

# Passion for Life Participants' Sharings

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# My expectations of workshop

- Engage elderly to take charge of their own lives
- Know more ways to improve elders' lives
- How this programme can reach out to low income elders, illiterate in our community
- Equip with more knowledge and skills to take care of elderly

# My expectations of workshop

- Know more about Passion for Life and how it applies locally
- Competence renewal engage community resources to help elderly
- Step-down services
- After discharge care of the elderly
- Challenges faced in setting-up / running Passion

# My expectations of workshop

- Chronic diseases patients > how to manage them
- Design meaningful programmes for ILTC
- Sustain passion of caregivers to take care of patients
- Learn new healthcare improvement initiatives
- Learn various intervention programmes for high risk and chronic patients

# How is the culture in Singapore for involving the population?

- No behavioral change in patients
- Elders rely on doctors' and families' advice and do not empower themselves to take care of themselves
- Elderly are PASSIVE when comes to take care of themselves
- Pace too fast, present lifestyles are different > elders are lost

# How is the culture in Singapore for involving the population?

- Asian elderly expects the young to look after them and respect them  
Elderly >Rights?
- Do not prepare for retirement. Elders take for granted the young should take care of them
- Not motivated to look after themselves
- Healthcare in Singapore is “doctor-centric”. Patients rely heavily on doctors to do everything for them

# Important ingredients to set out a good meeting point

- Who are the people we are working with?
- Language (dialect? Chinese? Malay? English?)
- Objectives and goals of working together “our vision”
- What resources we need or are available?  
Networking, e.g., community, hospitals?
- Different expertise, roles, viewpoints
- Leader, subcommittees

# Important ingredients to set out a good meeting point

- Timeline
- What are their needs?
- Location, venue, elder-friendly environment (logistics)
- Barriers (anticipate problems) that will hinder our meeting point
- Means of communication, e.g., visual, verbal
- Evaluation tools / feedback on how to measure “success” of meeting

# Important ingredients to set out a good meeting point

- Task-delegation
- Set the tone, e.g., create good impression when we meet
- Face the challenge – know your culture/context/activities
- Set your tone for meeting-points, dialogue, building understanding
- From answers > give questions

# Important ingredients to set out a good meeting point

- Convenient location / venue
- Objective clear, common goals
- Physical setting
  - Circle
  - Refreshments (special needs, e.g., halal, vegetarian)
- Common language

# Important ingredients to set out a good meeting point

- Materials
  - PC
  - Projector
  - PA systems
  - Stationeries, paper
- Appropriate props, visuals presentations
- Incentives, e.g., goodies bags, complimentary parking

# Important ingredients to set out a good meeting point

- Common objective
- Key people to be involved
- Good leadership
  - Chairperson
  - Secretary
  - Treasurer
- Materials and examples which are relevant
- Conducive environment

# Important ingredients to set out a good meeting point

- Convenient time
- Open-mindedness
- Interactive
- Moderator

# Important ingredients to set out a good meeting point

- Clear objectives (Agenda)
- Target group
- Location
  - Convenience / accessibility
  - Comfortable environment
  - Conducive
  - Privacy

# Important ingredients to set out a good meeting point

- Proper planning with support
  - Facilitators
  - Notes taker / minutes-taking
- Publicity
  - Securing resources

# Important ingredients to set out a good meeting point

- Location (community vs healthcare)
- Easy access to public transport; barrier-free access
  - Screening (for H1N1)
  - Carpark
  - User-friendly environment (obstacles free)
- Environment
  - Cheerful and friendly
  - No frills, cosy without being luxurious
  - Client appropriate environment
  - Social-economic sensitive

# Important ingredients to set out a good meeting point

- Partners
  - Logistics support
  - Agency > public healthcare, identify rights, target groups = target tracking
- Facilitators
  - Appropriate language
  - Group skills
  - Approachable and friendly
  - Communication skills
- Funding
  - HPB, MOH, etc...

# Role Play (1)

## Smoking Cessation Counselling

### Participants' Reflections

Role plays – Ask Right Questions

- (Ask patient) Why are you here?
- Repeat what patient says. Reconfirm / show interest
- Typical error – give the answer / tell patients > due to insufficient time. Doctors have no time, task oriented

# Role Play (1)

## Smoking Cessation Counselling

### Participants' Reflections

- Look out for non-verbal cues
- Probe answers > may lead to more information
- Mind the tone
  - Non-accusing
  - Respectful
- Know the habits

# Role Play (1)

## Smoking Cessation Counselling

### Participants' Reflections

- Empathies
- Offer suggestions
- Ask open ended questions (to invite patient to say more)
- Ask questions for people to find themselves
- Many affirmative questions
- Guide smokers to own his suggestions / strategies to quit smoking

# Life Café – Participants' Reflections

- People are at life café on own accord, not forced
  - Focus on positive aspects of life. Avoid talk of illness, doom to gloom
  - Folks evaluate themselves: Identify ways to improve their lives. Use PDSA wheel
  - Qns: Are there elderly who may not understand / slow to comprehend what's going on?
- \*Key: Get elderly involved, simplify things

# Life Café – Participants' Reflections

- Age group >65
- Do members pay? No
  - Creative to find ways to fund activities
- Settings (Environment) is informal (Not hospitals)
- 6 sessions

# Life Café – Participants' Reflections

- Train healthcare staff well to communicate better with elders – arouse curiosity in Life Café
- Give elders time and space to join Life Café.  
No pressure
- Act into a new way of thinking

Inviting elders to join Life Cafe

## Role Play (2)

Introducing PDSA wheel to the elderly  
who are slow / have problems  
understanding

- Use phrases like “Have you ever thought about...?”
- Use simple examples to explain PDSA
- Share a personal experience to explain PDSA wheel

## Role Play (2)

# Introducing PDSA wheel to the elderly who are slow / have problems understanding

- Use video clips/take photos, e.g., of unsafe things/areas in the house
- Colour code PDSA wheel, e.g.:
  - Red > Plan
  - Blue > Do
  - Green > Check
  - Yellow > Analyse

## Role Play (3)

How would you start a Passion for Life program in your area of work?

- PFL can be applied to all groups and not only to the elderly
- PFL need to be adapted to local contx.  
Possible barrier: Young staff not able to relate to elderly who speak mostly dialects
- Important to keep in mind: Ask questions to seek commitment instead of telling

## Role Play (3)

How would you start a Passion for Life program in your area of work?

- Council of 3<sup>rd</sup> Age, MCYS & People's Association may be in better position to start PFL
- Culture of elders to rely on family, caregivers, healthcare providers & government to take care of them, thus lack of self-motivation
- Adopt the use of Life Cafes & PDSA wheel – good learning points

## Role Play (3)

How would you start a Passion for Life program in your area of work?

- Concern over one's ability and management's support of PFL
- Success of PFL will depend much with the people's will to take charge of their lives and health. Note Anette's view: Begin with people who are willing and they will infect others
- PFL is moving from words to action. It is PDSA with a heart/willingness

## Role Play (3)

How would you start a Passion for Life program  
in your area of work? TTSHs' Reflection

- Introduce PFL in Falls Prevention Community Engagement Programme
- Change recruitment process - engage willing people and have them reach out to others in their social network
- Change meeting pts to community centres
- Switched from talks and presentation slides to excursions
- Introduce activity booklets, making activities simple to do and easy to understand.

## Role Play (3)

How would you start a Passion for Life program in your area of work? NHGP's Reflections

- Life Cafes cover themes like financial management, literacy (include computer), investment tips, mental health – dealing with life changing events
- 'De-medicalised' current health screening prog. Focus on healthy eating habits & exercises instead of how high their sugar levels & BP are

## Role Play (3)

How would you start a Passion for Life program in your area of work? NHGP's Reflections

- Suggest facilitators get together to agree on a structure for PFL
- Organise more motivational talks to empower elderly to take charge of their health and lives

## IMH's Reflections

- Introduce mental well-being programmes targeted at the caregivers