

**EMBARGOED TILL 10 OCTOBER 2014, 9AM**

**FACTSHEET  
INTERMEDIATE AND LONG-TERM CARE  
QUALITY FESTIVAL 2014**

The Intermediate and Long-Term Care (ILTC) Quality Festival, which was launched in 2011, is an annual event that aims to inspire, develop and promote the culture of patient safety and quality improvement (QI) in the Community Care sector, and to share best practices within the sector.

2. This year's ILTC Quality Festival, the fourth to date, is organised by the Ministry of Health and the Agency for Integrated Care (AIC) in conjunction with the inaugural National Seminar on Productivity in Healthcare. The theme for the combined event is "Enhancing Care through Quality and Productivity".

3. To date, more than 1,000 participants from about 60 organisations have registered for the Festival. They will hear from distinguished local and overseas speakers from both the health and social care sectors on their expertise and experiences in patient safety and quality improvement.

5. The Festival's highlights include:

- a. Inaugural ILTC Excellence Awards. Organised by AIC, the awards presented aims to recognise exemplary staff and excellent care practices in the areas of clinical care, service quality, innovation, and productivity. More than 200 awardees will be recognised this year.
- b. Poster Competition. Into its third year, the Competition allows service providers to share their quality improvement initiatives in eight areas such as education and training in quality and safety, leadership and governance, mental health and patient safety. A total of 93 abstracts from 17 organisations were received this year (Please refer to the Poster Competition factsheet for details).

**Organising Committee of National Seminar on Productivity in Healthcare and ILTC Quality Festival 2014**

<b>AIC Sponsor</b>	
<b>Dr Seow Yong Tong</b> <i>Deputy Chief, Community Care Development Division &amp; REIT (North)</i> <i>Agency for Integrated Care</i>	
<b>Co-Chairperson of National Seminar on Productivity in Healthcare</b>	
<b>Ms Yen Tan</b> <i>Chief Operating Officer</i> <i>Khoo Teck Puat Hospital</i>	
<b>Chairperson of ILTC Quality Festival</b>	
<b>A/P Lee Kheng Hock</b> <i>Medical Director</i> <i>Bright Vision Hospital</i>	
<b>Co-Chairperson of ILTC Quality Festival &amp; Chairperson of ILTC Quality Festival Scientific Committee</b>	
<b>Mr Edwin Yeo</b> <i>Executive Director</i> <i>Tai Pei Social Service</i>	
<b>Members</b>	
<b>Ms Joycelyn Ling</b> <i>Chief Operating Officer</i> <i>Mount Elizabeth Hospital</i>	<b>Mr Lee Chee Seng</b> <i>Deputy Director, Innovation &amp; Improvement</i> <i>Jurong Health</i>
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<b>Ms Irene Ong</b> <i>Managing Director</i> <i>Serene/Irene Nursing Home</i>	<b>Mr Joshua Lee</b> <i>Assistant Director, Operations and Facility Planning</i> <i>Ren Ci Hospital</i>
<b>Ms Winnie Koh</b> <i>Administrator</i> <i>Moral Home for the Aged Sick</i>	<b>Ms Lim Siang Ngin</b> <i>Senior Manager, NUHS Way</i> <i>National University Hospital</i>
<b>Ms Florence Chng</b> <i>Director of Nursing</i> <i>Assisi Hospice</i>	<b>Dr Low Lian Leng</b> <i>Registrar</i> <i>Bright Vision Hospital</i>

<b>Mr David Dhevarajulu</b> <i>Director, Kaizen Office  Tan Tock Seng Hospital</i>	<b>Mr Lucas Siah</b> <i>Social Worker  SWAMI Home</i>
<b>Dr Lim Yen Peng</b> <i>Principal Dietitian  Tan Tock Seng Hospital</i>	
<b>Agency for Integrated Care (AIC)  Secretariat</b>	
<b>Ms Yong Pei Chean</b> <i>Senior Manager, Operations Efficiency  Community Care Development Division</i>	<b>Mr Raymond Lim</b> <i>Manager, Operations Efficiency  Community Care Development Division</i>
<b>Ms Pauline Ang</b> <i>Assistant Manager, Care Improvement  Community Care Development Division</i>	<b>Ms Geraldine Cheong</b> <i>Senior Executive, Operations Efficiency  Community Care Development Division</i>
<b>Ms Germaine Wang</b> <i>Senior Executive, Operations Efficiency  Community Care Development Division</i>	<b>Mr Liu Sijiang</b> <i>Executive, ILTC Standards &amp; Quality  Community Care Development Division</i>
<b>Ms Daphne Law</b> <i>Executive, Operations Efficiency  Community Care Development Division</i>	

## ILTC QUALITY FESTIVAL 2014 PROGRAMME

Time	Event		
8.00 – 9.00am	Registration for Conference		
9.00 – 9.30am	Welcome by Chairs of the Organising Committees  Opening Address by Parliamentary Secretary for Health and Transport, A/Prof Muhammad Faishal Ibrahim		
9.30 – 10.00am	ILTC Excellence Awards Presentation (Group/Gold)		
10.00 – 10.45am	Plenary Lecture I – Australian Case Study - Insights into SummitCare  Ms Cynthia Payne CEO, SummitCare, Australia		
10.45 – 11.15am	Tea Break		
11.15am – 12.00pm	Plenary Lecture II – Enabling Active Ageing in Hong Kong through Social Innovation  Mr Erwin Huang President of Hong Kong Information Technology Federation (HKITF), and founding CEO of WebOrganic, Hong Kong		
12.00 – 1.30pm	Lunch		
Breakout Tracks	Enhancing Psychosocial Care	Enhancing Safety of Care	Enhancing Design and Care Processes
1.30 – 1.55pm	Passionate Physician Advocacy of Better Psychosocial Care of Patients Dr Tan Yew Seng Senior Consultant and Medical Director of Assisi Hospice	Safe Care Transitions: Literature, Experience and Applications  A/Prof Arpana Vidyarthi Consultant, Singapore General Hospital, Associate Professor, Education and Health Systems and Services Research, Duke NUS Graduate Medical School,	Designing Healthcare for an Optimal Patient Experience  Ms Heidi Rafman Director, Quality Improvement and Patient Experience, Head, Productivity, National University Hospital

Time	Event		
1.55 – 2.10pm	Delivering Dignity of Care, First Things First  Ms Tan Ching Yee Centre Director TRANS SAFE Centre, TRANS Family Services	Director, Singapore Chief Residency Program Singapore	
2.10 – 2.30pm	Active Ageing in a Nursing Home  Ms Jumir C. Cansino  Therapy Aide  Ms Joanna Abellera Nursing Aide Villa Francis Home for the Aged	Use of Entrustable Professional Activities to Ensure Proficiency in Safe Patient Care Dr Ng Lee Beng Consultant, Department of Family Med & Continuing Care, Singapore General Hospital	Redesign the Second Half of Your Life  Ms Soh Swee Ping CEO, Council for Third Age
<b>Oral Presentations from Poster Competition</b>			
2.30 – 2.40pm	Guided Autobiography  The Salvation Army, Peacehaven Nursing Home	Preventing Drug Allergy by Supporting the Healthcare Team with Timely Reminders  Bright Vision Hospital	Smart Technology for Timely Diaper Change in Nursing Home Residents  Institute of Bioengineering and Nanotechnology, A*STAR
2.40 – 2.50pm	The Expression of Thoughts and Emotions Through Visual Arts  Ling Kwang Home for Senior Citizens	Attendance Taking and Client Tracking – Piloting an Active Location Tracking System at St Luke's Eldercare (Serangoon)  St Luke's ElderCare Ltd	Integrated Home Hospice Care – Impact on Family Care Giver Satisfaction  Dover Park Hospice

Time	Event
2.50 – 3.00pm	Q&A Session for Oral Presenters from Poster Competition
3.00 – 3.30pm	Tea Break
3.30 – 4.15pm	Plenary Lecture III – Final Steps and Beyond  A/Prof Pang Weng Sun Chairman, Medical Board, Yishun Community Hospital Senior Consultant, Department of Geriatric Medicine, Khoo Teck Puat Hospital, Vice Dean, Clinical Affairs, Lee Kong Chian School of Medicine
4.15 – 4.30pm	ILTC Quality Festival Poster Competition Award Presentation
4.30 – 4.45pm	Closing Address

## Speakers of ILTC Quality Festival 2014

### Plenary Speakers

#### Overseas Speakers

1. **Ms Cynthia Payne**  
Chief Executive Officer, SummitCare, Australia
2. **Mr Erwin Huang**  
President of Hong Kong Information Technology Federation (HKITF), Hong Kong

#### Local Speakers

3. **Associate Professor Pang Weng Sun**  
Chairman, Medical Board, Yishun Community Hospital;  
Senior Consultant, Department of Geriatric Medicine, Khoo Teck Puat Hospital;  
Vice Dean, Clinical Affairs, Lee Kong Chian School of Medicine

### Breakout Session Speakers

#### Local Speakers

1. **Dr Tan Yew Seng**  
Senior Consultant and Medical Director of Assisi Hospice
2. **Ms Tan Ching Yee**  
Centre Director, TRANS SAFE Centre, TRANS Family Services
3. **A/Prof Arpana Vidyarthi**  
Consultant, Singapore General Hospital;  
Associate Professor, Education and Health Systems and Services Research,  
Duke  
NUS Graduate Medical School;  
Director, Singapore Chief Residency Program Singapore
4. **Ms Heidi Rafman**  
Director, Quality Improvement and Patient Experience,  
Head, Productivity, National University Hospital
5. **Ms Jumir C. Cansino**  
Therapy Aide  
Villa Francis Home for the Aged, Singapore
6. **Ms Joanna Abellera**  
Nursing Aide  
Villa Francis Home for the Aged, Singapore

**7. Ms Soh Swee Ping**

Chief Executive Officer, Council for Third Age, Singapore

**8. Dr Ng Lee Beng**

Consultant, Department of Family Med & Continuing Care, Singapore General Hospital

Please refer to Appendix 1 for the overseas speakers' curriculum vitae.



### Overseas Speakers' Curriculum Vitae

#### 1. **Ms Cynthia Payne**

Chief Executive Officer, SummitCare, Australia

Cynthia has committed over 22 years of leadership to the aged care industry. She started out as a personal carer whilst studying to complete her Bachelor of Nursing at Sydney University. She is a grassroots Chief Executive Officer (CEO) who has risen through the ranks across all spans of programs that operate in aged care delivery. Her qualifications include an MBA from the University of New England and she has lead and managed both for profit and not for profit entities.

At 33, she took up her position as CEO of SummitCare and for the past eleven years she has been working diligently with her team transforming the organisation to a leader in the residential aged care sector. In 2013, she was awarded the Woodside Better Business Award for her leadership role in the Arts Health Institute.

SummitCare is the only provider of aged services to have been awarded both Gold (2012) and Silver (2009) through the prestigious SAI Global - Australian Business Excellence Awards.

The organisation, under her stewardship, has grown to serve over 1000 older Australian each day in residential and in-home care services. Revenue growth has more than doubled. All services have undergone a significant level of building upgrades and a development was approved in March 2012 for new service which will cater for over 186 people in the Hills District in North western Sydney.

She is mother to four children and is an active participant in a range of community activities.

Of note are her contributions as Treasurer/Director of Leading Aged Services Association, Provider Rep to the ACIC Building Committee, Mentor to the Lucy mentoring program (University of Sydney and University of Western Sydney) and finally Inaugural Chairman of the Arts Health Institute – a recently constituted National Charity that is bringing the Playup Program across Australia.

## **2. Mr Erwin Huang**

Chief Executive Officer, WebOrganic, Hong Kong

Erwin is President of Hong Kong Information Technology Federation (HKITF), and founding Chief Executive Officer (CEO) of WebOrganic. He is a serial entrepreneur and a leader in a social enterprise – the eLearning field. He has extensive experience in running startups to public companies, and social enterprise. He is actively engaged in social services with a view to bridging the digital divide and promoting IT in education and eLearning. He is currently Deputy Chairman of Tse Sui Luen (HKSE stock code 417) and as CEO between 2008-2010, impressively delivered a net growth of 60% during the global economic crisis. He founded the Senior Citizen Home Safety Association (SCHSA) and is now serving as Vice Chairman, pioneering the use of technology for senior citizen safety.

As an experienced entrepreneur, he has built multiple IT, mobile and Internet companies in Hong Kong, Tokyo, London and the Silicon Valley. He has also hosted a TV series as "Dr Wong", championing a digital lifestyle. Having served the youth community since the early 1990s, he is author of 3 books on Internet for the youth.