

## **Media Release Embargoed till 9 October 2014, 9.00AM**

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### **Transforming Healthcare through Better Productivity and Quality**

1. More than 1,000 participants from the healthcare and social care sectors are expected to attend the inaugural National Seminar on Productivity in Healthcare and Intermediate and Long-Term Care (ILTC) Quality Festival 2014, starting today. Organised by the Ministry of Health (MOH) and the Agency for Integrated Care (AIC), both events will be held back-to-back from 9 to 10 October at Max Atria @ Singapore Expo in conjunction with the National Productivity Month 2014.
2. Mr Gan Kim Yong, Minister for Health, graced the opening of the National Seminar on Productivity in Healthcare this morning. Associate Professor Muhammad Faishal Ibrahim, Parliamentary Secretary for Health and Transport, will be opening the ILTC Quality Festival tomorrow.
3. With the theme “Enhancing Care through Quality and Productivity”, the two events aim to encourage a culture of productivity and quality improvement in the healthcare and social care sectors to further enhance the quality of care in Singapore. One of the highlights of the National Seminar on Productivity in Healthcare is an exhibition with over 20 community care organisations, public healthcare agencies and educational institutions represented. (For the list of participating organisations, please refer to Annex A) They will showcase their efforts in raising productivity to better care for their patients and clients. This first exhibition of its kind features over 40 projects, several of which were funded by the Healthcare Productivity Fund – Intermediate and Long-Term Care, and include projects that use cutting-edge technology and equipment in the delivery care and which improve time and manpower resources.

4. The exhibition is an excellent platform for event participants to gather ideas, inspirations and better solutions for care delivery, acquire new productivity tips and learn about the technological innovations available for different stages and settings in a patient's care journey. They can also visit the booths helmed by healthcare vendors and find out about their wide range of products and services.
5. Associate Professor Lee Kheng Hock, Medical Director of Bright Vision Hospital and Chairperson for ILTC Quality Festival Organising Committee said, "Community hospitals, nursing homes, home care and day centres together constitute a vital part of our healthcare system. It is a manpower intensive sector as it provides direct support to patients and caregivers. Appropriate use of labour-saving technology and empowering the healthcare workers in this sector with knowledge will improve the quality and affordability of the services provided to our patients. This seminar and exhibition provides the platform for everyone to come together to share knowledge and best practices."
6. "Quality healthcare is not possible without improved productivity. The solutions showcased at this exhibition, which addresses real ground challenges faced, have for an example collectively saved many man hours each month. This is time that staff can channel back into providing hands-on care and support to their patients and residents. The results are inspiring, and we believe this event will encourage healthcare workers to make real strides in their pursuit of productivity and quality work," shared Ms Yen Tan, Chief Operating Officer of Khoo Teck Puat Hospital and Co-Chairperson for the National Seminar on Productivity in Healthcare Organising Committee.
7. More than 20 experts in healthcare productivity, thought leaders and healthcare practitioners will speak at the respective events. They include experts from USA, Australia and Hong Kong such as Dr Steven Strongwater, Chief Transformation Officer and Chief Medical Executive, Geisinger Health System, USA; Mr Andrew Huang, President and CEO of Koo Foundation Sun Yat-Sen Cancer Center,

Taiwan; Ms Cynthia Payne, Chief Executive Officer, SummitCare, Australia; and Mr Erwin Huang, President of Hong Kong Information Technology Federation (HKITF), Hong Kong. They will share their insights, experiences and work in improving quality of care and raising productivity. They will also review existing productivity initiatives and discuss ways to further enhance the quality of care in Singapore's healthcare sector. (For the Seminar's programme, please refer to Annex B).

8. Dr Jason Cheah, Chief Executive Officer of AIC said, "AIC is pleased to contribute to the national productivity movement by co-organising the inaugural National Seminar on Productivity in Healthcare and ILTC Quality Festival 2014 with the Ministry of Health. It is the first time that productivity efforts over the entire patient care journey, from hospital back to the community, are being showcased in one setting. Supported by our health and community care partners, the event will serve as a timely platform to reiterate the importance of productivity and its impact on quality of care. Productivity and quality improvement are important aspects in transforming the way care is delivered and is fundamental to enabling our elderly loved ones to live well and age gracefully."
9. The ILTC Quality Festival 2014 on 10 October will drive home the importance of embracing a culture of change and to remind community care service providers to make quality a way of life. And many are doing so, judging from the very positive response to ILTC Quality Festival Poster Competition. This year's Competition has seen a 75% increase in submissions from a year ago, with a total of 93 abstracts received from 17 organisations.
10. In recognition and to applaud service providers and healthcare professionals in their efforts to improve the quality of care, AIC is for the first time organising the ILTC Excellence Awards during the ILTC Quality Festival. These awards will be presented by Associate Professor Muhammad Faishal Ibrahim, Parliamentary Secretary for Health and Transport, to over 200 individuals and teams who have demonstrated excellence and contributed significantly in the areas of clinical and service quality and who have embraced productivity and innovation at work.

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### **About National Productivity Month 2014**

Held in October 2014, National Productivity Month (NPM) is a national-level initiative to showcase and share ideas, methods and perspectives on how companies can improve productivity. Co-hosted by the Singapore Business Federation (SBF) and Singapore National Employers' Federation (SNEF), NPM 2014 is a month-long initiative consisting of various productivity-themed events. Events are organised in collaboration with other industry associations and government agencies in various sectors, such as manufacturing, healthcare, retail, food services, hospitality and construction. Besides providing networking and learning opportunities for business leaders, NPM 2014 is also a platform for senior executives to have access to thought leaders, subject matter experts and industry captains who have successfully embarked on revamping their business models. The NPM brand identity is based upon making the importance of productivity – efficiency and effectiveness – the star of the show. This star is only visible as all relevant components merge. [www.npm.sg](http://www.npm.sg)

### **About Agency for Integrated Care (AIC)**

The Agency for Integrated Care (AIC) is set up by the Ministry of Health (MOH) to oversee, coordinate and facilitate all efforts in care integration. Our mission is to achieve best care outcomes for our clients by empowering them with health and social care information and arranging for their care when they are discharged from hospitals. We enable stakeholders to raise the quality of care, and also enhance collaboration by working with health and social care providers to increase services to support the ageing population. Our work in the community brings care services and information closer to those in need. For more information, please visit [www.aic.sg](http://www.aic.sg).

### **About Singapore Business Federation (新加坡工商联合总会)**

As the apex business chamber, the Singapore Business Federation (SBF) champions the interests of the business community in Singapore in trade, investment and industrial relations. Nationally, SBF acts as the bridge between businesses and government in Singapore to create a conducive business environment. Internationally, SBF represents the business community in bilateral, regional and multilateral fora for the purpose of trade expansion and business networking. [www.sbf.org.sg](http://www.sbf.org.sg)

## **About Singapore National Employers' Federation (新加坡全国雇主联合会)**

The Singapore National Employers Federation (SNEF) was established in 1980. SNEF is a trade union of employers dedicated to preserving industrial harmony and helping employers achieve excellence in employment practices, thereby enhancing productivity, competitiveness as well as the quality of their employees' work life. With the support of over 3,000 corporate members, SNEF is an active player in facilitating the tripartite partnership among the Government, employers and unions. [www.snef.org.sg](http://www.snef.org.sg).





## Annex A

### Participating organisations in the exhibition organised as part of the National Seminar on Productivity in Healthcare

S/N	Institutions
<b>Community care institutions</b>	
1.	Alzheimer's Disease Association
2.	Asian Women's Welfare Association (AWWA)
3.	NTUC Health
4.	The Salvation Army Peacehaven Nursing Home
5.	St Luke's Hospital
6.	St Luke's ElderCare
7.	Sunshine Welfare Action Mission (SWAMI)
8.	Tai Pei Social Service
9.	United Medicare Centre
<b>Educational institutions</b>	
10.	Nanyang Polytechnic
11.	Ngee Ann Polytechnic
12.	Temasek Polytechnic
13.	NUS Department of Biomedical Engineering
<b>Public healthcare institutions</b>	
14.	Changi General Hospital
15.	Institute of Mental Health
16.	KK Women's and Children's Hospital
17.	Khoo Teck Puat Hospital
18.	Mount Elizabeth Hospital
19.	National Healthcare Group Pharmacy
20.	National University Hospital
21.	Tan Tock Seng Hospital
22.	Singapore General Hospital
23.	Singhealth Polyclinics

## National Seminar on Productivity in Healthcare – Programme

Time	Event
8.00 – 9.00AM	Registration for Conference
9.00 – 9.05AM	Video Montage
9.05 – 9.35AM	<p><b>Welcome by Chairs of the Organising Committee</b></p> <p>1) Ms Yen Tan, Co-Chairperson, National Seminar on Productivity in Healthcare and ILTC Quality Festival and</p> <p>2) A/P Lee Kheng Hock, Chairperson of ILTC Quality Festival, combined Organising Committee</p> <p><b>Opening Address by Minister for Health- Mr Gan Kim Yong</b></p>
9.35 – 10.20AM	<p><b>Plenary Lecture I – Transformation</b></p> <p><b>Dr Steven Strongwater</b> Chief Transformation Officer and Chief Medical Executive for Geisinger Health system, USA</p>
10.20 – 10.55AM	Tea Break
10.55 – 11.40AM	<p><b>Plenary Lecture II – Disruptive Technology : Building Bridges to Quality Healthcare</b></p> <p><b>Dr Ernest Madu</b> Cardiologist, Founder &amp; CEO Of Heart Institute of the Caribbean, Chairman &amp; Chief Executive of International Healthcare Services, USA</p>
11.40 - 12.25PM	<p><b>Plenary Lecture III – The Promises and the Pitfalls of Driving Innovation in Healthcare</b></p> <p><b>Mr Stuart Smith</b> Chief, Service Innovation Practice, Institute of Systems Science, National University of Singapore, Singapore</p>
12.25 – 2.00PM	Lunch

Time	Event		
<b>Breakout Tracks</b>	<b>Tele-health: International and National Perspective</b>	<b>Business Excellence Framework and Performance Benchmarking</b>	<b>Sharing on Productivity Technology in Healthcare</b>
<b>2.00 – 2.35PM</b>	<b>Practical Applications of Telemedicine in Healthcare Delivery</b>  <b>Dr Ernest Madu</b> Cardiologist, Founder & CEO Of Heart Institute of the Caribbean, Chairman & Chief Executive of International Healthcare Services	<b>Measuring for Success- Insight into SummitCare Suite of Measures - Delivering Real Results</b>  <b>Ms Cynthia Payne</b> CEO, SummitCare, Australia	<b>Keeping Patients Safe with RFID</b>  <b>Ms Ng Lay Ling</b> Assistant Director of Operations, St Luke's ElderCare  <b>Wound Documentation with New Technology</b>  <b>Ms Susie Goh</b> Director of Nursing, St Luke's Hospital
<b>2.35 – 2.50PM</b>	<b>Telepharmacy Service</b>  <b>Mr Chew Wei Kean</b> Pharmacist, Watson's Personal Care Stores Pte Ltd	<b>Business Excellence in Healthcare: What it Means to Me</b>  <b>Mr Peter Siah</b> Assistant Director, Singapore General Hospital	<b>The Coming of Age for Technology Assisted Rehabilitation: Practical Lessons from CART</b>  <b>Dr Chua Sui Geok, Karen</b> Senior Consultant, Department of Rehabilitation Medicine, Tan Tock Seng Hospital
<b>2.50 – 3.10PM</b>	<b>TeleGeriatric Service</b>  <b>Mr Kenneth Lam</b> Senior Operations Manager, Yishun Community Hospital/ Alexandra Health Systems	<b>Real-Time Dashboard - Sense and Respond</b>  <b>Mr Peter Tay</b> Chief Operating Officer Changi General Hospital	<b>Pet Robot and SoundEye</b>  <b>Dr Tan Yeow Kee</b> Group Leader, Institute for Infocomm Research, A*Star



Time	Event		
3.10 – 3.40PM	Tea Break		
3.40 – 4.05PM	<p><b>The Singapore Integrated Diabetic Retinopathy Programme (SIDRP): Progress, Challenges and Lessons</b></p> <p><b>Prof Wong Tien Yin</b>  Medical Director, Singapore National Eye Center,  Provost's Chair Professor and Vice-Dean, Office of Clinical Sciences, Duke-NUS Graduate Medical School, National University of Singapore  Group Director, Research, Singapore Health Services (SingHealth)</p>	<p><b>Positive-sum Solution for All Stakeholders in Healthcare</b></p> <p><b>Dr Andrew Huang</b>  President &amp; CEO, Koo Foundation Sun Yat-Sen Cancer Center, Taiwan</p>	<p><b>Transforming Outpatient Pharmacy – A Novel Approach</b></p> <p><b>Ms Lee Soo Boon</b>  Assistant Director of Pharmacy, Singapore General Hospital</p>
4.20 – 5.05PM	<p><b>Plenary Lecture IV – Overcoming Challenges to Taiwan's National Health Insurance</b></p> <p><b>Dr Andrew Huang</b>  President &amp; CEO, Koo Foundation Sun Yat-Sen Cancer Center, Taiwan</p>		
5.05 – 5.10PM	End of Day 1 Conference		

