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Sengkang Community Hospital allows patients to heal on their own terms with a soothing, unhurried environment and a healthcare approach that considers patients' deepest needs.

When you go to work in the morning, you may hop on the bus, followed by the train and then walk a few more steps to your workplace – it's second nature.

The healthcare journey at SKH Campus should also be like your daily commute, says Associate Professor Wong Kok Seng, Deputy Chief Executive Officer (Clinical Services) at SingHealth Community Hospitals. Patients and their loved ones will not need to worry about changing from one care team to another because it will all be smooth and seamless.

Complementary Care

While the general hospital provides specialist care for an acute condition (such as treatment for pneumonia or surgery for fractures), the 400-bed community hospital steps in during the recovery stage by providing

rehabilitation services and general medical care. "This is so patients can keep well and then continue to live well in the community after," explains Assoc Prof Wong.

As patients move to the community hospital, clinical teams between the general hospital and community hospital collaborate to ensure there is no lapse in important information such as patients' critical concerns, medical condition and rehabilitation needs.

You Own Your Health

Sengkang Community Hospital provides people-centred care. This means the care plan is conceived in a collaborative manner between the clinical team and the patient, who can have a say in the intensity and pace of rehabilitation session for instance.

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It goes beyond just medical needs. At the community hospital, healthcare professionals make it a point of priority to understand the patients on a personal level.

“An elderly patient for example may find tremendous joy in walking his grandson to kindergarten every morning but his illness prevents him from doing so.

“When we capture these responses from the patients, it becomes the motivation for the patient to undergo rehab so he can resume activities that bring him joy,” says Assoc Prof Wong.

“This may sound simple but it means a lot to patients, so we design the care plan with them and in a manner that matters to them,” he adds. With the patient’s consent, such information may also be shared with community partners such as day rehabilitation centres where patients may continue to visit after being discharged from the hospital.

To support patients who may not have caregivers at home, Sengkang Community Hospital links them up with community partners like nursing homes and rehabilitation centres to help them to continue their wellness journey beyond the wards.

Conducive and Thoughtful

Convenience is top-of-mind when it comes to the location of Sengkang Community Hospital. Patients can transit speedily from the adjacent general hospital and continue their recovery near to home.

Teams at the community hospital and general hospital are also working together to organise events for patients. Ideas being tossed around include mah-jong sessions, boisterous karaoke sessions and even pet therapy. Patients are also encouraged to dine communally instead of individually in their beds.

One of the most marked differences with this hospital, however, is how it looks. Says Assoc Prof Wong, “One of my favourite things is that the hospital looks less clinical than usual. There are thoughtful touches like sofas in the wards to make it more home-like.

“The environment is familiar, it’s unhurried, and patients recover at a pace they are comfortable with.”

Bridging Care. Building Communities

Sengkang Community Hospitals is one of three community hospitals managed by SingHealth Community Hospitals (SCH).

Set up in 2017, SCH oversees the management of Bright Vision Hospital, Sengkang Community Hospital and the new Outram Community Hospital coming up in 2020.

“It goes beyond just medical needs. At the community hospital, healthcare professionals make it a point to understand patients on a personal level.”

The community hospitals under SCH integrate care with acute care hospitals like Sengkang General Hospital. The aim is to provide a homely environment for patients to take part in unhurried personalised care from multidisciplinary teams.

With a focus that goes beyond patients’ length of hospital stay, we want our patients to not just recover from their medical conditions but also regain abilities to integrate into the community.

■ CM

- Erratum -

**College Mirror Vol. 44 No. 4 December 2018
"5th Family Medicine Extravaganza 2018"**

On Page 11 of the original article, the first paragraph should not be included.

The online version of the article has been corrected to reflect the change.

We apologise for the error.