Weaving the Integrated Community Network: A Person-Centric Approach

Tan Weng Mooi, PharmD
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Mental Health in the Community

Mental health check for Pasir Ris ‘neighbour from hell’

By JOYCE LIM

A 33-YEAR-OLD jobless man who had been keeping his neighbours at a Pasir Ris block of flats awake with very loud banging for the last five years was arrested on Wednesday night.

The Straits Times understands that Mr Liew Chien Siong, who lives alone in a second-floor unit at Block 612 in Elias Road, was referred to the Institute of Mental Health for a psychiatric assessment.

Police confirmed yesterday that he was arrested at around 10.20pm, under Section 7 of the Mental Health Act.

No more details were provided, but the section allows police to apprehend “any person who is reported to be mentally disordered and is believed to be dangerous to himself or other persons”.

“People with mental health problems are usually dangerous”

38.3% agrees

“The public should be better protected from people with mental health problems”

49.6% agrees

1 Chong et al., 2007, Perception of the public towards the mentally ill in developed Asian country.
Cases in the Community
Sept 2012 - Aug 2016

With Mental Health Issues
57% (634/1112)

With No Mental Health Issues
43% (478/1112)

Includes:
- Complex cases with physical health and social issues
- Challenging behaviors due to personality
- Caregiver support
The Determinants of Mental Health
A broader socio-cultural issue

- Education & Work Environment
- Socioeconomic status
- Cultural & Religious background
- Interpersonal relationships
- Genetics
  - Identical twins with schizophrenia genes: only 30%-50% chance of both developing the disease
Weaving Integrated Community Network vs Person-Centric Approach

Need for Community Support vs Person-Centric Approach

(IRIS – Insight, Respect, Individual, Support)

MEDICAL
(Physical & Mental Well-being)
- Look beyond the disease & behaviour
- Early detection, managing chronic illnesses, daily living assistance

SOCIAL & EMOTIONAL
- Relationships (Family & Friends)
- Financial needs
- Spiritual needs

ENVIRONMENT
- A healthy & safe home
- Cultural influence & community connectivity
Case Discussion

- 2 sisters (74 and 72 years old)
  - Rat infestation in dilapidated flat; very unhygienic conditions
  - Pest control team and community voluntary welfare organization could not gain access to the sisters repeatedly
  - Sister A suspected of having mental health issues, but may still have mental capacity

What would you do?
Points for Consideration

1. Who should take ownership of case?

2. What defines the safety of client? e.g. human rights, confidentiality, well-being?

3. How to balance the ethics of persuasion vs ‘forcing’ treatment?

4. How can we leverage the family and social relationships the client has in order to encourage the client to seek treatment?
Bringing Multi-Agencies Together to Support the Residents
- An Integrated Community Network Case Example

Over 7 months
- Facilitated to bring both sisters to hospital for mental & physical assessment
- One of the sisters was diagnosed with breast cancer & subsequently underwent treatment
- More than 100 rats were successfully exterminated & flat was refurbished
- Long-term support & follow-up was provided in the community to ensure maintenance of the sisters’ well-being and the condition of their flat

3 Conferences with Multi-Agencies involved
- Ministry of Social and Family Development (MSF)
- Community and Senior Care Partners
- Institute of Mental Health
- Singapore General Hospital
- Grassroots Leaders & Volunteers
- National Environment Agency
- Police
- Town Council
- Ministry of Health
- AIC

Learning
- Lack of ownership, no overall coordinator
- Long duration taken for case to be escalated to various agencies
- Lack of communication & information sharing between agencies
- Limited powers afforded by current legislation
Challenges in Weaving Integrated Community Networks

- To what extent can we or should we enforce compulsory treatment in the community?
- Limitation of current legislation

- Information kept within different agencies
- Personal Data Protection Act

- Fear & misunderstandings of persons with mental health conditions

- Which agency owns the case?
- Uncertainty regarding fronting of solution and long-term supports
Learning Points in Weaving Integrated Community Networks

**Purpose/Problem**
- Real issues to solve
- Common goal

**People**
- Passion to help
- Ownership

**Power**
- Position & role
- Relationship (trust & belief)
- Self-empowerment

*Whole-community coming together*

**Partnership**

**Perseverance**

**Enablers**
- Technology
- Training
- Policy
Moving Forward
- Community Network for Seniors

- Moving upstream towards preventive work & early detection
- Moving to integrate physical + mental + social health
- Develop more structured efforts

Outreach, Befriending & Needs Identification
Active Ageing
Active Learning
Community Care & Support
Living in Marine Parade - a Retirement Village

A Social Service Agency who believes in community-based support, with programmes and services provided in the clients’ natural environment
Living in Marine Parade - a Retirement Village

Outreach & support by outreach team (CREST), supported home services (CACHE), befrienders (Angel Ambassadors)

Senior staying at home

Goes downstairs

Meals at Community Kitchen

Activities at GoodLife!

Big Love
Supporting youth

Family Service Centres

Project Angels
Supporting caregivers

YAH!
Active learning
Thank you