



National Quality Improvement Conference

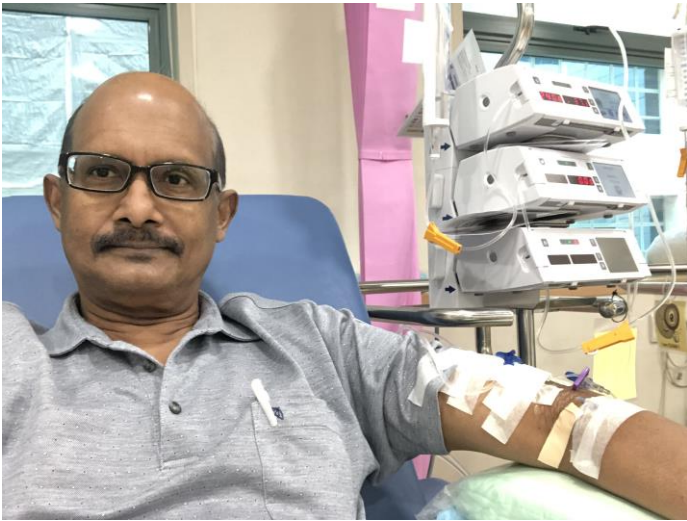
“Patients As Partners: A Paradigm Shift in Healthcare Delivery”

By Mr Prabu Naidu
Co-Lead & Advocate, SingHealth Patient Advocacy (SPAN)

1 December 2023 | Expo Hall 2

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My Initiation into Patient Advocacy



- ❖ 1999 diagnosed as diabetic.
- ❖ FiT...Colonoscopy .
- ❖ 2019 diagnosed Colorectal Cancer stage 3A.
- ❖ Surgery-Chemo-Radio treatment. Temporary Stoma bag.
- ❖ Attention given by my medical team. Dr How KY and team (TTSH). Helped me make informed decisions. Stoma care nurse. Radiotherapy Technician. Informed me every step of the way during the 8 months journey.
- ❖ Enhanced Recovery After Surgery (ERAS).
- ❖ Thankful for the extra gift of life.
- ❖ Contrast with my Schoolmates (J & S) who lost their battle to cancer...4 other friends/relatives following them.
- ❖ Wanted to give back. Moved to my next purpose in life.
- ❖ Joined four Patient Organisations I am part of now: SPAN-TTSH-SCS-OAS.



SingHealth Patient Advocacy Network



Partnership & Impact

**Making a Difference
with Patient Advocacy**

**WE ARE IN
THIS
TOGETHER**



Quality & Innovation Day 2023

SPAN shared insights and takeaways in supporting and promoting patient advocacy



If it is be, it's up to me...if not now, when?

☐ Training

SPAN: Helping review Patient Experience (PX) training package to be more facilitative. Learner-centric. Numerous projects & sharing.

☐ Peer support

TTSH ColRect Buddies. Demonstrated being there for each other. Listening ear. Caring heart.

SCS: Patient Ambassador (PA) and Hope Warriors – revamping Patient Advocacy training.

OAS: Voice for Ostomates. Fun DIY Video on the dilemma of Ostomates.



Looking ahead:



Patients/Survivors/Care Givers/Kins

- ❖ Appreciate & be kind to Health Care Staff.

Health Care Team

- ❖ Treat each Patient as unique – as if the only one in your care.
- ❖ Involve patients/care givers / families by intentionally inviting them to join patient organisations.

Institutional

- ❖ Health Institutions can start up internal patient organisations.
- ❖ Budget for and support institutional patient organisations.
- ❖ Involve Health Care Team to go beyond clinical communications to befriend the patients and intro them to patient organisations.
- ❖ When on-boarding Health Care Staff...include the human-centred approach.

National

- ❖ Recognise at national level patient organisations that are doing exemplary work.
- ❖ Local patient organisations can join Alliance of Patients' Organisations Singapore (APOS).



SingHealth Patient Advocacy Network

**SCAN Here to find out
more about SPAN**



Established Mar 2017

SingHealth Patient Advocacy Network



<https://www.singhealthdukenus.com.sg/ipsq/Pages/SingHealth-Patient-Advocacy-Network.aspx>

**A self-driven network of volunteer patients and family advocates
that represents the collective voices of patients.**

SPAN volunteers are committed to work in partnership with the healthcare teams, to provide important patient and family perspectives to enhance and improve patient safety and care experience.

Supported by: SPAN Secretariat from SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ) and SingHealth Group Office of Patient Experience (OPE)



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THANK YOU!

