

28 September 2016

**Intermediate and Long-Term (ILTC) Excellence Awards 2016 honours
over 200 individuals and teams for their clinical and service excellence**

Transforming their elderly clients from recipients of care services into givers of care. This innovative idea was what TOUCH Seniors Activity Centre came up with to improve the services provided to two groups of clients – those who attend their day care centre as well as the vulnerable, frail and home-bound seniors. Their “Seniors Caring for Seniors” programme won them the Service Quality Improvement Award at this year’s ILTC Excellence Awards.

2. TOUCH Seniors Activity Centre was among over 200 individuals and teams who received their awards from Senior Minister of State for Health Dr Amy Khor at a ceremony at Suntec Singapore Convention and Exhibition Centre. The ILTC Excellence Awards is the only one of its kind that recognises exemplary staff and excellent care practices in the Community Care sector. This is the second time that the Awards has been organised by Agency for Integrated Care (AIC) since it started in 2014.

3. There are six awards in total – three individual awards and three team awards. The former comprises the Service Quality Gold and Silver Awards, and the Good Suggestion Award. The three team awards are the Clinical Quality Improvement, Service Quality Improvement, and the Innovation and Productivity Awards.

4. “Quality care is important for our clients and seniors to age well at home and in the community. However, “quality care” covers not only the clinical aspects of care.

It also involves the personal touch in the form of service quality, and requires innovation on the part of all service partners to constantly improve and excel,” said AIC’s Chief Executive Officer Dr Jason Cheah.

5. In the case of TOUCH Seniors Activity Centre, their innovative idea of getting their more abled seniors at the centre to befriend their frail, home-bound peers has achieved several objectives simultaneously. It gets their abled, centre-based seniors to step out of their comfort zone and contribute to the community, expands the home-bound seniors’ care support network, and grows the centre’s capacity to serve more vulnerable seniors. Volunteerism has a positive effect on one’s psychosocial wellbeing. According to Ms Carol Oh, the “Seniors Caring for Seniors” project co-team leader, her senior volunteers feel a sense of significance when they look after the wellbeing of their home-bound peers. Since October 2013, the centre has recruited and trained 57 senior volunteers from their pool of clients who are now befriending some 60 home-bound seniors. Beyond befriending services, these volunteers may also escort their charges for medical appointments and provide pastoral care on an ad-hoc basis. The befriending initiative has also met with their home-bound clients’ approval. It received a satisfaction rating of 96% from this group when it was evaluated in December 2015.

6. More than 160 individuals received their Service Quality Award in recognition of their excellent service standards. Nurse Manager Esther Chong from HCA Hospice was among the 10 Service Quality – Gold recipients. She has received numerous compliments and appreciation cards from caregivers and family members of her clients expressing gratitude for her support and professionalism during the most difficult phase of their lives. Besides providing care to her clients, she also provides advice and emotional support to their caregivers, often beyond her working hours. “This award affirms my commitment as a palliative nurse. I work with conscience and treat every client and their family with sincerity. Patients are my greatest teachers and I am privileged to be able to learn from their life experiences as I journey with them near the end of their lives,” shared Esther on receiving her award.

7. The qualifying period for all ILTC Excellence Awards 2016 nominations was 1 January 2014 to 31 December 2015. The nominations were assessed by a panel of 15 leaders from the Community Care sector who are also quality improvement practitioners.

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About the Agency for Integrated Care

The Agency for Integrated Care (AIC) seeks to create a vibrant Care Community enabling people to live well and age gracefully. AIC coordinates and facilitates efforts in care integration to achieve the best care outcomes for our clients. We do this 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.