

MEDIA RELEASE

NG TENG FONG GENERAL HOSPITAL LAUNCHES CARE CONNECT HUB TO STRENGTHEN POST-DISCHARGE CARE THROUGH HOSPITAL-COMMUNITY PARTNERSHIPS

New programme brings together retired nurses and community partners to strengthen support for high-risk patients after discharge, with Loving Heart formalising its partnership with NTFGH to provide trained Community Carers

SINGAPORE – Ng Teng Fong General Hospital (NTFGH) is strengthening support for patients with complex needs beyond the hospital through its **Care Connect Hub**, a hospital-based programme that provides structured post-discharge coordination for patients with complex chronic conditions.

Today, NTFGH formalised a partnership with Loving Heart Multi-Service Centre (Loving Heart) through a collaboration agreement signed during Loving Heart Community Day, with **Ms Grace Fu, Minister for Sustainability and the Environment and Minister-in-charge of Trade Relations, Grassroots Adviser for Jurong East-Bukit Batok GRC**, in attendance.

Under the partnership, volunteers from Loving Heart who have been trained as **Community Carers** will assist selected high-risk patients living in the Jurong East vicinity, identified through the Care Connect Hub, thereby extending care beyond the hospital and into the community.

When hospital discharge is just the beginning

As Singapore's population ages and the burden of chronic diseases continues to grow, more patients are living with complex chronic conditions such as kidney, heart and liver failure. While these patients are medically stabilised before leaving hospital, many experience preventable deterioration after discharge due to limited social support, low health literacy, poor adherence to medication or lifestyle advice, and delays in seeking help.

At NTFGH, a review identified approximately **6,670 patients** living with kidney, heart or liver failure. Among NTFGH patients who were readmitted within one year, **68% experienced at least one unplanned readmission within 60 days** of discharge, due largely to inadequate social support as well as poor adherence to medication and appointments.

A trial conducted by NTFGH between November and December 2025 found that many discharged patients with complex needs benefitted from structured post-discharge follow-up. The trial also demonstrated the value of structured outreach in identifying unmet social needs early and connecting patients with appropriate support before their conditions worsened. Among 200 patients who received structured post-discharge follow-up, the 60-day re-admission rate was reduced from 40% to 31%.

A coordinated model bridging hospital and community

Supported by the JurongHealth Fund, the Care Connect Hub will run as a two-year pilot from 2026 to 2028. Established to integrate a structured approach to social risk screening, post-discharge follow-up and community support into the hospital's discharge process, the programme is built on a clinically governed care model that brings together healthcare professionals, experienced retired nurses serving as Care Connectors, and trained Community Carers to strengthen continuity of care beyond hospital discharge.

Over the pilot period, the Care Connect Hub aims to reach approximately 1,000 high-risk patients across the western region by identifying social and health risks early, facilitating timely referrals to healthcare and community services, and helping patients stay well at home.

Care Connectors

Experienced retired nurses will join the Care Connect Hub as Care Connectors, where they will:

- Screen and refer patients to the programme, based on social risk factors
- Support patients with clarifications on medication and/or follow up appointments
- Educate patients on care navigation in the community, connecting them to appropriate community resources

Loving Heart Community Carers

Loving Heart is a social service agency (SSA) in Yuhua. Its Community Health Department, headed by a Care Clinician, has been training Community Carers to serve the needs of frail elderly in the community including those discharged from the hospital.

While hospitals and community services each play an important role, Community Carers fill an important gap by providing consistent, relationship-based support to vulnerable patients in the place they need it most – their own homes.

Under NTFGH's collaboration with Loving Heart, the programme will train 25 Community Carers to assist patients requiring more sustained support in the community. The National University Health System (NUHS) Community Care Team and NTFGH nurses have jointly developed a training programme which equips Loving Heart's Community Carers with practical skills tailored to support patients with complex chronic conditions such as organ failure.

Community Carers will reinforce care plans through regular home visits, through which they will conduct:

- Blood pressure monitoring
- Medication checks and reminders
- Encourage appointment adherence
- Condition-specific symptom monitoring
- "Red flag" identification

Operating strictly within non-clinical roles and guided by standardised protocols, they will escalate concerns promptly to the NUHS Community Care Team or Loving Heart, ensuring all clinical decisions remain firmly with healthcare professionals. This model of care harnesses the power of the community while ensuring patient safety remains paramount.

Looking ahead

Building on the pilot, NTFGH plans to broaden the Care Connect Hub's reach through partnerships with more Active Ageing Centres across the western region, enabling more patients to benefit from coordinated post-discharge support closer to home.

The hospital also intends to explore extending the Care Connect Hub to other patient groups with similar care continuity and adherence needs, including individuals living with frailty, so that more vulnerable patients can receive timely support before avoidable deterioration occurs.

Strengthening care beyond the hospital

Associate Professor Dan Yock Young, Chief Executive Officer, NTFGH and Jurong Community Hospital, said: "As healthcare needs become increasingly complex, supporting patients well requires care that extends beyond the hospital.

The Care Connect Hub helps patients recover more confidently at home while reducing avoidable hospital readmissions. At the same time, it reinforces our healthcare workforce by creating meaningful opportunities for retired nurses and Community Carers to contribute alongside our healthcare teams, building a stronger and more connected system of care for the future."

Professor Teng Su Ching, President of Loving Heart, said: "Loving Heart is grateful for the opportunity to collaborate with NUHS and NTFGH. We have always believed that the community has a very significant part to play in the healthcare delivery ecosystem. This gives the Community Carers purpose and personal growth and in time, the community as a whole will become more resilient."

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Chinese Glossary

Ng Teng Fong General Hospital (NTFGH)	黄廷方综合医院
Loving Heart Multi-Service Centre (Loving Heart)	爱心服务中心
JurongHealth Fund (JHF)	裕廊保健基金
Care Connect Hub	关怀联系站
Community Carer	社区关怀员
Care Connector	关怀联系员
National University Health System (NUHS) Community Care Team	国大医学组织社区护理团队
Associate Professor Dan Yock Young Chief Executive Officer NTFGH and JCH	陈学扬副教授 总裁 黄廷方综合医院和裕廊社区医院
Professor Teng Su Ching President Loving Heart	邓素清教授 主席 爱心服务中心

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About the National University Health System (NUHS)

The National University Health System (NUHS) aims to transform how illness is prevented and managed by discovering causes of disease, development of more effective treatments through collaborative multidisciplinary research and clinical trials, and creation of better technologies and care delivery systems in partnership with others who share the same values and vision.

Institutions in the NUHS Group include the National University Hospital, Ng Teng Fong General Hospital, Jurong Community Hospital, Alexandra Hospital and the upcoming Tengah General and Community Hospital; three National Specialty Centres – National University Cancer Institute, Singapore (NCIS), National University Heart Centre, Singapore (NUHCS) and National University Centre for Oral Health, Singapore (NUCOHS); the National University Polyclinics (NUP); Jurong Medical Centre; and three NUS health sciences schools – NUS Yong Loo Lin School of Medicine (including the Alice Lee Centre for Nursing Studies), NUS Faculty of Dentistry and NUS Saw Swee Hock School of Public Health.

With member institutions under a common governance structure, NUHS creates synergies for the advancement of health by integrating patient care, health science education and biomedical research. As a Regional Health System, NUHS works closely with health and social care partners across Singapore to develop and implement programmes that contribute to a healthy and engaged population in the Western part of Singapore.

For more information, please visit www.nuhs.edu.sg.

About the Ng Teng Fong General Hospital

JurongHealth Campus is a part of the National University Health System (NUHS) group, serving the community in the western region. JurongHealth Campus comprises Ng Teng Fong General Hospital (NTFGH) and Jurong Community Hospital (JCH) which were designed and built together as an integrated healthcare hub, with more than 1,000 beds, to complement each other for better patient care, greater efficiency and convenience.

NTFGH and JCH were envisioned to transform the way healthcare is provided, and together with the National University Hospital, National University Polyclinics, Jurong Medical Centre, family clinics and community partners, to better integrate healthcare services and care processes for the community in the west.

For more information, please visit www.ntfgh.com.sg.

About the JurongHealth Fund

Established in 2011, the JurongHealth Fund (JHF) is a grant-making organisation that supports programmes mooted by JurongHealth Campus for the benefit of patients, community and staff.

JHF aims to elevate healthcare standards and quality, by promoting medical and health-related services that are exclusively charitable and for the benefit of the Singapore community.

Governed by a Board of Directors, JHF is a registered charity and an approved Institution of a Public Character (IPC).

For more information, please visit www.ntfgh.com.sg/giving-back/juronghealth-fund.