

FACTSHEET

INTERMEDIATE AND LONG-TERM CARE (ILTC) EXCELLENCE AWARDS 2016

OVERVIEW

The ILTC Excellence Awards recognise exemplary Community Care healthcare professionals and organisations for their work done in delivering quality care and excellent service to their clients. This biennial awards was introduced by Agency for Integrated Care (AIC) in 2014, and is the only award of its kind dedicated solely to the Community Care sector.

Nominations for the 2016 awards started in October 2015 and closed on 19 February 2016.

TYPES OF AWARDS

Community Care organisations could submitted their nominations for six awards – three individual and three team awards.

Individual awards

S/N	Name of award	Prize	Details
1	Service Quality – 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	Service Quality – Silver	\$100, collar pin & certificate	
3	Good Suggestion Award	\$200 & certificate	Presented to individuals who have provided suggestion(s) that created a significant impact to his/her organisation. Suggestions could be to improve service delivery, patient care, work processes and environment.

Team awards

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

The qualifying period for all nominations was 1 January 2014 to 31 December 2015.

The nominations were assessed by an evaluation panel made up of 15 members from the Community Care sector and AIC.

RESULTS

209 awards were given out in the ILTC Excellence Awards 2016.

Individual awards

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

- Service Quality – Gold: 10
- Service Quality – Silver: 158
- Good Suggestion Awards: 7

List of the Service Quality – Gold award winners

S/N	Organisation	Recipient
1	HCA Hospice Care	Ms. Chong Pei Wei, Esther Nurse Manager
2	St. Andrew Community Hospital	Ms. Diong Nguk Sing Assistant Nurse Manager
3	St. Luke's Hospital	Ms. Eva Yabut Kasim Staff Nurse
4	The Salvation Army Peacehaven Nursing Home	Ms. Hong Ho Ying Assistant Director Of Nursing
5	Ren Ci Hospital	Dr Kalaimamani D/O Kanagasabai Senior Consultant and Director, Clinical Quality Management Unit
6	St. Andrew Community Hospital	Ms. Khin Soe Soe Senior Staff Nurse

S/N	Organisation	Recipient
7	Kwong Wai Shiu Hospital	Mr. Lim Wei Ming, Benjamin Senior Occupational Therapist
8	Ren Ci Hospital	Ms. Panchavarnam Porkodi Registered Nurse
9	Ren Ci Hospital	Ms. Rajaiah Beulah Staff Nurse
10	St. Luke's Hospital	Ms. Ruby Merlin Rioveros Physiotherapist

List of the Good Suggestion Award winners

S/N	Suggestion Title	Recipient
1	iTemplates for CPSS2/C-DOCs	Dr Lim Chi-Kien Derek Associate Consultant Ang Mo Kio - Thye Hua Kwan Hospital
2	Implementation of Cleaning Trolley / Guidelines and Use of Special MRSA / VRE Tags in DRC	Ms. Mon Yu May Senior Physiotherapist St. Andrew's Community Hospital
3	Innovative File Holder	Ms. Jasmin Heng Kwee Mui Nurse Manager St. Andrew's Community Hospital
4	Woof Woof! Dog Therapy in Hospital	Mr. Mohamad Sharil Bin Abdul Rahim Executive, Volunteer Management Ang Mo Kio - Thye Hua Kwan Hospital
5	Implementation of Machines Card in DRC	Ms. Pang Li Chin Senior Physiotherapist St. Andrew's Community Hospital
6	Prevention of Foot Injury During Movement on Wheelchair	Mr. Chng Hang Kee Nurse Manager Ling Kwang Home for Senior Citizens
7	Social Club House@ LKH: a case of Socializing Reminiscence Therapy	Ms. Chew Jee Eng Nurse Manager Ling Kwang Home for Senior Citizens

Team awards

There were nine winners and 25 merit recipients in total.

List of Clinical Quality Improvement Awards winners

Award	Organisation	Project
Winner	St. Andrew's Community Hospital	Preventing Medication Omission Error in a Community Hospital
Winner	Villa Francis Home for the Aged	Improving Skin Problem Management in Villa Francis
Winner	National Kidney Foundation	Beyond the Bundles: Reducing Central Line Related infections - Permanent Catheter (PC) in Haemodialysis (HD) Patients at 5 Community Based Dialysis Centres (CB-DCs), NKF
Merit	Ren Ci Hospital	SEE - NO TUBE, I CAN BREATHE- Trial off Tracheostomy Project
Merit	The Salvation Army Peacehaven Nursing Home	Transitional Convalescent Facility - Grace Corner
Merit	National Kidney Foundation	Nurses Support Group: An initiative by Renal Nurses at Five Community-based Dialysis Centre (CB-DCs) to Enhance New End-Stage Renal Disease (ESRD) Patients' Adaptation to Haemodialysis (HD) Treatment
Merit	Ren Ci Hospital	A Universal War with MRSA
Merit	St. Andrew's Nursing Home	The Reduction of Restraints in the Ward

Award	Organisation	Project
Merit	St. Andrew's Community Hospital	Preventing Pressure Ulcer Stage 3 Development after Hospitalisation in a Community Hospital
Merit	Ling Kwang Home for Senior Citizens	Enhancing Urinary Continence Management
Merit	St. Luke's Hospital	An Integrated Multi-Disciplinary Model of Dementia Care at a Community Hospital
Merit	Bright Vision Hospital	Accurate Fluid Consistency: Serve Well, Drink Well

List of Service Quality Improvement Awards winners

Award	Organisation	Project
Winner	Jurong Community Hospital	Creating a Therapeutic Environment for Patients Through Regular Patient Activities
Winner	Econ Healthcare Group	Language Training Programme: Connecting You and Me
Winner	TOUCH Seniors Activity Centre	"Seniors Caring for Seniors" (SCS) Project
Merit	St. Andrew's Community Hospital	Achieving KPIs in a Changing Environment
Merit	Ling Kwang Home for Senior Citizens	Improving Quality of Life of Elderly through IADL (Instrumental Activities of Daily Living)
Merit	SPD	Strategy to Better Serve the Growing Ageing Population

Award	Organisation	Project
Merit	St. Luke's Hospital	A Seamless Referral Process from the Restructured Hospital to the Community Hospital
Merit	Ling Kwang Home for Senior Citizens	Kopitiam@LKHSC
Merit	Bright Vision Hospital	Celebration of Life, Renewal of Hope: Memorial Service@BVH
Merit	Ling Kwang Home for Senior Citizens	Staying Nimble and Alert in the Silver Years with Visual Arts
Merit	Bright Vision Hospital	Moments of Timeless Treasures - A Reminiscence Group work in a Community Hospital
Merit	Kwong Wai Shiu Hospital	Residents' Social Club

List of Innovation and Productivity Awards winners

Award	Organisation	Project
Winner	St. Luke's Hospital	Risk Stratification of Patients for Post-Discharge Care at a Community Hospital
Winner	Kwong Wai Shiu Hospital	Linen Management (DMAIC, Building Blocks)
Winner	National Kidney Foundation	Exercise Platform
Merit	National Kidney Foundation	Wheelchair Bay Initiative for NKF Dialysis Centres
Merit	Orange Valley Nursing Home	Kampong Project @ Sims Avenue

Award	Organisation	Project
Merit	Bright Vision Hospital	Proper Storage and Replenishment of Patient's Own Medication (POMs) at Bright Vision Hospital
Merit	St. Luke's Hospital	Improving Efficacy of Occupational Therapy Service through Robotic Automation for Post-Stroke Upper Limb Rehabilitation
Merit	Ling Kwang Home for Senior Citizens	Enhancing Assistive Technology (Tablet) for the Cognitively Impaired
Merit	Jurong Community Hospital	Mobile Financial Counselling (FC) Team
Merit	Ren Ci Hospital	I Search....I Find....