


Singapore's Pioneer Generation Package medical benefits: A quantitative assessment of knowledge amongst those eligible

Cheryl Tan

KEY FEATURES OF THE PACKAGE:

- 1 Healthcare benefits for life
- 2 For all Pioneers regardless of income
- 3 More benefits for older Pioneers

PIONEER GENERATION PACKAGE



Find out more at www.pioneers.sg
Contact us at 1800-2222-888 or contactus@pioneers.gov.sg

\$8 billion fund for Pioneer Generation Package

A Big Thank You
to all our Pioneers for your contributions!



Advancing Best Care through Education & Research

6th

**Asia Pacific Primary Care
Research Conference**

In conjunction with Family Medicine Symposia

Background

Organised by:

College of Family
Physicians Singapore



SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



AFPM

PRIME
TRAINING & DEVELOPMENT

- ✎ In 2014, the Singapore government introduced the Pioneer Generation package to honour and thank its Pioneers for their contribution toward Singapore's success.
- ✎ Benefits include subsidies for outpatient care and MediShield Life premiums together with annual Medisave top-ups.



- ✎ A previous survey revealed that Singaporeans are mostly unfamiliar with healthcare financing schemes.
- ✎ This project aims to give an insight into the current awareness of PGP benefits among those eligible, and also to understand the factors that influence their choice of primary healthcare provider.



Advancing Best Care through Education & Research

6th

**Asia Pacific Primary Care
Research Conference**

In conjunction with Family Medicine Symposium

Objectives

Organised by:

Association of Family
Physicians Singapore



SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



AFPM

PRIME
TRAINING & DEVELOPMENT

✎ Primary objective:

- assess the knowledge of PGP benefits among Pioneer Generation (PG) card holders.

✎ Secondary objectives:

- investigate the factors that influence choice between visiting GP clinics or polyclinics
- having better knowledge of the PGP benefits would change decision in choice of primary healthcare provider.



Advancing Best Care through Education & Research

6th

**Asia Pacific Primary Care
Research Conference**

In conjunction with Family Medicine Symposia

Methodology

Organised by:

College of Family
Physicians Singapore



SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



AFPM



- ✎ Cross-sectional study
- ✎ 404 participants
- ✎ Researcher-guided questionnaire
- ✎ 4 languages - English, Malay, Mandarin and Tamil.
- ✎ 2 sections – pre-intervention and post-intervention.
- ✎ Written consent obtained from each respondent before participation

Organised by:



SingHealth Duke-NUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



AFPM



Pre-intervention questionnaire

- Basic demographic questions
- Subjective questions regarding preference of health care provider
- Knowledge based questions regarding the PGP



Intervention

- Researchers educated respondents on the benefits they would receive from the PGP.
- Respondents given opportunity to clarify misconceptions and queries



Post intervention questionnaire

- First question: enquire if respondents found the explanation about the PGP benefits useful.
- Second question: assess whether knowing the benefits would change their decision regarding healthcare providers

Organised by:



Supported by:





Advancing Best Care through Education & Research

6th

**Asia Pacific Primary Care
Research Conference**

In conjunction with Family Medicine Symposia

Results

Organised by:

College of Family
Physicians Singapore



SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



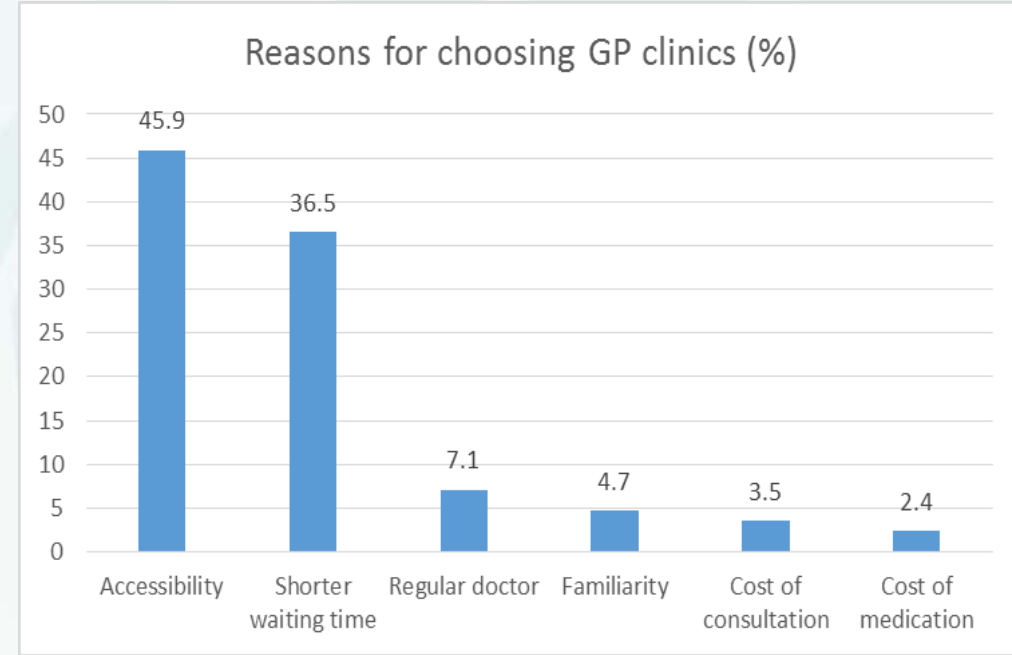
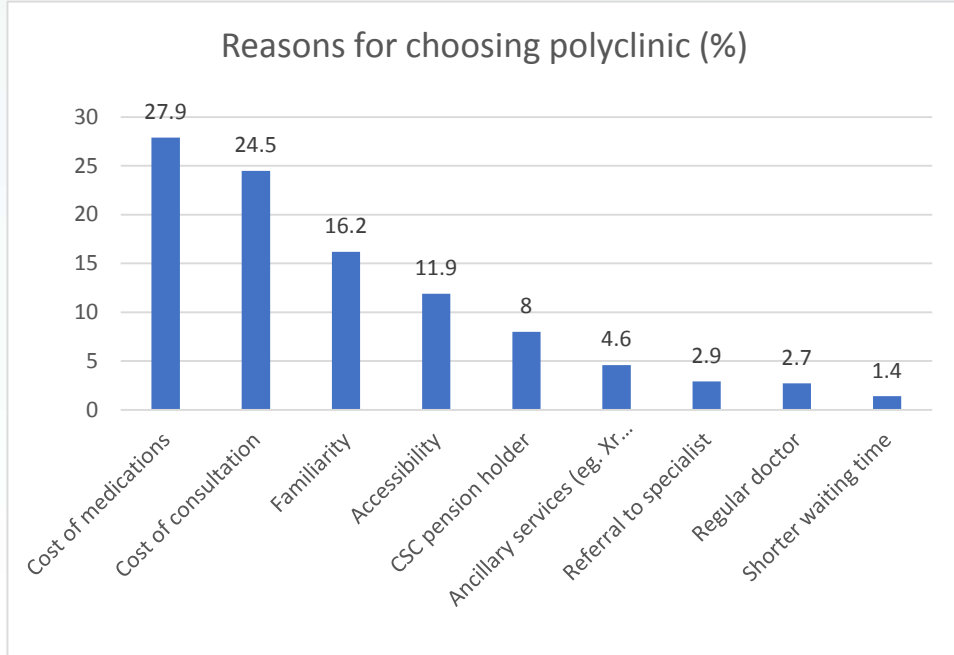
AFPM

PRIME
TRAINING & DEVELOPMENT

Patient demographics

- ✎ Mean age 71.5 years.
- ✎ Most of these patients (81.4%) were either unemployed or retired, and of those that remained employed, 87.8% had an annual income of less than SGD\$10,000.
- ✎ The vast majority of our participants were found to have at least one chronic medical condition (90.9%).
- ✎ Of the respondents, 333 (82.4%) of them would choose to visit the polyclinic if they needed to see a doctor.

Preference for healthcare provider



Pre-intervention Knowledge of PGP Benefits

	Mean (SD)
Perceived understanding	5.02 (2.8)
Actual understanding	5.67 (2.5)

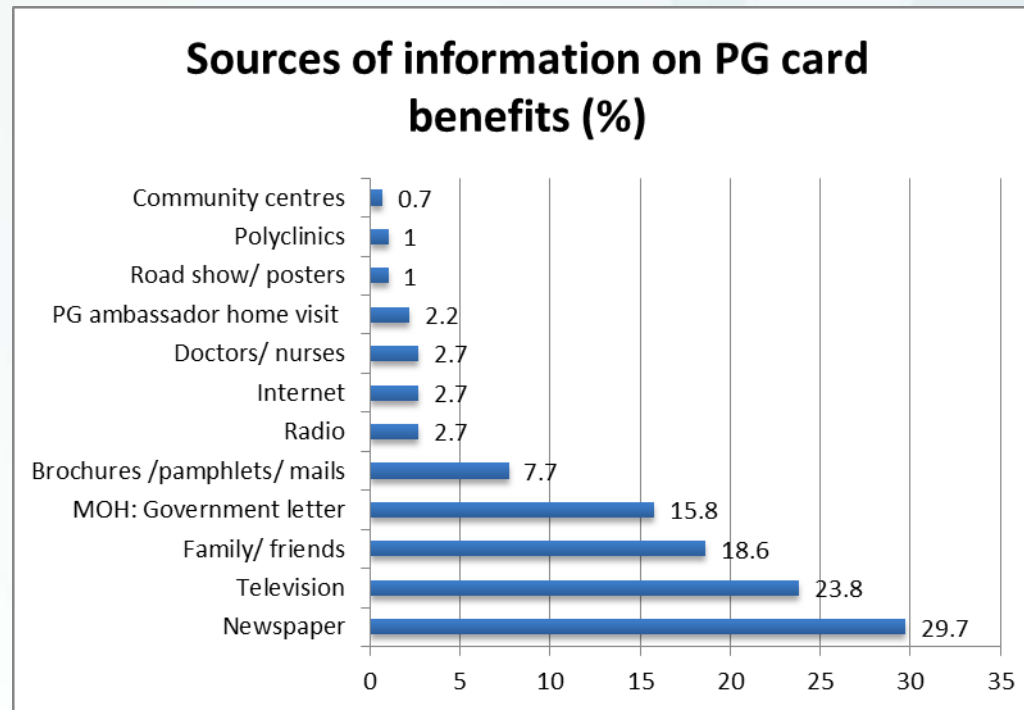
Perceived understanding:

- numeric scale ranging from 1 to 10
- allowed participants to select what they felt their level of understanding of the PGP benefits was

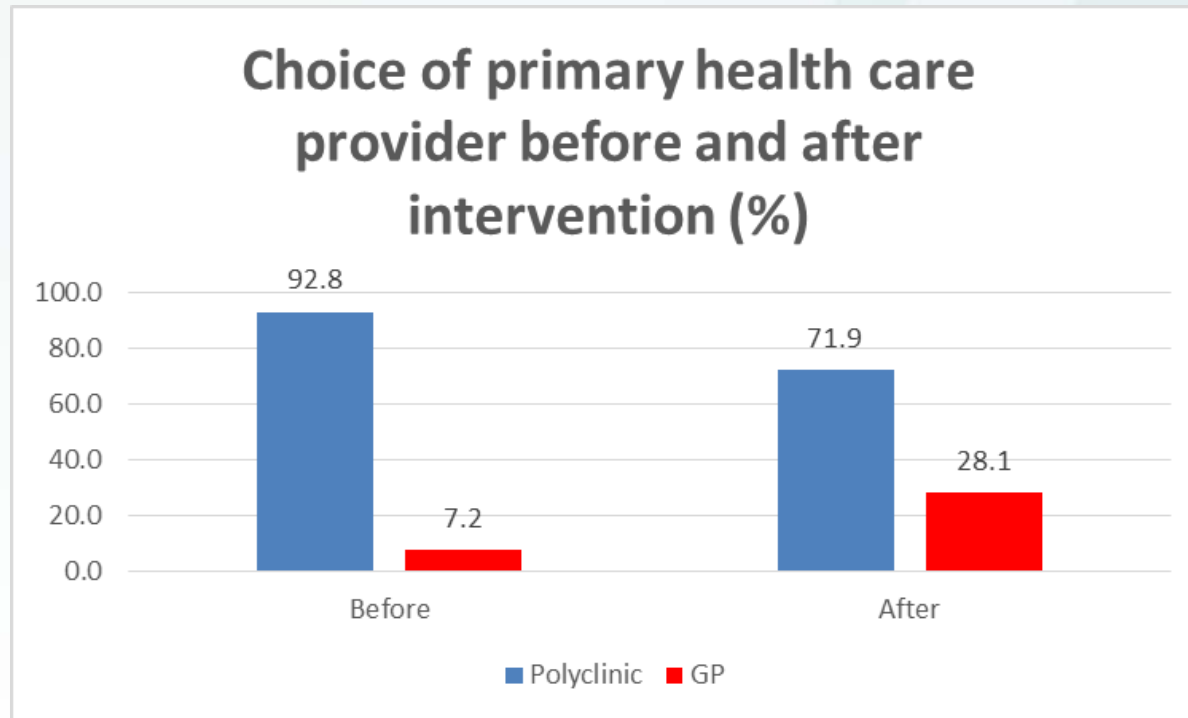
Actual understanding:

- calculated from the number of correct responses from the knowledge-based questions regarding PGP

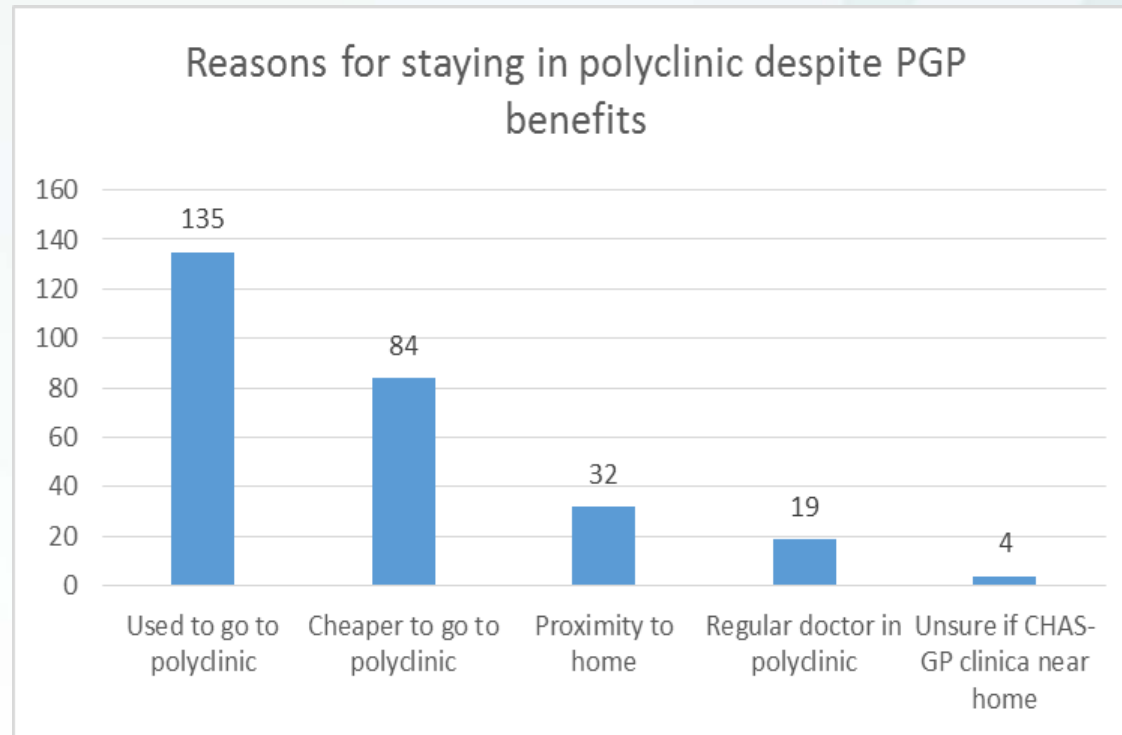
Source of knowledge regarding PGP benefits



Post intervention preference of healthcare providers



Reasons for choosing to stay in polyclinics post intervention





Advancing Best Care through Education & Research

6th

**Asia Pacific Primary Care
Research Conference**

In conjunction with Family Medicine Symposia

Discussion

Organised by:

College of Family
Physicians Singapore



SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



AFPM

PRIME
TRAINING & DEVELOPMENT

- ✔ Vast majority of the patients interviewed (82.4%) described a preference to attend polyclinics for a medical consultation
- ✔ Three main reasons:
 1. cost of medication,
 2. cost of consultation
 3. patients are used to regular follow up for their chronic illnesses in polyclinic.
- ✔ More efforts can be made to publicise benefits of the PG card, via the newspapers or television, which were the media indicated as participants' main source of information in our study.
- ✔ Post intervention, 20.9% of those who chose to go to the Polyclinic before the intervention would change their decision and prefer to go to a CHAS-GP clinic.



Advancing Best Care through Education & Research

6th

**Asia Pacific Primary Care
Research Conference**

In conjunction with Family Medicine Symposium

Limitations

Organised by:

College of Family
Physicians Singapore



SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



AFPM

PRIME
TRAINING & DEVELOPMENT

📌 Selection bias:

- Survey only carried out in 2 polyclinics in the eastern part of Singapore
- Responses may be different in other polyclinics or from GP clinics.
- However, focus was to find out the reasons why patients currently visiting polyclinics choose public healthcare over GP clinics.
- Survey was done during weekdays
- → could have missed sampling PG card holders who are currently in full-time employment.

📌 Interviewer bias:

- Several patients were illiterate and required the study members' help to fill up the form.

📌 Knowledge questions not validated

- 5 self-constructed questions (not validated)
- May not necessarily be an accurate reflection of extent of knowledge.
- Each question could be weighted differently in assessment.



Advancing Best Care through Education & Research

6th

**Asia Pacific Primary Care
Research Conference**

In conjunction with Family Medicine Symposia

Conclusion

Organised by:

College of Family
Physicians Singapore



SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



AFPM

PRIME
TRAINING & DEVELOPMENT

- ✎ Room for further education
 - help PG card holders improve awareness of their entitlements.
 - weigh their options when making a choice to visit an outpatient primary healthcare provider that better suits them
 - better utilise the benefits accorded to them.
- ✎ May require more manpower and effort, but is probably essential for optimisation of the PGP scheme

Sample questionnaire

Assessment of knowledge of outpatient care subsidies among Pioneer Generation card holders in the polyclinic.

SECTION A: About Yourself

1. Please fill in your demographic details.

1.1	Age	
1.2	Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
1.3	Race	<input type="checkbox"/> Chinese <input type="checkbox"/> Malay <input type="checkbox"/> Indian <input type="checkbox"/> Others (please specify): _____
1.4	Marital status	<input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Others (please specify: _____)
1.5	Occupation	<input type="checkbox"/> Retired <input type="checkbox"/> Unemployed <input type="checkbox"/> Employed (please specify: _____)
1.6	Annual income	<input type="checkbox"/> ≤ \$10,000 <input type="checkbox"/> \$10,000 to \$20,000 <input type="checkbox"/> \$20,000 to \$40,000 <input type="checkbox"/> \$40,000 to \$60,000 <input type="checkbox"/> >\$60,000
1.7	Medical conditions	<input type="checkbox"/> None <input type="checkbox"/> High blood pressure <input type="checkbox"/> High cholesterol <input type="checkbox"/> Diabetes mellitus <input type="checkbox"/> Heart disease <input type="checkbox"/> Stroke <input type="checkbox"/> Osteoporosis <input type="checkbox"/> Gout <input type="checkbox"/> Others: _____
1.8	My reason for visiting the polyclinic today is:	<input type="checkbox"/> Related to one of my medical conditions above <input type="checkbox"/> Unrelated to my chronic medical conditions
1.9	If I need to see a doctor, I would consider going to:	<input type="checkbox"/> A polyclinic (please proceed to question 1.10) <input type="checkbox"/> A GP (general practitioner) near my house (please proceed to question 1.11)
1.10	The reasons for my preference as stated in the previous question are:	<input type="checkbox"/> Cost of consultation <input type="checkbox"/> Cost of medications <input type="checkbox"/> Shorter distance from my house <input type="checkbox"/> Shorter waiting times <input type="checkbox"/> I see the same doctor <input type="checkbox"/> Comprehensive facilities <input type="checkbox"/> My family members come here too <input type="checkbox"/> Opening hours are suitable for me <input type="checkbox"/> Has links to the hospitals <input type="checkbox"/> Clean <input type="checkbox"/> Good service <input type="checkbox"/> Others: _____

1.11	I normally visit the GP because:	<input type="checkbox"/> Cost of consultation <input type="checkbox"/> Cost of medications <input type="checkbox"/> Convenience/distance from my house <input type="checkbox"/> Shorter waiting times <input type="checkbox"/> I have a regular family doctor <input type="checkbox"/> I have been on follow-up with the same doctor for my chronic medical conditions <input type="checkbox"/> Others: _____
------	----------------------------------	---

2. Please share some of your thoughts.

2.1	How would you rate your understanding of PG card benefits?	<table border="0"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> <tr> <td colspan="5">No understanding</td> <td colspan="6">Fully understand</td> </tr> </table>	0	1	2	3	4	5	6	7	8	9	10	No understanding					Fully understand					
0	1	2	3	4	5	6	7	8	9	10														
No understanding					Fully understand																			
2.2	Where have you obtained your information of PG card benefits from?	<input type="checkbox"/> Newspaper <input type="checkbox"/> Radio <input type="checkbox"/> Television <input type="checkbox"/> Internet <input type="checkbox"/> Family/Friends <input type="checkbox"/> Doctor/Nurse <input type="checkbox"/> Others (please specify): _____																						
2.3	Please choose one of the following statements that you agree most with.	<input type="checkbox"/> I have experienced before that seeing a doctor at the polyclinic is cheaper than seeing a doctor at a GP clinic with CHAS-PG benefits <input type="checkbox"/> I do not have experience but I believe that seeing a doctor at the polyclinic is cheaper than seeing a doctor at a GP clinic with CHAS-PG benefits <input type="checkbox"/> I have experienced before that seeing a doctor at a GP clinic with CHAS-PG benefits is comparable/ cheaper than seeing a doctor at the polyclinic <input type="checkbox"/> I do not have experience but I believe that seeing a doctor at a GP clinic with CHAS-PG benefits is comparable/ cheaper than seeing a doctor at the polyclinic <input type="checkbox"/> I am not sure which option is cheaper																						
2.4	I know how to identify GP or dental clinics that offer PG/CHAS card benefits.	<input type="checkbox"/> Yes <input type="checkbox"/> No																						

SECTION B: Questions on PG-CHAS benefits

- Which of these chronic conditions are not covered under the Pioneer Generation card in CHAS-GP clinics?
 - Diabetes
 - Hypertension
 - Ischemic Heart Disease
 - Lipid Disorders (eg. high cholesterol)
 - Osteoarthritis

- The amount of subsidy I get per visit to a CHAS-GP clinic is dependent on my annual income.

- I can get subsidies for each visit to a CHAS-GP clinic, whether I see a doctor for common illnesses or chronic medical conditions.

- True
 False

- My PG card entitles me to free recommended health screening tests if I have an invitation letter from Health Promotion Board.

- True
 False

- I will get an additional 50% subsidy off existing subsidies at each visit to the polyclinic

- True
 False

SECTION C

- Do you feel that these pamphlets/posters have improved your understanding of your benefits under the PG card?

<input type="checkbox"/> Yes	Please proceed to the next question
<input type="checkbox"/> No	Kindly elaborate why: <input type="checkbox"/> I don't understand the information <input type="checkbox"/> I don't think it applies to me <input type="checkbox"/> Others (please specify): _____

- Now that you have a better understanding of your benefits under the PG card, would you consider going to a CHAS-GP clinic in future instead of the polyclinic when you need to see a doctor?

<input type="checkbox"/> Yes	<input type="checkbox"/> I think it will be more convenient <input type="checkbox"/> I think it will be cheaper than seeing a polyclinic <input type="checkbox"/> I am already seeing a regular family doctor <input type="checkbox"/> Others (please specify): _____
<input type="checkbox"/> No	<input type="checkbox"/> The polyclinic is nearer my house <input type="checkbox"/> I am used to coming to the polyclinic <input type="checkbox"/> I think it will be cheaper to see a doctor in the polyclinic <input type="checkbox"/> I am already seeing a regular family doctor in the polyclinic <input type="checkbox"/> I am not sure if there is a CHAS-GP clinic near my house <input type="checkbox"/> Others (please specify): _____

***** END OF SURVEY *****



Advancing Best Care through Education & Research

6th

Asia Pacific Primary Care Research Conference

In conjunction with Family Medicine Symposium

THANK YOU FOR LISTENING!



YOU BETTER HAVE LIKED IT!

makeameme.org

Organised by:

College of Family
Physicians Singapore



SingHealth Duke NUS
ACADEMIC MEDICAL CENTRE
FAMILY MEDICINE

Supported by:



AFPM

PRIME
TRAINING & PROFESSIONAL DEVELOPMENT