

**EMBARGOED UNTIL 20 OCTOBER 2016, 4.00PM**

## **FACTSHEET**

### **National Seminar on Productivity in Healthcare 2016**

#### **Background**

The National Seminar on Productivity in Healthcare aims to promote a culture of productivity, and to spur its growth in the Healthcare and Community Care sectors. It is co-organised by the Ministry of Health (MOH) and Agency for Integrated Care (AIC) in partnership with public healthcare institutions, private hospitals and Community Care partners. (Refer to **Annex A** for the members of the National Seminar on Productivity in Healthcare Organising Committee)

#### **About the seminar**

This year's event will take place from 20 to 21 October 2016 at Marina Bay Sands Expo and Convention Centre. Revolving around the theme 'Driving Value in Healthcare', the seminar's three tracks are:

- Care Redesign – How care and processes can be redesigned to be more patient-centered while optimising resources, as we meet the needs of an ageing population.
- Automation, IT and Robotics Innovation – How technology can be leveraged to increase efficiency and improve productivity, freeing up time to focus more on patient-centered care.
- Workforce Transformation – How jobs can be reshaped, and the informal workforce tapped upon, to augment existing healthcare workforce structures.

Over 30 renowned international and local thought leaders will be sharing their knowledge, experiences and insights on over 20 topics in these three tracks via plenaries and breakout sessions. Keynote speaker, Professor Michael Porter from Harvard Business School, will be speaking on 'Value-Based Healthcare Delivery: Strategy for Healthcare Leaders'. His keynote address will offer a framework for restructuring healthcare systems around the globe with the overarching goal of providing value for patients.

The second day of the seminar will feature the first Centre for Healthcare Innovation (CHI) Conference on workforce transformation. It will give insights on how institutions can change the way they learn and work to deliver value to the workplace and to patients.

Please refer to **Annex B** for the seminar's programme.

To further share ideas and seed innovation, the seminar will also include an interactive exhibition of over 40 products and projects related to innovation and productivity, contributed by over 30 public and private institutions.

Over 1,100 senior healthcare leaders and managers from more than 100 local and international healthcare organisations are expected to attend the event.

## National Seminar on Productivity in Healthcare 2016 Organising Committee

<b>Chairperson</b>	
<b>Adjunct Professor Eugene Fidelis Soh</b> <i>Chief Executive Officer Tan Tock Seng Hospital</i>	
<b>Members</b>	
<b>Mr Lee Suen Ming</b> <i>Chief Executive Officer Mount Alvernia Hospital</i>	<b>Dr Loh Yik Hin</b> <i>Chief Executive Officer St. Andrew's Community Hospital Chief Operating Officer St. Andrew's Mission Hospital</i>
<b>Ms Selina Seah</b> <i>Assistant Chief Executive Officer Changi General Hospital</i>	<b>Ms Joanne Yap</b> <i>Group Chief Operating Officer Jurong Health Service</i>
<b>Ms Lee Chen Ee</b> <i>Chief Operating Officer National Dental Centre Director, Office for Service Transformation, SingHealth</i>	<b>Mr Leon Luai</b> <i>Head, Clinical Services and Wellness Head, Residential and Home Care NTUC Health</i>
<b>Adjunct Associate Professor Lee Siu Yin</b> <i>Senior Director, Special Projects National University Health System</i>	<b>Mr David Dhevarajulu</b> <i>Director, Centre for Healthcare Innovation Tan Tock Seng Hospital</i>
<b>Mr Jaryll Chan</b> <i>Deputy Director National University Health System</i>	<b>Ms Caroline Tan</b> <i>Assistant Director, Operations Khoo Teck Puat Hospital</i>
<b>Ms Melanie Kam</b> <i>Assistant Director, Centre for Healthcare Innovation Tan Tock Seng Hospital</i>	<b>Mr Jeffrey Yeo</b> <i>Special Projects Consultant Mount Alvernia Hospital</i>
<b>Secretariat</b>	
<b>Ms Heidi Rafman</b> <i>Deputy Chief, ILTC Quality, Innovation and Productivity Division Agency for Integrated Care</i>	<b>Ms Eiseli Loh</b> <i>Deputy Director, Centre for Healthcare Innovation Tan Tock Seng Hospital</i>

<p><b>Ms Camelia Poh</b>  <i>Assistant Director, ILTC Quality,  Innovation and Productivity Division  Agency for Integrated Care</i></p>	<p><b>Mr Aston Lau</b>  <i>Manager, ILTC Quality, Innovation and  Productivity Division  Agency for Integrated Care</i></p>
<p><b>Ms Michelle Lee</b>  <i>Assistant Manager, Centre for Healthcare  Innovation  Tan Tock Seng Hospital</i></p>	<p><b>Ms Geraldine Cheong</b>  <i>Senior Executive, ILTC Quality,  Innovation and Productivity Division  Agency for Integrated Care</i></p>
<p><b>Ms Germaine Wang</b>  <i>Senior Executive, Home and Primary  Care Division  Agency for Integrated Care</i></p>	<p><b>Ms Gwendolyn Ong</b>  <i>Senior Executive, Centre for  Healthcare Innovation  Tan Tock Seng Hospital</i></p>
<p><b>Ms Daphne Law</b>  <i>Executive, ILTC Quality, Innovation and  Productivity Division  Agency for Integrated Care</i></p>	<p><b>Ms Joleen Chean</b>  <i>Executive, ILTC Quality, Innovation  and Productivity Division  Agency for Integrated Care</i></p>
<p><b>Ms Pearl Cheong</b>  <i>Executive, ILTC Quality, Innovation and  Productivity Division  Agency for Integrated Care</i></p>	

## National Seminar on Productivity in Healthcare 2016 Programme

Day 1, 20 October 2016

TIME	PROGRAMME				
7.30 am	<b>Registration</b>				
8.30 am	<b>Plenary 1 : Why Computers Get Better and Healthcare Should</b> <i>Mr Robert Chew, Chairman, Silver Industry Standards Committee, SPRING Singapore</i>				
9.15 am	<b>Exhibition Time with Talks and Tea</b>				
9.45 am	<table border="1"> <thead> <tr> <th><b>Breakout 1 Care Redesign</b></th> <th><b>Breakout 2 Automation, IT, and Robotics Innovation</b></th> </tr> </thead> <tbody> <tr> <td> <ol style="list-style-type: none"> <li>Care Redesign for Referrals to Nursing Home through Collaboration and Use of Value Stream Mapping</li> <li>The FAST (Fast, Accurate, Systematic and Transitional) Care Model for Patients to Receive Early Rehabilitation Review</li> <li>NUH2Home</li> <li>From Hospital to Home – Care Redesign at Mount Alvernia Leveraging Japan's Experience</li> </ol> </td> <td> <ol style="list-style-type: none"> <li>The Value of IT in Healthcare – Current and Future</li> <li>Doing More with Less: Incorporating Lessons Learnt for Sengkang Health</li> <li>Re-designing and Transforming Logistics Flow in JurongHealth with Technology and Automation</li> <li>Human Centric Robotics for Healthcare</li> </ol> </td> </tr> </tbody> </table>	<b>Breakout 1 Care Redesign</b>	<b>Breakout 2 Automation, IT, and Robotics Innovation</b>	<ol style="list-style-type: none"> <li>Care Redesign for Referrals to Nursing Home through Collaboration and Use of Value Stream Mapping</li> <li>The FAST (Fast, Accurate, Systematic and Transitional) Care Model for Patients to Receive Early Rehabilitation Review</li> <li>NUH2Home</li> <li>From Hospital to Home – Care Redesign at Mount Alvernia Leveraging Japan's Experience</li> </ol>	<ol style="list-style-type: none"> <li>The Value of IT in Healthcare – Current and Future</li> <li>Doing More with Less: Incorporating Lessons Learnt for Sengkang Health</li> <li>Re-designing and Transforming Logistics Flow in JurongHealth with Technology and Automation</li> <li>Human Centric Robotics for Healthcare</li> </ol>
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11.45 am	<b>Plenary 2 : Driving Value Development and Productivity as a Key Pillar in Organisational Culture</b> <i>Mr Göran Henriks, Chief Executive Officer of Learning and Innovation, Kulturum, Jönköping County Council, Sweden</i>				
12.30 pm	<b>Exhibition Time with Talks and Lunch</b>				
2.30 pm	<b>Arrival of Guest-of-Honour (GOH)</b> <i>Mr Gan Kim Yong, Minister for Health</i>  <b>GOH Exhibition Tour</b>				

<b>TIME</b>	<b>PROGRAMME</b>
3.05 pm	<b>Welcome Address by Conference Chairperson</b> <i>Adjunct Professor Eugene Fidelis Soh, Chief Executive Officer, Tan Tock Seng Hospital</i>
3.15 pm	<b>Speech by GOH</b>
3.25 pm	<b>Launch of the 2020 Healthcare Manpower Plan</b>
3.35 pm	<b>National Healthcare Innovation and Productivity (HIP) Medals Ceremony</b>
4.00 pm	<b>Keynote Address: Value-Based Healthcare Delivery – Strategy for Healthcare Leaders</b> <i>Prof Michael Porter, Bishop William Lawrence University Professor, Harvard Business School, United States</i>
5.00 pm	<b>End of Conference Day 1</b>

\* Only the segment is grey is open for media coverage.

Day 2, 21 October 2016

<b>TIME</b>	<b>PROGRAMME</b>	
7.30 am	<b>Registration</b>	
<b>Centre for Healthcare Innovation (CHI) Conference on Workforce Transformation</b>		
8.20 am	<b>Arrival of Guest-of-Honour (GOH)</b> <i>Mr Chee Hong Tat, Minister of State, Ministry of Communications and Information &amp; Ministry of Health</i>	
8.30 am	<b>CHI Conference Opening Address</b> <i>Mr David Dhevarajulu, Executive Director, CHI, Tan Tock Seng Hospital</i> <i>Prof Wong Hon Tym, Clinical Director, CHI, Tan Tock Seng Hospital</i>	
8.45 am	<b>Speech by GOH</b>	
9.00 am	<b>Plenary 3: Extraordinary: How Do We Equip Ourselves to Climb the Truly Big Mountains of Healthcare?</b> <i>Prof Jonathon Gray, Director, Ko Awatea, Counties Manukau Health , New Zealand</i>	
9.45 am	<b>Official Launch of CHI Co-learning Network</b>	<b>Exhibition Time with Talks and Tea</b>
10.45 am	<b>Breakout 3</b> <b>Workforce Transformation - Changing the Way We Learn and Work</b>  1. Redesigning our Education System through a User-Centred Design Process  2. Team-Based Learning for Team-Based Practice  3. Using High Intensity Simulation to Enhance and Transform Traditional Clinical Training among Graduating Medical Students	<b>Breakout 4</b> <b>Workforce Transformation – Empowering the Formal Workforce</b>  1. Therapy Associates in JurongHealth  2. Workforce Transformation: Implications for Training of Nurses  3. Resident Nurses: The Vanguard of Quality Care  4. Redesigning Jobs, Remodelling Home Nursing Foundation
12.15 pm	<b>Exhibition Time with Talks and Lunch</b>	
1.15 pm	<b>Plenary 4 : Routine to Research (R2R) : A Strategy to Transform Organisational Culture towards a Learning Organisation</b> <i>A/Prof Cherdchai Nopmaneejumrulers, Vice Director, Faculty of</i>	

TIME	PROGRAMME	
	<p><i>Medicine, Siriraj Hospital, Thailand</i>  <i>Dr Akarin Nimmannit, Chairman of Routine to Research, Faculty of Medicine, Siriraj Hospital, Thailand</i></p>	
2.00 pm	<p><b>Breakout 5</b>  <b>Workforce Transformation – Lessons from Other Industries</b></p> <ol style="list-style-type: none"> <li>1. Capitalising on Innovative Culture to Improve Productivity by Greenpac Singapore Pte Ltd</li> <li>2. Overcoming Workforce Challenges At Marina Bay Sands</li> <li>3. Transformation Through Innovation by Immigration and Checkpoints Authority</li> </ol>	<p><b>Breakout 6</b>  <b>Workforce Transformation – Engaging the Informal Workforce</b></p> <ol style="list-style-type: none"> <li>1. Social Services and the Manpower Crunch</li> <li>2. Engaging Caregivers in Mental Healthcare Through Sustainable Training Programmes</li> <li>3. Leveraging Online Marketplaces for More Convenient and Responsive Home Healthcare Delivery</li> </ol>
3.30 pm	<b>Exhibition Time with Talks and Tea</b>	
4.00 pm	<p><b>Plenary 5 : Enabling Productivity with Good Management</b>  <i>Prof Hum Sin Hoon, Deputy Dean, Department of Decision Sciences, National University of Singapore Business School</i></p>	
4.45 pm	<p><b>CHI Conference Closing Activity</b>  <i>Mr. David Dhevarajulu, Executive Director, CHI, Tan Tock Seng Hospital</i>  <i>Prof Wong Hon Tym, Clinical Director, CHI, Tan Tock Seng Hospital</i></p>	
5.00 pm	<b>End of Conference Day 2</b>	

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