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For immediate release

More Practical Support for the Community Care Sector's Quality Improvement Efforts

For the fifth year running, Community Care providers gathered at the Agency for Integrated Care's (AIC) Intermediate and Long-Term Care (ILTC) Quality Festival 2015 to talk about "quality". This year's conference shifted the dialogue beyond the importance of a quality improvement culture for the sector to that of "action", echoing the ground efforts by many providers to constantly improve the quality of care provided to their elderly clients.

2. Clinical Director of Ren Ci Hospital and Chairperson of the ILTC Quality Festival 2015 Organising Committee Dr Lee Liang Tee said, "The annual ILTC Quality Festival is a time for us to celebrate the quality improvement culture in the Community Care sector. This helps to motivate and sustain the quality improvement journey of our Community Care partners. At the same time, it is also a platform to support each other in meaningful and practical ways in implementing quality change."

3. This year's event focused on the "how" of quality improvement through talks delivered by the invited speakers, and the accompanying ILTC Quality Festival 2015

Poster Competition display. The latter showcased the best 40 initiatives by Community Care organisations.

4. Among the projects showcased was Sunshine Welfare Action Mission's (SWAMI Home) "Dignity of Care in Nursing Home". To increase their level of giving person-centred care, SWAMI Home made a concerted intra-organisation effort between May 2014 and July 2015 to improve the quality of interaction between their care staff and home residents for serving meals and transfers. Through training videos, staff briefings given by a team of nurses and allied health professionals, and two-way discussions between the management and staff, positive improvements of up to 20% in all indicators were achieved. The project's success has led SWAMI Home to apply the same methodology to improve care provided in other areas such as personal grooming and serving of medications.

5. To provide more practical support for the sector in its quality improvement efforts, Senior Minister of State for Health and the Environment & Water Resources, Dr Amy Khor, who was also the Guest-of-Honour, launched a Quality Improvement (QI) Toolkit handbook at the conference. Developed by AIC, the handbook serves as a guide to basic quality improvement methodology and quality tools that Community Care providers can adopt, such as the PDSA (Plan, Do, Study, Act) cycle and the Lean principles. The former provides a framework to pilot and assess changes made, while the latter helps users to maximise resources systematically.

6. The handbook complements AIC's Learning Institute QI Toolkit workshops. The interactive full-day workshops introduce the fundamentals of patient-centred

quality improvement in healthcare, and have trained about 200 participants since 2012. The workshops were expanded to cover care in a centre-based setting last year, and are being customised for home care providers and nursing homes for next year.

8. Chief Executive Officer of AIC Dr Jason Cheah said, “We are pleased that this culture of quality improvement is taking root in the Community Care sector. The many excellent initiatives by our service providers, with more to come, will help our clients to live well and age gracefully. AIC will continue to support the sector through the development of practical tools, sharing of resources and conduct of training so that our partners become more savvy in implementing quality improvement initiatives.”

7. More than 500 Community Care professionals attended today’s ILTC Quality Festival 2015, with 132 abstracts from 29 organisations received for the poster competition.

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About the Agency for Integrated Care (AIC)

The Agency for Integrated Care (AIC) is set up by the Ministry of Health (MOH) to oversee, coordinate and facilitate all efforts in care integration. Our mission is to achieve best health outcomes for our patients by empowering them with health and social care information and arranging for their care when they are discharged from hospitals. We enable stakeholders to raise the quality of care, and also enhance collaboration by working with health and social care providers to increase services to support the ageing population. Our work in the community brings care services and information closer to those in need. For more information, please visit www.aic.sg.