



19 September 2018

Enhanced funding support of up to 85% for Community Care sector to adopt technology and streamline processes as part of productivity drive

Community Care organisations can now enjoy up to 85% in enhanced funding support from the extended Healthcare Productivity Fund (HPF) to support their efforts to improve productivity and care quality. This is via a second tranche of productivity funding for the Community Care sector for the next three years, administered by the Agency for Integrated Care (AIC). Its focus is on supporting the sector's adoption of technology and scaling up healthcare productivity efforts.

2. Under this second tranche of HPF, the enhanced funding support for technology adoption is an increase from 67% under the first HPF tranche. To make applications more hassle-free, there is a "Green Lane" list of commonly requested equipment with proven productivity results. Items in the list include transfer aids, nursing care and rehabilitation equipment, and cleaning aids. Green lane applications involve a simple 1-page form and are approved within an expedited timeframe. AIC will also work with service providers to pilot new technologies and equipment for use in the Community Care sector.

3. Besides equipment and technology, this tranche of HPF will also focus on streamlining work processes to improve efficiency while maintaining the quality of care. AIC is partnering with various Community Care organisations to conduct collaborative process improvement projects, with a focus on core resource-intensive care processes that cut across the sector. To date, over 20 providers have participated in four improvement collaboratives, focusing on showering, naso-gastric tube feeding, oral feeding and medication management processes.

4. The showering process improvement collaborative was the first to take off. Between August 2017 and March 2018, 11 nursing homes came together to discuss how to improve their showering process for their residents. As a result, the time spent in showering their residents was greatly reduced. Participating nursing homes successfully reduced staff time spent on patient showering by as much as two hours per day. All Saints Home (Yishun) was one of the participating nursing homes, saving 30 to 45 minutes per day in their showering process.

5. “Besides adopting the streamlined process that we came up with at the workshop, we also tapped on the other nursing homes’ best practices. We installed showering racks instead of using a trolley and changed our showering schedule. By letting residents choose their preferred timings, we did not have to rush to shower all of them in the morning. This move split the workload between the staff from the morning and afternoon shifts. As a result of the changes, we shaved about 45 minutes off our daily showering process. Residents were also happier as they could shower at their chosen time. The outcomes were so encouraging that we implemented this streamlined showering process across all of our four nursing home sites in September 2017,” shared Ms Tan Lai Suan, Director of Nursing, All Saints Home.

6. AIC’s Chief Executive Officer Dr Jason Cheah shared, “We are very pleased with the extension of the HPF for the Community Care sector for another three years. The fund is a welcomed source of support for our partners who are looking at ways to improve care and increase efficiency, while improving workplace conditions for their staff. In the first tranche of funding, approximately 300 projects were supported to improve productivity. These productivity initiatives, coupled with efforts to enhance the quality of care for seniors, will enable the sector to improve value in care delivery. We look forward to seeing more new solutions to streamline processes, improve care and deliver value for clients and workers.”

7. Recognising that teams and individuals are at the heart of all quality and productivity improvement efforts, the Community Care Excellence Awards 2018 was held at this morning’s Quality and Productivity Festival 2018. This year’s awards has 407 winners. These biennial awards recognise and celebrate those who demonstrate

exemplary service and commitment in delivering quality care. Over 1,000 submissions have been received for the awards since it started in 2014. Over 600 submissions were received this year, more than double that of 2016's.

8. The biennial Quality and Productivity Festival brings leaders and practitioners in the Community Care sector together to promote a culture of quality improvement. This is the sixth time AIC is organising the event. This year's theme is "Delivering Value for Clients...One improvement at a time". More than 600 delegates attended the conference, which also showcased over 30 technologies and robotic solutions in areas of rehabilitation, fall prevention, transferring, and clinical care.

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About the Agency for Integrated Care

The Agency for Integrated Care (AIC) aims to create a vibrant care community for people to live well and age gracefully. AIC coordinates and supports efforts in integrating care to achieve the best care outcomes for our clients. We reach out to caregivers and seniors with information on staying active and ageing well, and connect people to services they need. We support stakeholders in their efforts to raise the quality of care, and also work with health and social care partners to increase services for the ageing population. Our work in the community brings care services and information closer to those in need. For more about us, please visit www.aic.sg.