

Healthier SG Pilot Programme
Coordinating Instructions for Participating General Practitioners

Dear Doctor,

1. I thank you for stepping forward to participate in the Healthier SG (HSG) Pilot programme.
2. Our pilot aims to validate as many workflows and systems as possible, in order to seek out unanticipated gaps for rectification prior to the full launch of HSG in July 2023. The end-to-end resident service journey (from enrolling into HSG, seeing the GP for first consult, setting of health goals, to attending clinical and social/ lifestyle activities) will be carried out during the pilot. Four pilots have been planned across Singapore.
3. To support the efficient and effective execution of the pilot, all stakeholders are requested to carry out a list of actions. For the healthcare professionals, these actions are printed overleaf. We will also be conducting the following sessions in the run up to the pilot so that you can understand and be better prepared for what to expect:

- a. Pilot brief for General Practitioners (GPs) on the following dates:

Dates	Time	Format
6 th Apr 23	5.00 – 6.30 pm	Virtual (Zoom)
11 th Apr 23	5.00 – 6.30 pm	Virtual (Zoom)

*You are required to attend only 1 (sessions are repeated).

- b. Table-Top Exercise (TTX) on 19th Apr 2023, 2-5 pm
 - i. A walkthrough of operational processes and contingency planning.
 - ii. Your attendance is optional.
- c. A series of Ward Coordination meetings from 2nd to 5th May 2023
 - i. Ground-level engagement to facilitate interaction and strengthen cooperation between stakeholders participating in the pilots.
 - ii. One meeting per pilot ward; you are encouraged to attend the meeting held in your respective ward.
- d. HSG Onboarding & Training sessions on the following dates:

Dates	Time	Format
3 rd May 23	5.00 – 7.00 pm	Virtual (Zoom)
6 th May 23	1.30 – 3.30 pm	Virtual (Zoom)

*You are required to attend only 1 (sessions are repeated).

- i. AIC will deliver the HSG pilot onboarding kit from 8th May to 12th May.
- e. IT Systems technical training sessions:
 - i. A demo training video for PCDS will be included in the HSG Onboarding & Training session;
 - ii. Training for HSG-compatible CMSes will be conducted by the respective CMS vendors (schedule dependent on vendors' availability).

4. We are mindful that there will inevitably be teething issues during the pilot. I seek your understanding and patience in advance for the key role you will play in the pilot, as well as your continued support to ensure the success of HSG.

5. Please contact your AIC account managers if you have any queries or clarifications.

Regards,

Tan Leong Boon
Director, Healthier SG Task Group
Healthier SG Implementation Office, MOH
4th Apr 2023

Key Tasks & Responsibilities of GPs for HSG Pilots

S/N	Key Tasks	Responsibilities
<i>Pre-Pilot Preparations (Now till 14th May 2023)</i>		
1.	Review and confirm resident nominal rolls.	Select 60 residents (per participating clinic) to participate in the pilot, as per defined eligibility criteria: <ul style="list-style-type: none"> i. Age ≥60 years, ii. has at least 1 chronic disease diagnosis (as defined by the Chronic Disease Management Programme [CDMP]), iii. is a regular patient¹ of a GP participating in the HSG pilot, iv. resides within one of the 4 identified pilot wards.
2.	Conduct the first “warm touch” to residents selected for the pilot, prior to their engagement by the HSG Ambassadors.	Reach out to the shortlisted residents to: <ul style="list-style-type: none"> i. Inform them of HSG pilot. ii. Seek resident’s in-principle agreement to participate in the pilot. iii. Advise resident that MOH staff will contact them with further details.
3.	Attend HSG onboarding, training and pilot briefings	Complete structured sessions to prepare for the pilot. Topics to be covered will include: <ul style="list-style-type: none"> i. HSG admin processes and workflows (enrolment/ referrals/ data submission/ PCN workflow etc.) ii. Technical training for IT systems. iii. Detailed processes to be tested during the pilot.
<i>During Conduct of Pilot (15th May 2023 – 30th June 2023)</i>		
4.	Co-develop Health Plan for residents during first visit.	To develop a personalized Health Plan for each enrolled resident as guided by the HSG Care Protocols.
5.	Ensure residents understand the health goals stated in their Health Plans.	To clarify and explain to their residents the nature and importance of the health goals which they have co-developed.
6.	Make necessary referrals in support of the Health Plan.	Ensure the relevant referrals to the appropriate clinical and social/ lifestyle activities have been provided to the resident post-consult.
7.	Provide assistance to residents who encounter difficulties while participating in the pilot.	Refer residents who encounter difficulties with any HSG-related matters to the HSG Ambassadors stationed at participating Community Centres within the pilot wards.
8.	Submission of Health Plan.	Ensure successful submission of Health Plan (via PCDS or HSG-compatible CMS).
9.	Complete 2 pilot-related surveys at pre-determined intervals.	To assist with feedback and information gathering for analysis. Tentatively to be done at the mid- and end-point of the pilots.

¹ Defined as patients with two chronic visits within that calendar year in chronic disease registry or CHAS chronic claims.