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For Immediate Release

NURSING HOME IT ENABLEMENT PROGRAMME
- **Enabling Nursing Homes to deliver better quality care through better IT capabilities**

The Agency for Integrated Care (AIC) announced today the launch of the Nursing Home IT Enablement Programme (NHELP), which nursing homes can tap on to support them in improving patient care and boosting productivity. AIC plans to roll this out to 36 nursing homes by 2017, with nine nursing homes already committed to participate in NHELP. The Singapore Christian Home (SCH) will be the first nursing home to implement the NHELP IT system in February 2015.

2.   The NHELP IT system will allow nursing home residents to enjoy better integrated care across our healthcare systems. Connected to AIC's Integrated Referral Management System and the National Electronic Health Record (NEHR), the IT system will ensure timelier flows of residents' electronic health information between different care institutions and participating nursing homes. Such ease in accessibility to other healthcare systems will enable greater co-ordination and informed decision-making for nursing homes to provide better quality of care for their residents. Alerts, for instance, will be built into the IT system to flag out residents' care issues, so that health risks can be identified early for remedial action to be taken. This reduces the likelihood of hospital readmissions. The system will also be able to facilitate care planning for residents based on their medical history and

records, and through electronic tracking of the care plan outcomes help nursing homes achieve continuous improvement of quality care.

3.   The NHELP IT system will also automate processes and documentation, boosting productivity and work efficiency. For example, nurses can retrieve residents' records, instead of going through numerous paper records. As the system is web-based, authorised nursing home staff can view or update their residents' records at any time and at any place. The system will even send reminder alerts to staff on ongoing tasks and care assessments to be done. The system will also automate the submission of data to the Ministry of Health for subvention purposes.

4.   Executive Director of Singapore Christian Home Ms Yip Moh Han said, "We look forward to implementing the NHELP IT system, and working closely with AIC to configure it for my nursing home's needs. I have already identified several ways that the system can help us to remove tedious and repetitive tasks, provide greater accuracy in reporting, and to obtain real-time information on patient care. NHELP will help my care staff to work more efficiently, focus energies on providing quality care and thus achieve greater job satisfaction."

5.   Besides improving patient care and operational efficiency, NHELP will also serve as a platform for nursing homes to improve and harmonise processes across the sector by incorporating best practices into the system.

6.   Chief Executive Officer of AIC Dr Jason Cheah said, "We are excited by the possibilities that NHELP offers. The use of such a system will not only boost productivity and efficiency in our nursing homes, more importantly, it will assist our Homes in achieving better care outcomes for our elderly clients. I am confident that such an IT-based system will gain greater traction with more nursing homes progressively. AIC will support the sector in the implementation of the NHELP IT system to encourage its smooth adoption."

7.   Prior to implementation, AIC will work with the participating nursing homes to integrate their existing processes into the IT system as seamlessly as possible. Training sessions including change management and system familiarisation

sessions will be organised. Staff will also be guided step-by-step on the various system features during implementation phase to help them optimise use of the features. One such feature is the "Reports Builder" functionality which will allow nursing homes to create customised reports of residents to analyse data. An IT Help Desk and hotline will be set up so that participating nursing homes can call in to seek further guidance or advice on using the IT system.

8.   To implement NHELP, AIC is collaborating with T-Systems Singapore Pte Ltd and its partner Leecare Solutions, an Australian-based company that has been providing IT solutions to Australian nursing homes for the past 22 years.

9.   The cost of implementing and customising the NHELP IT system to all 36 nursing homes is $6.5 million. Participating nursing homes will subscribe to NHELP IT system as a service.

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About the Agency for Integrated Care

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 patients 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.

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