

## Spotlight: Hua Mei Care Management in Action

Hua Mei Care Management has successfully matched hundreds of community and hospital services to patients' needs, supporting seniors to remain independent and to age in place. Since our pioneering days, case management has become a proven strategy for managing the complex needs of disadvantaged elders in the community. Here are two case reports.

### 1. Case report #1: Mr Lee

When Mr Lee (not his real name) was referred to Hua Mei Care Management by Singapore General Hospital, he was in his 70s, with mild cognitive impairment and slight dementia. When Hua Mei Care management's nurse dropped by Mr Lee's home, she found bags of medicines there, because he often got confused with his medication and stopped taking them.

He was living alone and still mobile. But with his heart problems, he was at the hospital practically every week – mainly because he wasn't taking his medicine.

The Hua Mei Care Management team assessed his situation, and reckoned that one of the ways to help was to give him a call everyday to remind him to take his medicine. Every week, the nurse also separated his pills into a daily pillbox so he would better keep track of whether he had taken his medicine. She also helped manage his medical appointments and after a discussion with the respective doctors, managed to reduce the number of pills he had to take for the necessary efficacy.

Since then, he manages to take his medication at least 80 per cent of the time, and his hospital visits have been reduced. He has started going to the senior activity centre to take his lunches and to participate in some activities there. The Hua Mei Care Management team still follows up with Mr Lee.

### Case report #2: Mrs Tan

Mrs Tan, who's in her 60s, was referred to Hua Mei's Care Management team because she had several medical conditions that she could not adequately manage. She had high cholesterol and she wasn't controlling her diabetes as she wasn't doing self-injections with insulin.

The key thing however, that was on her mind, wasn't her health but her living situation. Her three grown children were divorced, and she found herself out of a home. She had moved in to stay with her goddaughter, to whom she also owed money.

When the Hua Mei Care Management team stepped in, they realised that her emotional and mental stress had to be dealt with before she could even begin to look after her health. They facilitated the discussion with the HDB to see what options could be provided. They arranged for medical funding, and also arranged for Mrs Tan to receive counselling. In the meantime, they also worked closely with Mrs Tan on her healthcare needs.

Hua Mei Care Management's cases are usually not clear-cut and their care can take many forms, depending on the immediate needs of the client.