

Workshop Title and Overview

Workshop 1 – Health Economic Evaluation: Is it important to us?

Time: 9:00 am – 6:00 pm (Registration starts at 8:30 am)

Venue: Gemini Function Room 1 and 2 (Level 1), Resorts World Sentosa Convention Centre

Speakers: A/Prof Joanne Yoong, Director, Centre for Health Services and Policy Research, Saw Swee Hock School of Public Health and National University Health System, Singapore
 Dr Brent Gibbons, Deputy Director, Centre for Health Services and Policy Research, Saw Swee Hock School of Public Health and National University Health System, Singapore

Health Economics is an applied field of study that allows for the systematic and rigorous examination of the problems faced in promoting health for all. As there are finite resources available for health care, either in time, physical and structural terms, choices need to be made on how to allocate these limited resources. In the recent years, economic evaluation of health care programmes and interventions has become increasingly important. Economic evaluation studies are now being undertaken by researchers from many different sectors including economists, social policy researchers and clinicians. In the face of rising health care expenditure and limited resources, economic evaluation provides critical information to decision makers for efficient and effective use of available resources to maximise health benefits.

This one-day workshop is designed for anyone involved in the healthcare sector or in health services who are interested to learn about economic evaluation in healthcare. The key elements of health economics and the different methods of economic evaluation will be covered. Drawing examples from integrated care and community care settings, this workshop aims to equip non-economists with the basic knowledge on economic evaluation and provide insights on how health economics is used by decision makers in the health care sector.

Delegates attending the workshop will:

- Learn the basic key principles of health economics and methods of economic evaluation
- Understand the design, conduct and analysis of economic evaluation in healthcare
- Distinguish between the different forms of economic evaluation and understand the advantages and disadvantages of the various approaches
- Critically appraise published economic evaluations and recognise the policy implications that may result from economic evaluations

Workshop 2 – Statistics in the Modern Era: An Introduction for Elder and Community Care Practitioners

Time: 9:00 am – 6:00 pm (Registration starts at 8:30 am)

Venue: Aquarius Function Room 3 and 4 (Level 1), Resorts World Sentosa Convention Centre

Speakers: Prof Teo Yik Ying, Dean, Saw Swee Hock School of Public Health, National University of Singapore
 A/Prof Alex Cook, Vice Dean (Research), Saw Swee Hock School of Public Health, National University of Singapore

Attendees of this one-day workshop will learn about the new statistical methods that are becoming increasingly important in this new age of Big Data, through both lectures explaining the concepts behind the methods, and small-group tutorials involving paper critique of recent publications that utilise these new statistical methods in the elder care and community care setting. At the end of the workshop, attendees should understand the concepts behind these statistical methods, appreciate the key strengths and limitations of the methods, and able to understand research articles using these statistical methods in the eldercare and community care setting.

This workshop will describe the following methods:

- a) Methods used in genetic analyses (including genome-wide association studies)
- b) Introduction to modelling and simulation, focusing on Markov modelling

Workshop 3 – Integrated Approach for Diabetes Management: The Role of Primary Care

Time: 2:00 pm – 4:45 pm (Registration and lunch start at 12:30 pm)

Venue: Leo Function Room 1 (Level 1), Resorts World Sentosa Convention Centre

Speakers: Dr Elaine Tan, Director of Primary and Community Care Division, Ministry of Health, Singapore
 A/Prof Chong Phui-Nah, Chief Executive Officer, National Healthcare Group Polyclinics, Singapore

Facilitator: Dr Tham Tat Yean, Chief Executive Officer and Family Physician, Frontier Healthcare Group, Singapore

As the foundation of the healthcare system, the primary care sector plays a pivotal role in ensuring that patients' chronic conditions are well-managed in the community. In Singapore, primary care is provided through a network of outpatient polyclinics and clinics run by private General Practitioners. This workshop showcases the primary care perspective in managing diabetes in an integrated approach in Singapore.

Delegates attending the workshop will learn about:

- Its implementation from a national policy perspective;
- An integrated system of coordinated and comprehensive person-centred care to meet evolving population needs.

Workshop 4 – Singapore's Community Care Sector Learning Journey

Time: 8:00 am – 4:30 pm (Registration and breakfast start at 7:30 am)

Meeting Venue: AICare Link @ Maxwell, 7 Maxwell Road, MND Complex Annex B, #04-01, Singapore 069111

Singapore, like many other developed countries, faces the challenges of rising chronic diseases prevalence and increasing complex care needs as the population greys. While there is a need to build more hospitals, Singapore recognises the need to look beyond its traditional model of acute-centric hospital-based care and shift the focus towards preventive and community care so that more patients can be taken care of in the community.

This one-day workshop is for delegates who are keen to gain an insight into how residential and community-based Intermediate And Long-Term Care (ILTC) services are provided in Singapore. Delegates will have an opportunity to experience a patient's journey in the ILTC setting and understand the different types of services and programmes offered in the sector. The workshop includes site visits to a community hospital, a nursing home, and a community care facility. Delegates will be assigned to one of the following groups:

Group A Site Visits:

Group B Site Visits:

Group C Site Visits:

- **St. Andrew's Community Hospital**
Speaker: Dr Loh Yik Hin, Chief Executive Officer, St. Andrews Community Hospital
- **The Salvation Army Peacehaven Nursing Home**
Speaker: Mdm Low Mui Lang, Executive Director, The Salvation Army Peacehaven Nursing Home
- **GoodLife! by Montfort Care**
Speaker: Mr Samuel Ng, Chief Executive Officer, Montfort Care
- **Ren Ci Community Hospital**
Speaker: Mdm Sim Teck Meh, Group Director of Nursing, Ren Ci Hospital
- **Lions Home for the Elders (Bishan)**
Speaker: Mr Joselito Iporac, Assistant Director of Nursing, Lions Home for the Elders
- **Community for Successful Ageing at Whampoa (ComSA@Whampoa) by Tsao Foundation**
Speakers: Ms Linda Auyong, Director, Community for Successful Ageing (ComSA), Tsao Foundation; Dr Seow Yu Jin, Senior Physician, Hua Mei Clinic, Tsao Foundation
- **Jurong Community Hospital**
Speakers: Mr Ng Kian Swan, Chief Operating Officer, Ng Teng Fong General Hospital and Jurong Community Hospital; Dr Kelvin Koh, Senior Consultant and Director of Service, Post-Acute & Continuing Care, Jurong Community Hospital
- **NTUC Health Nursing Home (Jurong West)**
Speaker: Ms Clara Lee, Head of Branding and Corporate Communications, NTUC Health Co-operative Ltd
- **St Luke's ElderCare (Ayer Rajah Centre)**
Speaker: Dr Kenny Tan, Chief Executive Officer, St Luke's ElderCare

Workshop 5 – Designing and Implementing Integrated Care Programmes by the International Foundation for Integrated Care

Time: 9:00 am – 1:30 pm (Registration starts at 8:30 am)

Venue: Leo Function Room 2–4 (Level 1), Resorts World Sentosa Convention Centre

Speaker: Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care (IFIC), UK

Enabling health and care systems to become more integrated is a long-term and complex task. The process of implementation requires decision-makers to take action at a number of different levels to ensure that the key building blocks for integrated care are put in place. Moreover, the complexity of integrated care implementation implies pro-active management support to enable transformational change. Until now, there has been little guidance produced that might help to understand the processes that are necessary to support this to happen. This half-day workshop draws on the latest research evidence regarding the successful adoption of integrated care programmes and introduces an Implementation Model for Integrated Care. Using international case examples, and drawing on the delegates' own experiences, the workshop will seek to describe the nine core components of an implementation strategy for taking forward integrated care and the accompanying tools through which to do so at both the local and regional level.

Delegates attending the workshop will:

- Understand the nine core steps necessary to support the implementation of integrated care;
- Be aware of a range of tools that may be used to support the successful implementation of these steps and understand how the implementation of integrated care programs needs to be phased;
- Examine how to create a self-assessment guide for implementation effectiveness, benchmarked against international best practice;
- Recognise the importance of leadership and managerial techniques, particularly in building support for change through a guiding coalition of key stakeholders with the ability to integrate care forward;
- Appreciate that success in implementation must be specifically tailored to the local context of adoption, especially the varying social and cultural aspects of where integrated care is implemented.

Workshop 6 – The Fundamentals of Partnering with Consumers / Sharing Wisdom: Integrated Care – A Work in Progress

Time: 8:30 am – 1:00 pm (Registration starts at 8:00 am)

Venue: Leo Function Room 1 (Level 1), Resorts World Sentosa Convention Centre

The Fundamentals of Partnering with Consumers: The Why, What, Who and When of Engaging with Consumers and Carers

Speakers: Ms Melissa Fox, Chief Executive Officer, Health Consumers Queensland, Australia
Ms Judith Piccone, Manager, Department of Health, Queensland, Australia

Partnering with health consumers is about enabling patients and carers to influence the way health organisations plan, organise, deliver, monitor and evaluate their services. The benefits of successful partnering in the health sector are endless with the opportunities to deliver more appropriate, safer and higher quality healthcare. Whilst the timeliness and depth of engagement varies from service to service, consumer engagement in Australia is evolving into more systemic, meaningful partnering. This evolution of engagement has been driven by consumers, carers and health staff who understand the value of engagement and are continually learning how to do it better. Consumer advocate and Health Consumers Queensland CEO Melissa Fox will lead workshop participants through the why, what, who and when of engaging with consumers and carers including how to recruit, involve and support consumers and carers on committees and projects. Participants will also identify the barriers to effective engagement in their own services and be supported to turn them into enablers.

Sharing Wisdom: Integrated Care – A Work in Progress

Speakers: Ms Judith Piccone, Manager, Department of Health, Queensland, Australia
Ms Katherine Moodie, Physiotherapist and Consumer with Lived Experience, West Moreton Hospital and Health Service, Queensland Health, Australia
Ms Leonie Sanderson, Engagement Advisor, Health Consumers Queensland, Australia

An extended inpatient treatment facility for adolescents with severe and complex mental illness in Queensland (The Barrett Adolescent Centre), Australia closed in 2014. In 2015, the Queensland Government in Australia established a Commission of Inquiry (COI) into the closure of the facility with a final report provided to the Queensland Government in 2016. The Queensland Government response to the COI Report committed to ensuring that effective and inclusive consultation arrangements would be put in place with stakeholders. Furthermore, it stated that Health Consumers Queensland would play an important role in supporting these consultation arrangements, and ensuring that a wide range of consumers and carers had a say in any future changes in service options for young people with severe and complex mental illness resulting from the implementation of the COI Report recommendations.

As a result, Health Consumers Queensland (as the peak organisation representing the interests of health consumers and carers in Queensland) and the Queensland Department of Health, Australia through the Division of Clinical Excellence's Mental Health Alcohol and Other Drugs Branch (MHAODB) were brought together as partners to implement the Government response to the COI Report, leading to an unprecedented level of participation and inclusion of people with a lived experience of mental health services at all levels. This interactive workshop prepared in partnership with consumers and carers explores the types of activities, input, feedback and impact that this project had on stakeholders. It considers the lessons learned, and issues for sustainability through the next phase of work and beyond to realise an integrated health care service system for young people with severe and complex mental health issues accessing services in Queensland, Australia.