

## NATIONAL CLINICAL EXCELLENCE TEAM AWARD 2023

### THE EAGLEcare PROGRAMME

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***“For their outstanding commitment in establishing a collaborative model of care with nursing home partners to enable meaningful and quality care to nursing home residents and their families towards their end of life.”***

The Enhancing Advance Care Planning, Geriatric care and End of Life care in Nursing Homes in the East (EAGLEcare) programme by Changi General Hospital (CGH) was established in 2015 to provide coordinated health and social support for residents in nursing homes through a collaborative model of care delivery and training so that nursing home residents may receive the care that matters most to them and their families towards their end of life.

The EAGLEcare programme equips nursing home staff to provide quality geriatric and end-of-life care to their residents in partnership with acute and community hospitals and General Practitioners (GPs). More than 460 staff have been equipped with Advance Care Planning (ACP) facilitation as well as geriatric and end-of-life skills, guided by customised care paths to respond to common geriatric and end-of-life

conditions. These activities are complemented by bedside teaching and case discussions at regular multidisciplinary meetings with the EAGLEcare team.

With strengthened knowledge and professional care capabilities, nursing home staff engage residents and their families or appointed representatives on ACP conversations throughout their care journey. Such conversations can be difficult and emotional but are important in explaining the underlying disease processes and clarifying goals, priorities, and preferences. Staff are also able to regularly and systematically identify and manage EOL residents through a digital screening assessment tool developed by the EAGLEcare team. Suitable residents who express a preference for comfort measures or limited interventions in their Preferred Plan of Care (PPC) are enrolled into the EAGLEcare programme.

Enrolled residents are cared for by their regular GPs and a core EAGLEcare team, comprising physicians and community nurses from CGH who are trained in geriatric and palliative care. They are complemented by clinical support from St. Andrew's Community Hospital (SACH), which also provides the Violet Programme on-call palliative team service after office hours. This collaborative and synergised model of care delivery provides access to 24/7 clinical care and establishes regular psychosocial support in identifying and managing symptomatic care of residents at the end of life. This builds confidence and enables a mindset shift for the nursing home staff, residents and their families that quality palliative care can be received in the homes.

The programme's effectiveness is anchored on the close partnerships between the CGH EAGLEcare team, SACH, GPs, and nursing home staff, as they co-manage residents according to their PPC wishes. To date, some 1,500 nursing home residents have been screened by the EAGLEcare-trained staff, and more than 500 residents have been identified and enrolled into the EAGLEcare programme to receive end-of-life care, support, and resources such as ACP and tele-geriatric consultations. From 2019 to 2021, the nursing homes saw a reduction in hospital admissions in their residents, including Emergency Department admissions, inpatient admissions, and Specialist Outpatient Clinic visits, as well as shorter lengths of stay in the hospital.

The decrease in avoidable hospital admissions also improved residents' quality of life at the end of life by allowing them to be comfortably cared for at the homes. From 2020 to 2022, the EAGLEcare programme honoured 99% of enrolled residents' wishes in terms of treatment preferences, and 91% in terms of preferred place of death, at nursing homes.

Two other nursing homes – Lions Home for the Elders (Bedok) and Apex Harmony Lodge – have come onboard the programme, and there are plans to reach out to 12 more nursing homes in the East. The EAGLEcare programme has also been identified for implementation across SingHealth institutions such as Singapore General Hospital and Sengkang General Hospital.

For their outstanding commitment in establishing a collaborative model of care with nursing home partners to enable meaningful and quality care to nursing home residents and their families towards their end of life, the EAGLEcare team is awarded the National Clinical Excellence Team Award 2023.