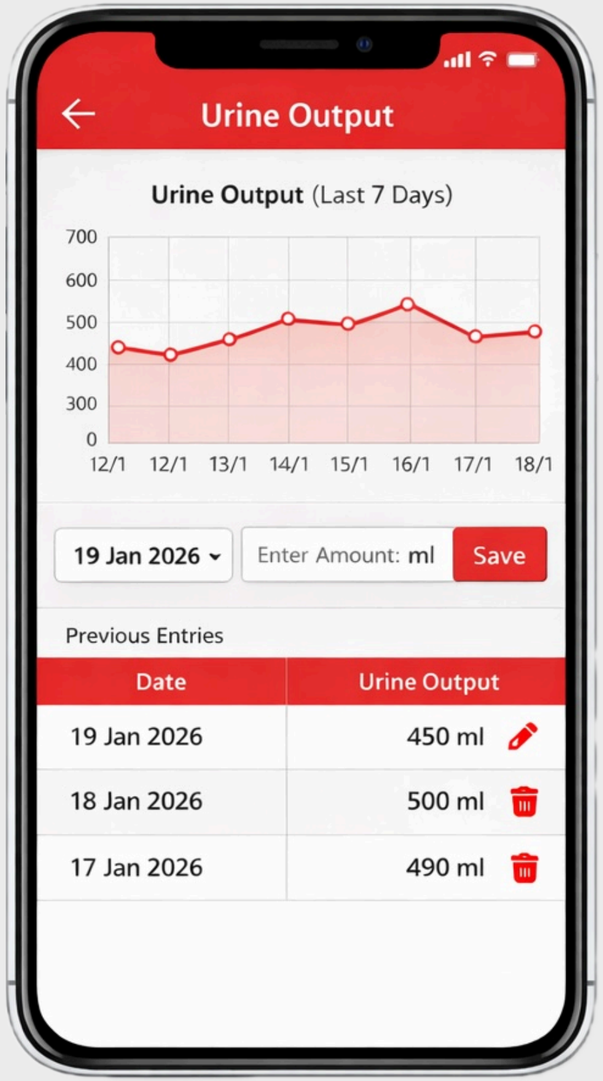
CaringSG

Your care companion



Lai Foong Ming
foongming.github.io
laifoongming@gmail.com

Executive Summary

01 National Priority

- Singapore’s ageing-in-place strategy shifts more care into the home.
- However, home routines are fragmented and poorly recorded, weakening follow-up and compromising patient outcomes

02 Intervention

- CaringSG is a simple mobile app for caregivers that standardises logging for daily home care routines (e.g., medications, BP, urine output).
- It produces a clinician-readable summary in <60 seconds, so home care teams can act with full context during each visit

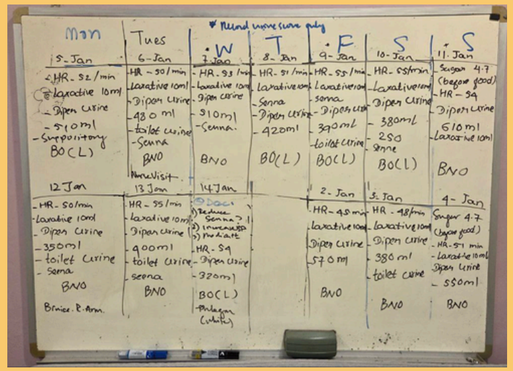
03 What Success Looks Like

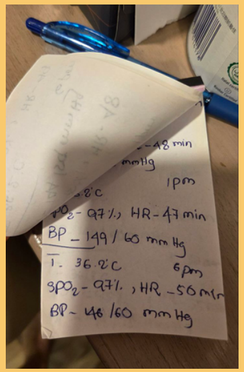
- Pilot success: clinician summary viewed in ≥80% of home care visits + caregiver retention ≥60%
- Scale up: Patient logs are available to all clinicians as patients transition through each interface with the healthcare system

Home care is growing, but the home interval is invisible

- **National Trend:** Care is shifting from hospital to home in line with community care expansion efforts
- **Problem:** Records of routines at home are not systematically recorded
- **Root Cause:** No standard, low effort way to capture home care in a clinician readable format
- **Consequence:** Clinicians work with fragmented and inconsistent data that compromises patient care

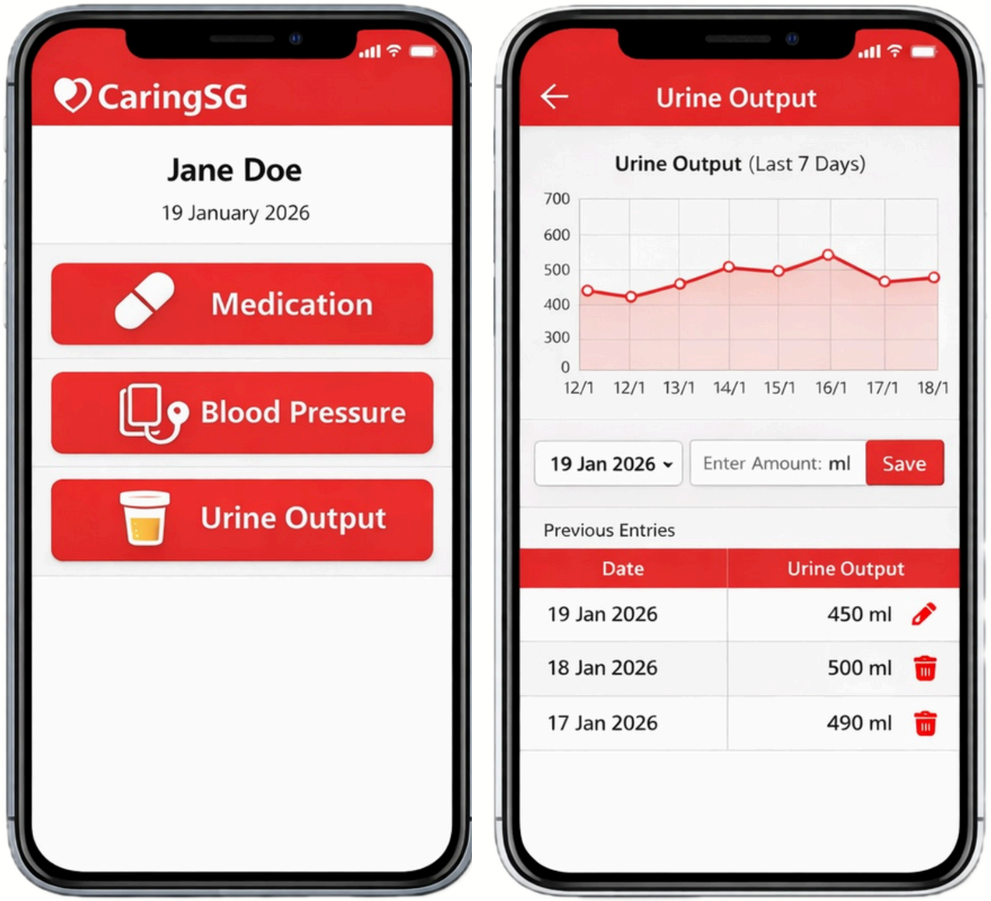
In homes, records are fragmented, unstructured and inconsistent





Proposed Solution: CaringSG

- **A simple caregiver app for logging home routines**
  - Designed for elderly users
  - Supported in 4 languages
- **Standardises the home interval into structured logs**
  - Reminders → Quickly, daily entries
  - Trend view + history table
- **Creates clinician-ready continuity during home care visits**
  - supports fast review before/during home care visits
  - <60s review of adherence + changes since last visit
  - reduces time spent reconstructing missing history



*Illustrative

Pilot & Measurement: Proving Adoption & Clinical Usefulness

Phase MVP. Goal: Test PMF, Validate Hypothesis

- **Hypothesis**
  - 1 - Caregivers will sustain logging in CaringSG
  - 2 - Clinicians will find value in the logs and hence constantly review them
- **Metrics**
  - North Star: % of home care visits where the clinician summary is viewed pre/during visit
  - Hypo 1: Daily logging adherence ≥60%4, 1-month retention ≥60%, Caregiver CSAT≥4/5
  - Hypo 2: Visits where clinician reports logs influenced decisions ("Usefulness") ≥60%, Self-reported time saved, Clinician CSAT≥4/5
- **Rollout**
  - Pilot with MVP with at least 2 Home Care teams in 1 community care hospital, ~100 patients
  - In person training of Home Care teams on use of app and how to onboard caregivers/patients
  - Quantitative research with in-app collection of metrics + Post-survey
  - Qualitative research with Home Care teams (in-depth interviews, ethnography)
- **Kill Criteria**
  - Caregiver Day-28 retention <60%, clinician summary viewed in <80% of visits

Scaling: From MVP to a Continuity Layer

Phase 2. Goal: Validate that CaringSG is generalisable across different care workflows

- Pilot with MVP with 50% of Home Care teams from 2 community care hospitals

Phase 3+. Goal: Wider roll out and integrations

- NEHR integration
- Roll out to all community hospitals and engage AIC for rollout to other care settings such as elder care centres and identification of other points of entry

Hospitals

Elder Care Centres

Home

Polyclinic

Image Sources

- Tan Tock Seng Hospital
- Hospital Management Asia
- Channel News Asia [2]
- DementiaHub.SG
- St Luke's Hospital
- App images made with ChatGPT