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Poster Abstract

Piloting the Patient-Centered Medical Home concept: Singapore's initial experience

T.W. Koh, Frontier Family Medicine Clinic, Frontier Healthcare Holdings Pte Ltd, Singapore, Singapore

E.S. Tai, Division of Endocrinology, National University Health System, Singapore, Singapore

H.L. Wee, Department of Pharmacy Faculty of Science, National University of Singapore, Singapore, Singapore

T.Y. Tham, Frontier Family Medicine Clinic, Frontier Healthcare Holdings Pte Ltd, Singapore, Singapore

K.P. Sim, Frontier Family Medicine Clinic, Frontier Healthcare Holdings Pte Ltd, Singapore, Singapore

Y.H.E. Khoo, Division of Endocrinology, National University Health System, Singapore, Singapore

S.T.T. Wee, Regional Health System Planning and Development, National University Health System, Singapore, Singapore

Y.W. Lim, Saw Swee Hock School of Public Health, National University of Singapore, Singapore, Singapore

Correspondence to: **Dr. Koh Thuan Wee**, COO & Family Physician, Frontier Healthcare Holdings Pte Ltd - Primary Care Medical Group, Singapore, E-mail: kohtw@frontierhealthcare.com.sg

Abstract

Objectives: Healthcare delivery in Singapore is currently fragmented with over-emphasis on expensive episodic hospital care. Most family physicians can be better equipped to deliver chronic disease management (CDM). The distribution of CDM between family physicians in the public and private sectors is disproportionate. We believe that the Patient-Centered Medical Home (PCMH) model of care which emphasizes integrated care will a) lead to improved patient outcomes, reduced cost and greater efficiency; b) increase the engagement of private family physicians for CDM.

Methodology: In this paper, we describe the implementation and initial experience of the Frontier Family Medicine Clinic (a public-private partnership to pilot the PCMH model) and its potential to address the care gaps in our healthcare system. The PCMH model involves population management of 1000 patients, including 100 high-risk patients for complex case management.

Results: Implementation required intensive engagement of multiple stakeholders, including educating both family physicians and hospital leadership on the value of this approach. With

support from various parties experienced in PCMH implementation, we established financing, governance and performance evaluation frameworks and implemented clinic operations.

Conclusions: Our initial experience has demonstrated the potential for PCMH to improve patient access to medical care and reduce hospital based care such as emergency room visits.

Keywords:

patient centered medical home, integrated care, care innovation
