

**00361 Primary Care Network (PCN) for Chronic Disease Management: Developing Program Evaluation Framework at the Regional Health System (RHS) Level**

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**Aims:** SingHealth spearheads the implementation of different models of PCN for managing chronic diseases in the community through primary care clinics in the south-central and northeast of Singapore with direct access to the specialist care when necessary. There is thus a need to evaluate the effectiveness of PCN at the RHS level to guide future implementation and scaling of the PCN care model across the RHS for better chronic disease outcomes. The aim was to develop an evaluation framework to examine the effectiveness of different models of PCN in improving continuity of care and optimal chronic disease control.

**Methodology:** We engaged key stakeholders to determine the scope of evaluation, identify planned results and develop evaluation questions based on PCN care models. A comprehensive literature review was conducted to identify the validated tools to measure primary care health outcomes, quality, appropriateness and responsiveness of care delivery. Stakeholders reviewed proposed sets of indicators, measurement instruments applicable to local context and data collection methods. Evaluation framework with data collection tools was established by obtaining consensus from stakeholders.

**Result:** We propose an evaluation framework comprising of four domains: clinical outcomes, patient reported outcomes, healthcare-provider reported outcomes and cost-effectiveness of the program that mapped to six themes: clinical effectiveness, treatment adherence, continuity of care, quality of life, care delivery system and cost of care for diabetes mellitus, hypertension, lipid disorders and asthma. GP providers' and patients' satisfaction and experience of new care model will be surveyed to assess the responsiveness of the care delivery. Process indicators are chosen based on chronic disease management guidelines from the Ministry of Health, Singapore.

**Conclusion:** Having a robust conceptual evaluation framework is instrumental in better understanding the PCN program in managing chronic diseases in the community. The data collection tools identified in this framework could be used in establishing a regional-level data collection strategy to collect important information for evaluating the program's success.