

College of Liberal Arts and Social Sciences - One Health Seminar

Responses to COVID-19 Pandemic Through International Virtual Platform

Date: (Friday) 7 May 2021

Time: 6:30 pm – 8:30 pm (HKT); 6:30 am – 8:30 am (US, EST); 11:30 am – 1:30 pm (UKT)

Time (HKT)	Topics	Speakers
6:30 pm – 6:45 pm	Opening Speech	Nicholas THOMAS , PhD, CLASS ONE HEALTH cluster, Convener
6:45 pm – 7:05 pm	<i>Social isolation among HK community elderly before and during COVID-19, and its implication for new community care model</i>	Stephen SHUM , PhD, BSC; Hera YEUNG , MSocSc (Counseling), RN, College of Business, City University of Hong Kong

Abstract

In the year of 2017-18, 1613 community pre-frail and potentially high-risk elderly, residing in the Kowloon Central of Hong Kong were completed an in-home comprehensive geriatric assessment (CGA) conducted by nurses and social workers.

In the assessment, Lubben Social Network Scale (LSNS-6) for measuring social isolation of the participants and other multidimensional assessments were collected. The findings show that older adults who were aged 60-69 and 90+, male, divorced/ separated/ unmarried, had no religion, were living alone, and living in public housing had significantly lower LSNS-6 score ($P < 0.05$). The older adults used inpatient services were scored significantly lower in LSNS-6 compared to those hadn't used the service ($P < 0.05$). The LSNS-6 score among the older adults during COVID-19 was significantly lower than before COVID-19 (9.6 vs 13.6). The findings indicated that social isolation was associated with the higher usage of service utilisation. As the older adults were more socially isolated during COVID-19 pandemic, it implies that the hospital service demand of the older adults may be increase during the pandemic. On the other hand, public hospital non-emergency services and non-essential services were partially suspended to shift manpower and resources in light of the challenge of the COVID-19 epidemic. To cope with the new normal, an innovative community healthcare model is need to support well-being of older adults.

*This abstract is joint work between (1) JC School of Public Health and Primary Care, The Chinese University of Hong Kong and (2) College of Business, The City University of Hong Kong; author list in alphabetical order is: Patsy YK CHAU (1), Frank CHEN (2), Annie WL CHEUNG (1), Hera LEUNG (2), Eliza Lai Yi WONG (1), Peter YAU (1), Eng-Kiong YEOH (1)

Biography

Prof. Stephen SHUM Wan Hang (岑運亨教授)

Associate Dean (Undergraduate Programmes) of College of Business, CityU Professor, Department of Management Sciences, CityU

Professor Stephen Shum received his PhD in Operations Research from MIT. He conducts research in supply chain management, revenue management and the operations-marketing interface, and he teaches courses in operations management and revenue management. He has received RGC GRF grant for numerous research projects. He was awarded the Dean's Research Excellence Award in 2019 and the College of Business Teaching Excellence Award in 2020. Prior to joining the City University of Hong Kong, he was on the faculty of HKUST Business School.

Ms Hera LEUNG, MSocSc (Counseling), BSc (Nursing), Registered Nurse
 SEO/Project Manager for “HomAge: Home-based aging for transformative community care”
 Department of Management Sciences, CityU

As a registered nurse and counsellor, Hera is devoted to promote health & wellness in the community. In the past, she delivered wellness workshops at various settings, including multinational companies (e.g. IBM, P&G, Deutsche Bank, Merrill Lynch, etc.) and international schools, providing health & wellness coaching and counselling to their employees. Recently, she also implemented a health coaching-based chronic disease management research study for community elderly, as the pioneer to adopt health coaching in community care in Hong Kong. She also envisioned to innovate community care workforce in Hong Kong, currently, she is the project manager for a pilot project to implement and localise the IT enabled *Buurtzorg* nursing model to provide home-based care for elderly in Hong Kong, focusing on innovative workforce and technology, upholding the value of professional autonomy. The long-term goal is to develop a solution which can provide sustainable and affordable holistic home-based care to support individuals living at their own community with dignity, despite the deterioration of body functioning.

7:05 pm – 7:25 pm (US Time: 7:05 am – 7:25 am)	<i>Challenges and strategies to maintain fidelity when providing care to older adults amidst of COVID-19 pandemic</i>	Melanie A. PRINCE , RN, MSS, MSN,BSN, NE-BC, FAAN, President of CMSA, USA
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Abstract

The United States of America’s Case Management model follows a defined process employed by professional case managers whether nurses or social workers. Fidelity to the case management process is essential to manage care of the Older Adult, especially in the midst of COVID-19 pandemic. This session will describe application of the six-step process in care of older adults while navigating challenges produced by the pandemic. Key competencies include motivational interviewing, shared decision making and ethical framing. The session will include challenges AND solutions to managing technology, anecdotal innovations for care transitions during the pandemic and benefits of interdisciplinary collaboration. The professional case manager must practice in the full capacity and capability of their nursing or social worker license to ensure high quality, safe and competent care for clients.

Biography

Melanie PRINCE, Clinical Case Manager for over 28 years with experience in acute care, outpatient, community-based and insurance-specific case management, and currently serves as the President of the Case Management Society of America. Melanie was influential in implementing professional case management across the United States Military Health Care System including development of training curriculum, hiring protocols, program requirements, policy and process improvement. She currently serves as the President of the Case Management Society of America.

7:25 pm – 7:45 pm (UK Time: 12:25 pm – 12:45 pm)	<i>Being adaptable: Reflections on the challenge and successes of health and social care practice to families during the pandemic in the UK</i>	Sue FORD , RGN, BSc (Hons) Psy, MA (Edu), PG Cert, Vice- Chair, CMS, UK
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Abstract

The pandemic required a huge proportion of the available health and social care resources in the UK to be channelled to patients with COVID-19. Cancellation of surgeries and treatments, lack of access to healthcare professionals and uncertainty about funding availability left many people isolated and scared, unsure of how their own healthcare needs would be met. Case managers across the UK were faced with the need to provide support to their clients amid huge uncertainty about what might be available, and how long it may take before services resumed. This reflection considers how case managers working with clients going through rehabilitation from severe injury adapted to the uncertainty, using a family case study to illustrate the challenges and successes.

Biography

Sue FORD has over 30 years’ experience as an adult and a children’s nurse and over 10 years’ experience as a case manager. She has proven skills in managing complexity and working across health and social care teams and agencies. She has a strong sense of ethical practice and was involved in the revision of the Code of Ethics and Conduct in Case Management Practice in 2018. Sue has a substantial knowledge of healthcare research and education, having worked in Higher Education at the Universities of Sheffield and York. She has been a case manager for over 10 years and a Director of the CMSUK since 2014 where she now holds the positions of Vice Chair and Membership Director.

7:45 pm –
8:05 pm
(UK Time:
12:45 pm – 1:05
pm)

Can technology be used to progress case management for catastrophically injured clients: A reflection of the COVID-19 crisis on effective rehabilitation advocacy and care support for our clients

Niccola IRWIN, OT, MBA, MA
(CaseManagement),
Non-Executive Director, CMS, UK

Abstract

The global health pandemic and resulting Government imposed ‘lockdown’ forced many organisations to rely heavily on technology to continue their service delivery. For case managers working with catastrophically injured clients in the community, the technology was initially a lifeline, ensuring there was continuity of support. But as the pandemic stretched on, it became apparent that without a physical presence, the support offered was limited. It also became apparent that technology was a valuable tool to use with some clients, but not for others. This reflection will consider two clients with significant care support needs, and examine the possible indicators for whether or not technology could be used to progress their case management goals in the absence of face-to-face contact.

Biography

Niccola has extensive experience in the management and delivery of case management, vocational rehabilitation and expert witness services for catastrophically injured clients. She is highly qualified with an honours degree in Occupational Therapy, a master degree in Case Management and a master degree in Business Administration (MBA). She holds a number of professional accreditations and memberships, and has worked at board and committee level representing membership organisations for case managers and for occupational therapists working as expert witnesses in the UK. Niccola has worked in Australia and the United Kingdom in both private and public healthcare and insurance sectors. Her most recent post was Managing Director for a case management and expert witness firm, where she was responsible for the business strategy, performance and clinical leadership. Niccola is a non-executive Director of CMSUK.

8:05 pm –
8:30 pm

Discussion Time

Esther CHOW, MSW, PhD, RSW
Associate Professor,
Department of Social & Behavioural
Sciences, CityU HK