



FACTSHEET QUALITY AND PRODUCTIVITY FESTIVAL 2018

Overview

The Quality and Productivity Festival is a biennial event organised by the Agency for Integrated Care (AIC). Held on **19th September 2018** at Max Atria @ Singapore Expo, this is the sixth conference organised to bring leaders and practitioners from the Community Care sector together to promote a culture of patient safety and quality improvement through sharing of best practices. The theme for this year is '*Delivering Value for Clients... One improvement at a time*'.

Conference delegates include senior management from healthcare organisations, clinicians and quality champions. The Guest-of-Honour (GOH) is Senior Minister of State for Health Dr Amy Khor.

Event details

Conference speakers from healthcare and non-healthcare sectors are invited to share their expertise and experiences in quality improvement. Pre- and post-conference workshops are offered across four days. Please refer to [Annexes A – B](#) for details on the programme and speakers.

The conference also showcases equipment that can enhance productivity. Over 30 technologies and robotic solutions related to rehabilitation, fall prevention, transferring, clinical care, logistics, tracking, monitoring and more are showcased. Participating exhibitors include 16 commercial organisations and an educational institution. For the list of items showcased, please refer to [Annex C](#).

As part of the event, winners of the Community Care Excellence Awards will also be receiving their tokens from the GOH. This award recognises staff and teams who have demonstrated exemplary service and commitment in delivering quality care to their clients. It is the only excellence awards dedicated solely to the Community Care sector. For details, refer to the separate factsheet included in the media kit.

Conference Programme

MAIN EVENT**Wednesday, 19 September 2018**

Max Atria @ Singapore Expo

Peridot Ballroom, Level 2

Time	Description
8.15 - 9.00AM	Registration
9.00 – 9.45AM	“Rhythm Wellness” Energising Activity
	Welcome by Chairperson of the Strategic Advisory Committee for Quality Improvement (SAC-QI) in the Intermediate and Long-term Care (ILTC) sector
	A/Prof Tan Boon Yeow <i>Chief Executive Officer & Senior Consultant, St Luke’s Hospital</i> Opening Address By Guest-Of-Honour (GOH)
9.45 – 10.30AM	Dr Amy Khor <i>Senior Minister of State, Ministry of Health Ministry of Environment & Water Resources</i>
	Plenary Lecture I Delivering Value for Clients Through Person-Centred Care Dr Ng Wai Chong <i>Chief, Clinical Affairs Tsao Foundation</i>
10.30 – 11.10AM	Morning Tea Break
11.10 – 11.30AM	Community Care Excellence Awards Ceremony
11.30 – 12.20PM	Plenary Lecture II Joy and Meaning in Work
	Adj Prof Lee Chien Earn <i>Dy Group CEO, Singhealth; CEO, Changi General Hospital</i>
12.20 – 1.50PM	Lunch

Breakout Tracks	Safer Care	What Matters to Clients?	Better, Faster, Cheaper
1.50 – 2.50PM	Human Factors for Safe and Efficient Community Care Dr Yin Shanqing <i>Snr Principal Human Factors Specialist, KK Women's and Children's Hospital</i>	ESTHER Network Singapore – What is Value to ESTHER? Ms Esther Lim <i>Assistant Director, SingHealth Regional Health System</i>	Continuing the Productivity Journey in the Community Care Sector Ms Heidi Rafman <i>Chief, ILTC Quality, Innovation & Productivity Division, Agency for Integrated Care</i>
	Reducing Avoidable Hospitalisations for Nursing Home Residents A/Prof James Low <i>Senior Consultant, Department of Geriatric Medicine Khoo Teck Puat Hospital</i>	Putting "Dignity" back into Care Mr Tang Yip Chong <i>Principal Staff Nurse, Bright Hill Evergreen Home</i>	Innovation & Quality Improvement in a Day Rehabilitation Centre – A Sharing based on AWWA's Journey Mr Sairam Azad <i>Assistant Director, Health & Senior Care, AWWA</i> The Journey in Re-modelling of the Existing Kitchen of Bright Vision Hospital Mr Darren Thng <i>Manager, CEO's Office Bright Vision Hospital</i>
2.50 – 3.40PM	Excellence Awards Winners oral presentation – <i>Clinical Quality Improvement category</i>	Excellence Awards Winners oral presentation – <i>Clinical Experience Improvement category</i>	Excellence Awards Winners oral presentation - <i>Productivity and Innovation category</i>
3.40 – 4.10PM	Afternoon Tea Break		
4.10 – 4.55PM	Plenary Lecture III McDonald's Journey Towards Achieving Customer-Centric and Productive Operations – Insights and Tools Mr Kenneth Chan <i>McDonald's Managing Director Singapore, Operating Partner Singapore/Malaysia</i>		
4.55 – 5.05PM	Closing		

PRE-EVENT WORKSHOP

Tuesday, 18 September 2018

St Andrew's Nursing Home (Henderson)

303 Henderson Rd, Singapore 108925

Multipurpose Hall, Level 1

Topic: Infection Prevention and Control Workshop

Time	Description
2.00 – 2.45PM	Presentation on revised Infection Prevention and Control guidelines for the Long Term Care Sector Dr Ling Moi Lin <i>Director, Infection Prevention & Control Department Singapore General Hospital</i>
2.45 - 3.15PM	Sharing of SANH (Henderson)'s learning journey and experience on infection control matters, with special mention on their collaboration with SingHealth
3.15 - 3.30PM	Tour of the facility
3.30 - 5.30PM	Hand Hygiene Celebration Event
5.30PM	End of Pre-Conference Workshop

POST-EVENT WORKSHOPS

Friday, 21 September 2018

Ren Ci @ Ang Mo Kio

10 Ang Mo Kio Ave 8, Singapore 567727

Multi-purpose Hall, Level 2

Topic: Ren Ci @ Ang Mo Kio Site Visit & Sharing of Person-centred Model of Care

Time	Description
10.00 – 10.45AM	Sharing – The Journey of Person-centred Care @ Ren Ci
10.45 – 11.30AM	Visit Household/Short Stay Unit/Senior Care
11.30AM	End of Post-Conference Workshop

Friday, 21 September 2018

All Saints Home (Tampines)

11 Tampines Street 44, Singapore 529123

Multipurpose Hall, Level 1

Topic: Service Quality Roadshow

Time	Description
10.00 – 10.30AM	Registration & Introduction to Service Quality
10.30 – 11.30AM	Learning Activities
11.30 – 12PM	Activity Overview (debrief)
12PM	End of Post-Conference Workshop

Friday, 21 September 2018*All Saints Home (Tampines)*

11 Tampines Street 44, Singapore 529123

Multipurpose Hall, Level 1

Topic: Service Quality Roadshow

Time	Description
2.00 – 2.30PM	Registration & Introduction to Service Quality
2.30 – 3.30PM	Learning Activities
3.30 – 4.00PM	Activity Overview (debrief)
4.00PM	End of Post-Conference Workshop

Friday, 21 September 2018*St Luke's Hospital*

2 Bukit Batok Street 11, Singapore 659674

Multi-purpose Hall, Level 3

Topic: Rehabilitation at SLH's Day Rehab Centre

Time	Description
2.00 – 3.00PM	Sharing by SLH
3.00 – 4.00PM	Tour of the Rehab Facility and Introduction to Rehab Equipment
4.00PM	End of Post-Conference Workshop

Friday, 21 September 2018*Jamiyah Nursing Home*

130 West Coast Drive, Singapore 127444

Multipurpose Hall, Level 1

Topic: Hand Hygiene Celebration Event

Time	Description
2.00 – 2.15PM	Tour of the facility
2.15 - 5.30PM	Hand Hygiene Celebration Event
5.30PM	End of Post-Conference Workshop

Speakers of the Quality & Productivity Festival 2018

PLENARY SPEAKERS

1. Dr Ng Wai Chong

Dr Ng Wai Chong is Chief, Clinical Affairs of Tsao Foundation. Tsao Foundation, established in 1993, is a non-profit organization incorporated in Singapore that develops and operates innovative and impactful community aged-care services, training programmes and advocacy platforms as means to positively transform the experience of ageing.

Dr Ng has been a practicing community aged-care family physician since the late 90's. He spent the larger part of his working life as a home-care physician. His clinical interests include primary health care for the frail, elder mistreatment, dementia care, sustainable community aged care system, end-of-life care and comprehensive needs assessment.

Beyond the Foundation, Dr Ng is currently a member of the Ministry of Social and Family Development's Adult Protection Team. With the Ministry of Health, he is on the 2nd National Geriatric Services Taskforce and the Working Committee to Develop Prognostication Guidelines for Home Palliative Care Services.

Dr Ng volunteers as the Vice President of Home Health Care Association. He is also on the Medical Advisory Board of Ren Ci Hospital and Nectar Care Services.

2. A/Prof Lee Chien Earn

Dr Lee, is currently the Deputy Group CEO of SingHealth (Regional Health System). He is concurrently the CEO of Changi General Hospital. Prior to these appointments he was the Deputy, Director of Medical Services for Health Services and Healthcare Performance in the Ministry of Health (MOH) Singapore where he led the strategic development and improvement of healthcare services. His past appointments included Senior Director of Health Regulation, Head Health Services Finance (MOH) and Director Corporate Affairs Singapore General Hospital.

Dr Lee currently Chairs the Singapore Healthcare Improvement Network (SHINe) and is also a member of several international committees. He is an Adjunct Professor with the Singapore University of Technology and Design and Adjunct Associate Professor in the Saw Swee Hock School of Public Health, National University of Singapore.

Dr Lee co-edited Singapore's Health Care System: What 50 Years Have Achieved (published 2015) and also contributed the chapter on Strategies for Health Services in the 6th edition of the Oxford Textbook of Public Health (2015).

3. Mr Kenneth Chan

Kenneth is a seasoned CEO and Organization Leader with close to 30 years of hands-on experience in Fortune 500 consumer and retail multinational companies such as McDonald's, PepsiCo, Procter & Gamble and Singapore Airlines.

As part of the Lionhorn group (development licensee of McDonald's), Kenneth is currently the Operating Partner for McDonald's Singapore and Malaysia, and the Managing Director of McDonald's Singapore.

Kenneth was McDonald's Chief Executive Officer for China and Division President for the Greater China region from 2009 to 2015. He oversaw the fastest period of expansion in China (opening over 1,000 restaurants in the span of 5 years) and more importantly laid a strong foundation – organization, talent development, supply chain, systems and tools, IT and digital transformation, brand -- that has paved the way for continued, sustainable growth.

Prior to China, Kenneth led the McDonald's Singapore business as its Managing Director (2004-2008) while having simultaneous regional responsibilities for Korea, Taiwan and Malaysia. Kenneth incubated the region's key innovation projects of Delivery, 24 hour operations, McCafes and dessert kiosks which led to the expansion of these significant growth assets throughout the APMEA region. In his time in Singapore, McDonald's was also recognized as the Hewitt Best Employer 3 consecutive times, and Kenneth led this winning local organization in achieving record revenue, profit and share growth since its 20 years of business inception.

Kenneth was conferred the prestigious Overseas CEO Award at the Singapore Business Awards (2014), as well as the Leading CEO Award by Singapore Human Resources Institute (2007) and Champion of HR by HRM Magazine (2008).

BREAKOUT TRACK SPEAKERS

1. Dr Yin Shanqing

Snr Principal Human Factors Specialist, KK Women's and Children's Hospital

Topic: Human Factors for Safe and Efficient Community Care

2. A/Prof James Low

Senior Consultant, Department of Geriatric Medicine Khoo Teck Puat Hospital

Topic: Reducing Avoidable Hospitalisations for Nursing Home Residents

3. Ms Esther Lim

Assistant Director, SingHealth Regional Health System

Topic: ESTHER Network Singapore – what is Value to ESTHER?

4. Mr Tang Yip Chong

Principal Staff Nurse, Bright Hill Evergreen Home

Topic: Putting "Dignity" back into Care

5. Ms Heidi Rafman

Chief, ILTC Quality, Innovation & Productivity Division, Agency for Integrated Care

Topic: Continuing the Productivity Journey in the Community Care Sector

6. Mr Sairam Azad

Assistant Director, Health & Senior Care, AWWA

Topic: Innovation & Quality Improvement in a Day Rehabilitation Centre – A Sharing based on AWWA's Journey

7. Mr Darren Thng

Manager, CEO's Office, Bright Vision Hospital

Topic: The Journey in Re-modelling of the Existing Kitchen of Bright Vision Hospital

Technology Exhibition

This year's festival will include an exhibition of innovative products by commercial vendors and an educational institution. Over 30 technologies and robotic solutions related to rehabilitation, fall prevention, transfer, clinical care, logistics, tracking, monitoring and more will be showcased at the exhibition. Please refer to the table below for the list of products.

The exhibition aims to bring Community Care institutions, commercial vendors and industry partners together to share ideas and collaborate with each other to scale effective productivity initiatives to the Community Care sector.

Product Functionality	Types of Equipment
Fall Management	Bed Exit Sensor, Toilet Sensor
Transfer Aids	Shower Trolley Hygiene chair Transfer Wheelchair
Documentation	Vital Signs Monitoring Device
Kitchen Equipment	Food Processor Combi Oven
Cleaning Aids	Floor Scrubber
Clinical/ Nursing Equipment	Pill Crusher Bladder Scanner Vein Finder Feeding Tube with IRIS camera 3D Wound Camera Automated Repositioning System
Infection Control	Waste Packing Machine
Location tracking	Fleet Management System with Optimisation and Scheduling of Vehicles
Rehabilitation Equipment	Gaming Rehab Standing Rehabilitation Aids Air Resistance Rehabilitation Equipment Cyber Bike Body Spider Machine Coordination Training Tool
Robotics	Automatic Guided Vehicle Feeding Robot

Participating Exhibitors

1	Ascendze Pte Ltd
2	Auxano Medical Pte Ltd
3	Fujimak Food Service Equipment (S) Pte Ltd
4	Gold Lite Pte Ltd
5	Healthcare Matters Pte Ltd
6	HUR Solutions Pte Ltd
7	IDS Medical Systems (S) Pte Ltd
8	Juvo Labs Pte Ltd
9	Klenco (S) Pte Ltd
10	Konica Minolta Business Solutions Asia Pte Ltd
11	Medisolution Pte Ltd
12	Medtronic
13	Ngee Ann Polytechnic
14	Radiance Medical Systems
15	Robot Coupe
16	Scanmed Technology (S) Pte Ltd
17	Teng Chiang Holdings Pte Ltd
18	V3 Smart Technologies Pte Ltd

Please note that AIC does not endorse any particular vendor/ model/ product. Service providers are encouraged to assess the product based on their organisation's requirements.