



## PROVIDING ACCESSIBLE, AFFORDABLE AND BETTER CARE

The Ministry of Health (MOH) will continue to strengthen primary and acute care to meet the needs of an ageing population and ensure Singaporeans have access to quality healthcare. We will also continue to enhance affordability while balancing sustainability, to ensure that no Singaporeans is denied access to appropriate care because of an inability to pay. To better support patients' care needs and provide better care, we will also continue to transform the healthcare system and introduce innovative care models.

### Strengthening Primary and Acute Care

#### *Polyclinic Development Plans*

2. To meet the healthcare needs of our population, MOH will continue to invest in our primary care infrastructure. Between now to 2030, we will open another 12 polyclinics, bringing the total number of polyclinics to 32:

- Bukit Panjang, Eunos and Kallang Polyclinics will open by end of 2021.
- Sembawang Polyclinic, which is being developed as part of the Bukit Canberra integrated development, will open in 2022.
- Six polyclinics planned in Kaki Bukit, Khatib, Serangoon, Tampines North, Tengah and Yew Tee are scheduled to be completed by 2026.
- Two polyclinics planned in Bidadari and Bishan are scheduled to be completed by 2030.

#### *Redevelopment of Clementi Polyclinic*

3. Opened in 1980, Clementi Polyclinic is one of the oldest polyclinics in Singapore. It is also one of the smaller polyclinics. As part of the government's plans to refresh our healthcare infrastructure to ensure that they can continue to meet our population's healthcare needs, MOH will be redeveloping Clementi Polyclinic at a new site by 2027.

4. The redeveloped Clementi Polyclinic will continue to provide a comprehensive range of primary care services, such as medical treatment for acute conditions, chronic disease management, women's and children's health services, as well as radiological, laboratory and pharmacy services. It will also be more spacious and incorporate more elderly-friendly and accessibility features for the convenience of the patients.

5. We will share more details of the site when ready. The existing Clementi Polyclinic will continue to serve residents until the new polyclinic is operational.

#### *Upcoming Acute and Community Hospitals*

6. Singapore currently has 10 public acute hospitals<sup>1</sup> and five public community hospitals. The upcoming public hospitals – Woodlands Health Campus and the Tan Tock Seng Hospital Integrated Care Hub at Novena – are scheduled to open progressively from 2023. The addition of a new integrated general and community hospital in Bedok North will bring the total to 12 acute hospitals and eight community hospitals by around 2030.

### ***IMH Buangkok Campus Ward Refurbishment***

7. Since February 2018, the Institute of Mental Health (IMH) has embarked on infrastructure refurbishment works to improve its facilities in line with its evolving care model. The expansion of wards and facility will provide appropriate inpatient psychiatric care and facilitate the recovery and reintegration of patients into the community. The refurbished campus is expected to be completed by end 2022.

8. Upon completion, IMH will have:

- A new short stay unit to manage patients who need a few days of observation and treatment;
- Six upgraded acute psychiatric wards with modular flexibility for more efficient care of patients;
- Two new rehabilitative wards mimicking a home living environment to facilitate recovery;
- An upgraded Child and Adolescent Psychiatry ward to provide inpatient psychiatric care for younger patients; and
- An upgraded Addiction Medicine ward to facilitate recovery and rehabilitation of patients.

## **Transforming Care Models to Improve Quality of Care**

### ***Improving rehabilitation outcomes through the National One-Rehab framework***

9. To ensure that our population has timely access to the right level of rehabilitation care, MOH has worked with practitioners in our public hospitals, polyclinics and the community care sector to develop the National One-Rehab framework. This framework aims to improve rehabilitation care for patients by facilitating their access to the appropriate type and level of rehabilitation care in a timely manner.

10. The core components of the framework include a standardised rehabilitation classification system that outlines the rehabilitation care needs and pathways for patients' rehabilitation journey, as well as a set of rehabilitation outcomes for common conditions requiring rehabilitation. The framework also includes the One-Rehab care plan, which will track the end-to-end patient care plan as patients move from hospital to the community.

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<sup>1</sup> These include general hospitals and specialty centres with acute care inpatient facilities but exclude psychiatric hospitals.

11. The National One-Rehab framework will strengthen rehabilitation care in the following ways:

- Improve clarity of each patient's rehabilitation journey through the standardised rehabilitation criteria which will help therapists and service providers in the planning, resourcing, and facilitation of care for patients across their rehabilitation journey;
- Assist therapists and patients in tracking progress towards defined outcomes and rehabilitation goals along their rehabilitation journey. The individualised One-Rehab care plan will enable therapists across different settings to have access to patients' care progress information, which enables them to work together to support patients as they transit across care settings; and
- Improve patients' access to an expanded scope of community rehabilitation services. Rehabilitation services will be expanded in the community and primary care settings to enable better access to care by patients. For example, patients with stable musculoskeletal conditions such as lower back pain, who do not require surgery or complex interventions, will be able to receive rehabilitation care at the polyclinics and community-based facilities, such as Senior Care Centres and Day Rehab Centres. This will reduce the need for an appointment at the acute hospitals which can focus their capacities to attend to patients with more complex rehabilitation care needs.

12. The National One-Rehab framework pilots will be progressively implemented in hospitals, polyclinics and community service providers from the second half of 2021.

### ***National Central Fill Pharmacies***

13. To make medication delivery more convenient for patients and caregivers, MOH will set up two National Central Fill Pharmacies (NCFPs) to consolidate medication delivery across public healthcare institutions.

14. This new medicine delivery model will consolidate medication orders to be delivered as a single parcel, especially for patients who are under the care of more than one doctor from different public healthcare institutions and have multiple prescriptions. Medications will be delivered directly to patient's homes, secured post boxes or other locations that are convenient to patients. The model will also see a shortened medication delivery time compared to current. The NCFP model will also ensure that teleconsultation is uniformly provided to all patients who opt for medication delivery.

15. The NCFPs are targeted to open in early 2022 to serve all polyclinic patients on chronic medications, and will be extended to public hospital patients in phases. The NCFPs sites will be set up and operated by SingHealth Polyclinics and National Healthcare Group Pharmacy.