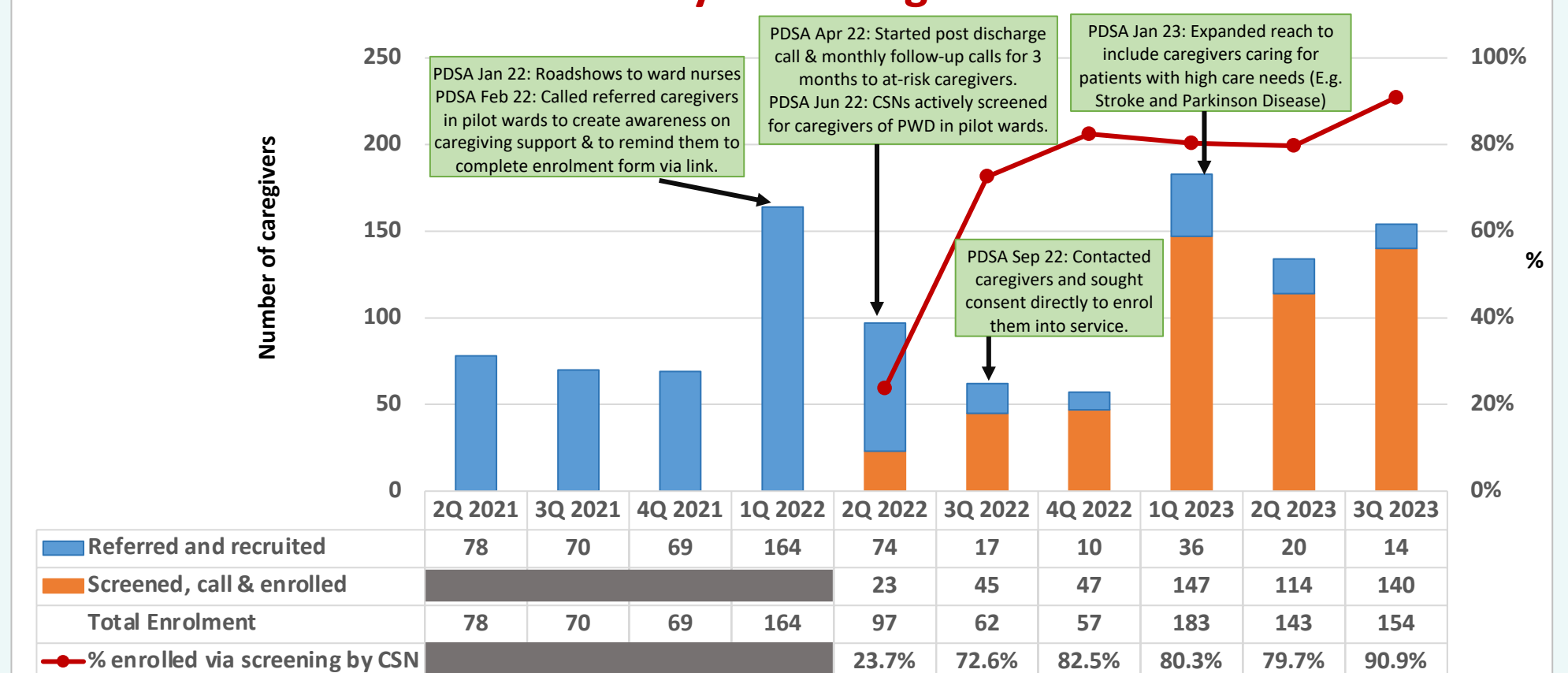


The above interventions targeted root causes identified

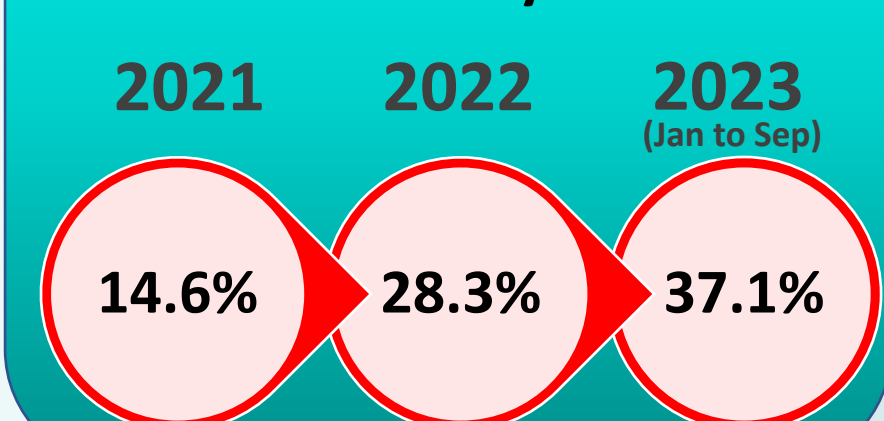
Outcomes & Impacts

Multiple PDSAs have contributed to improvements and consistency of enrolment numbers.

Enrolment by Screening and Referral



Percentage of at-risks caregivers accepting interventions rose across the years.



Interventions provided to at-risks caregivers (Jun 2022 to Sep 2023)

