



FACTSHEET COMMUNITY CARE EXCELLENCE AWARDS 2018

OVERVIEW

The Community Care Excellence Awards recognise the contributions of Community Care staff and teams who have demonstrated exemplary service and commitment in delivering quality care to their clients. These biennial awards were introduced by Agency for Integrated Care (AIC) in 2014, and are the only national quality award dedicated solely to the Community Care sector.

Nominations for the 2018 awards started in January 2018 and closed in March 2018. The qualifying period for the awards was between 1 January 2016 and 31 December 2017. The submissions were assessed by an evaluation panel made up of 11 members from the Community Care sector's Strategic Advisory Committee for Quality Improvement (SAC-QI). Refer to [Annex A](#) for details on the evaluation panel.

AWARD CATEGORIES

Individual awards

S/N	Name of award	Prize	Details
1	Gold	\$200, trophy, collar pin & certificate	Presented to individual staff members who display excellent service standards to both internal and external clients (e.g. patients/residents/clients/caregivers)
2	Silver	\$100, collar pin & certificate	

Team awards

S/N	Name of award	Prize	Details
1	Clinical Quality Improvement	Winner: \$1000, trophy & certificate Merit: \$200 & certificate	Recognise outstanding quality improvement projects and practices implemented in the areas of: <ul style="list-style-type: none"> • Clinical Quality • Client Experience • Productivity and Innovation
2	Client Experience Improvement		
3	Innovation and Productivity		

RESULTS

Over 400 individual and team awards will be given out in 2018. The list of winners can be found in Annex B.

EVALUATION PANEL**Clinical Quality Improvement Awards**

Name	Organisation	Designation
A/Prof Tan Boon Yeow	St Luke's Hospital	Chief Executive Officer; Senior Consultant
Dr Chow Mun Hong	SingHealth Polyclinics	Director, Quality Management
A/Prof James Low	Khoo Teck Puat Hospital	Senior Consultant, Department of Geriatric Medicine
Dr Angie Ng	ECON Healthcare	Director of Nursing
Ms Jenny Sim Teck Meh	Ren Ci Hospital	Group Director, Nursing

Client Experience Improvement Awards

Name	Organisation	Designation
A/Prof Lee Kheng Hock	Bright Vision Hospital	Medical Director
Ms Chin Soh Mun	Dover Park Hospice	Director of Nursing
Ms Florence Chng	Yishun Community Hospital	Deputy Director, Quality, Risk and Service Management

Productivity and Innovation Awards

Name	Organisation	Designation
Mr Sairam Azad	Asian Women's Welfare Association (AWWA)	Assistant Director, Health & Senior Care
Ms Cheong Choy Fong	Khoo Teck Puat Hospital	Director, Quality and Risk Management
Ms Ng Sow Chun	National University Hospital	Deputy Director, Nursing Quality and Process Improvement and Operations

EVALUATION CRITERIA

Individual Award Evaluation Criteria

Award Category	Gold Award	Silver Award
Service Quality Awards (Internal / External)	3	1
External Compliments	4	2
CEO/HOD recommendation letter	Compulsory*	Optional**
Length of Service	Minimum 2 Years	No Minimum requirement
Contribution to the Organisation	Participates in quality improvement project that improve client/patient care	

**For Gold Award, CEO/HOD recommendation letter is compulsory*

***For Silver Award CEO/HOD recommendation letter is optional. However, it can be accepted in lieu of either ONE Service Quality related award, ONE External Compliment or Contribution to the Organisation.*

Team Award Evaluation Criteria

Criteria	Clinical Quality Improvement	Service Quality Improvement	Productivity and Innovation
Common criteria	All projects will be assessed on the following: <ul style="list-style-type: none"> • Originality • Project methodology – including how QI tools are used • Outcome - analysis & results • Sustainability • Learning value and how the project can be adopted by others 		
Specific criteria for each category	Improvements in clinical care processes <ul style="list-style-type: none"> • How effective are the improvements for both staff and patients/ residents/ clients? Clinical outcomes <ul style="list-style-type: none"> • What are the improvements in the clinical outcomes for patients/residents/clients and their impact? Key attributes to consider: <ul style="list-style-type: none"> • Safe • Effective • Efficient • Timely • Patient-centred 	Improvements in service processes <ul style="list-style-type: none"> • How effective are the improvements for both staff and patients/ residents/ clients; caregivers/ volunteers and other partners? Improving satisfaction and experiences <ul style="list-style-type: none"> • How would the improvements influence internal/ external clients' satisfaction and experiences? Key attributes to consider: <ul style="list-style-type: none"> • Timely • Informative • Convenience • Patient-centred care • Efficient 	Productivity impact <ul style="list-style-type: none"> • Input and output/outcome analysis • Ideal situation – reducing input (e.g. labour, resources) while increasing output/ improving outcome(products/ services, quality of care) Innovation impact <ul style="list-style-type: none"> • Innovation, originality and relevance to sector • Innovation in relation to improving quality of care

LIST OF WINNERS

Individual awards

The number of recipients for the individual awards is as follows:

- *Service Quality – Gold*: 10
- *Service Quality – Silver*: 346

List of the Service Quality Gold award winners

S/No.	Organisation	Name	Designation
1	Bright Vision Hospital	Labuanan Rodona Dela Paz	Nursing Officer
2	HCA Hospice Care	Li, Kejia Lily	Nurse Manager
3	Home Nursing Foundation	Puncha Devage Pushpa Kumari Dharmasinghe	Senior Staff Nurse
4	Kwong Wai Shiu Hospital	Lew Lee Lee, Michelle	Director
5	Ling Kwang Home for Senior Citizens	Ma Cecilia Macayaon Llego	Physiotherapist
6	Ren Ci Hospital	Bridget Monica Das	Head of Department
7	Ren Ci Hospital	Kalaimamani d/o Kanagasabai	Senior Consultant, Director
8	St Luke's Hospital	Rarama Deejay Liampo	Nursing Aide
9	St. Andrew's Community Hospital	Lew Sow Peng	Senior Staff Nurse
10	Yishun Community Hospital	Tan Swee Kim	Senior Nurse Manager

Team awards

There are a total of 10 winners and 41 merit recipients. The list of the winners are as follows:

Clinical Quality Improvement Awards

Community Hospital Category

Award	Organisation	Project Title
Winner	Yishun Community Hospital	STOP-Catheter Associated Urinary Tract Infection (CAUTI) In a Sub-acute Ward at a Community Hospital
Merit Award	Ang Mo Kio - Thye Hua Kwan Hospital	Prevention of Catheter-associated Urinary Tract Infection (CAUTI) in a Community Hospital in Singapore
Merit Award	Bright Vision Hospital	Fall Prevention Rangers: Be Vigilant in Healthcare
Merit Award	Jurong Community Hospital	Improving Safe Feeding Practices for Dysphagic Patients in a Community Hospital
Merit Award	Ren Ci Hospital	Infection Control Standardization in Ren Ci
Merit Award	Ren Ci Hospital	Integrated Care For Advanced Respiratory Disorders (ICARE)
Merit Award	Ren Ci Hospital	Reduction in Number of Patient Developed UTI In RCH
Merit Award	St. Andrew's Community Hospital	Reducing Falls In The Toilet - Adopting Safety Measures In Ward Design
Merit Award	St Luke's Hospital	Implementing Inpatient Frailty Screening
Merit Award	St Luke's Hospital	Improving Caregivers' Confidence through Educational Guidebook
Merit Award	St Luke's Hospital	New Practices in Thickener Mixing: For Effective Care
Merit Award	Yishun Community Hospital	HOPE & CARE (Holistic Patient Evaluation through Communal Activities and Rehabilitative Engagement). A patient centric intervention to create a better multidisciplinary team
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Merit Award	Yishun Community Hospital	Improving AH to CH Admission Efficiency: Using an E- Referral System

Award	Organisation	Project Title
Merit Award	Yishun Community Hospital	KISS (Keep Identifier Simple and Safe) Before the Next Move - Right or Left #
Merit Award	Yishun Community Hospital	Nursing e-Doc: Individualized Nursing Care Plan to Enhance Patient's Care
Merit Award	Yishun Community Hospital	Streamlining of Hip Fracture Patient Flow from KTPH to YCH

Nursing Home Category

Award	Organisation	Project Title
Winner	Kwong Wai Shiu Hospital	Hand Hygiene Fun Fun Fun
Winner	Ling Kwang Home for Senior Citizens	2- Hour Rounding To Prevent Fall In The Nursing Home
Merit Award	All Saints Home	Fall Risk Management in Day Care
Merit Award	Lee Ah Mooi Old Age Home	Improve & Standardise NGT Feeding Process
Merit Award	Lions Home For The Elders	System Redesign (Clinical Department)
Merit Award	St Andrew's Nursing Home (Buangkok)	Improving and Sustaining Hand Hygiene Compliance among Healthcare Workers at St Andrew's Nursing Home (Buangkok)
Merit Award	United Medicare Centre	Hand Hygiene Quality Improvement Project
Merit Award	Villa Francis Home for the Aged	Management of Scabies in Villa Francis Home

Other Community Care Settings Category

Award	Organisation	Project Title
Winner	The National Kidney Foundation	Diabetic Foot Care Programme
Merit Award	St Luke's Eldercare Ltd	Dementia Care Teams @SLEC
Merit Award	The National Kidney Foundation	To reduce HbA1C results by 1% within 6 months by enhancing patient awareness through simplified educational material

Client Experience Improvement Awards

Community Hospital Category

Award	Organisation	Project Title
Winner	Ang Mo Kio - Thye Hua Kwan Hospital	Animal Therapy in Community Hospital
Merit Award	Jurong Community Hospital	The Integration of Healthcare, People with Special Needs and Public Transportation Providers
Merit Award	St Luke's Hospital	Highway to DRC
Merit Award	St. Andrew's Community Hospital	Project Makan

Nursing Home Category

Award	Organisation	Project Title
Winner	Apex Harmony Lodge	From Strangers to Friends: Benefits of Intergenerational Bonding Programme for Preschoolers and Elderly with Dementia
Merit Award	Villa Francis Home for the Aged	I-TAP (Interactive Tablet Programme)
Merit Award	Villa Francis Home for the Aged	VITA - Volunteer Interactions via Tablet - based Activities

Other Community Care Settings Category

Award	Organisation	Project Title
Merit Award	St Luke's Eldercare Ltd	Fun Fitness Activities (FFA) in Senior Care Centre

Productivity and Innovation Awards

Community Hospital Category

Award	Organisation	Project Title
Winner	St. Andrew's Community Hospital	Improving Patient Care Delivery through Streamlining and Standardising Processes at an outpatient Day Rehabilitation Centre
Winner	Yishun Community Hospital	Label Innovation to Improve Food Traceability and Food Safety in a Community Hospital
Merit Award	Bright Vision Hospital	Constant worry over costly replacement of damaged seat cushions in the hospital's fleet of vehicles is now over

Merit Award	Jurong Community Hospital	Using EMR to Improve Referral Process to Jurong Community Hospital (JCH) Day Rehabilitation Centre.
Merit Award	Ren Ci Hospital	Double the fun, Half the steps and Time in Stock Taking
Merit Award	St. Andrew's Community Hospital	Increasing the Utilisation Rate of Scanned Medical Records in a Community Hospital in Singapore
Merit Award	St. Andrew's Community Hospital	Reducing Billing Turnaround Time in an Outpatient Clinic at St Andrew's Community Hospital (Simei), Singapore
Merit Award	St Luke's Hospital	Automate The Organisational Key Performance Indicator Monitoring And Reporting Processes
Merit Award	St Luke's Hospital	Reduce manpower dependency during walking training through the use of ceiling track harness
Merit Award	St Luke's Hospital	Reduce manpower usage in gait rehabilitation for stroke survivors through robotic gait trainer
Merit Award	Yishun Community Hospital	Patient Information Board

Nursing Home Category

Award	Organisation	Project Title
Winner	The Salvation Army Peacehaven	Reduction of manual transfer of clients using Kee Low Device (KLD)
Merit Award	Dover Park Hospice	Business Process Redesign - Improving the workflow and processes of Clinical Administration Team
Merit Award	Jamiyah Nursing Home	Improving Nursing Home Showering Process
Merit Award	NTUC Health Co-operative Ltd	LEAN - Inventory Management System

Other Community Care Settings Category

Award	Organisation	Project Title
Winner	St Luke's Eldercare Ltd	Maintenance Rehab Sessions in Groups