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*For immediate release*

## **Community Care Sector Gears up for Higher Standards: Celebrating another year of quality improvements**

For the third year running, the Agency for Integrated Care's (AIC) Intermediate and Long-Term Care (ILTC) Quality Festival 2013 has gathered community care providers, including 26 nursing home operators, at a dedicated platform to discuss about quality care. This conference has gained tremendous support and participation over the years from community hospitals, nursing homes, day care centres and hospices, many of whom have begun their own improvement efforts.

2. Director of Nursing from Villa Francis Home for the Aged, Ms Susan Gui said, "This annual gathering is most timely and an occasion for the sector to celebrate and share about best and innovative practices on quality care. At my nursing home, we have started looking at ways to further improve the care we provide by reviewing our processes and to promote continuous training. We have been participating in Quality Improvement (QI) projects since 2010, covering continence care, hand hygiene, medication management, and diabetes care. These efforts have provided us with a firm foundation in our preparation to meet the enhanced set of nursing home licensing standards announced by the Ministry of Health (MOH) in March this year."

3. More support will be given to the nursing home operators in their preparation to meet the enhanced standards of care. For example, AIC in collaboration with the nursing home providers is developing a draft Guide on the enhanced standards of care. This was announced by Parliamentary Secretary for Health, Associate Professor (A/P) Muhammad Faishal Ibrahim today at the ILTC Quality Festival. The Guide, which will be launched by April 2014, will help prepare the ILTC sector in meeting the enhanced standards of care when MOH implements them in 2015.

4. The Guide aims to assist nursing homes to achieve the enhanced standards of care in a structured and systematic way. It includes explanatory notes to the standards, provides examples of processes and templates that nursing homes can use to achieve the outcomes specified in the standards. To ensure that the Guide is relevant and useful, AIC will be conducting a series of consultation sessions with nursing home operators to gather their feedback and suggestions.

5. Director of Nursing from Man Fut Tong Nursing Home, Ms Christina Loh, who was one of the participants in the consultation, said, "I am happy to contribute my knowledge and experience in the development of the Guide. I hope my counterparts from the other nursing homes will do the same during their consultation sessions. Collectively, we must commit to improving the care standards in our nursing homes, through the use of the Guide."

6. To support the roll out of the enhanced standards of care, AIC's Learning Institute (LI) has identified more than 100 relevant training programmes for staff of nursing homes. AIC will also develop courses in new areas such as advance care

planning, dignity of care, fall prevention, and pain management. These courses will help develop the necessary capabilities of nursing homes' employees in meeting the enhanced set of nursing home standards.

7. The Guide complements other efforts of AIC to strengthen the culture of quality improvement in the ILTC sector. One such initiative is the ILTC Excellence Awards which will be introduced in 2014. The ILTC Excellence Awards, a first for the sector, will recognise exemplary ILTC professionals and celebrate best practices in the sector. Nominations for the awards are now open and will close on 10 January 2014. (Please refer to the Factsheet on ILTC Excellence Awards).

8. More than 300 professionals from 50 organisations including social care providers attended this year's ILTC Quality Festival. The Festival's Poster Competition showcased the sector's numerous quality improvement initiatives. This year, there were a total of 55 abstracts from 22 organisations. The top three winners of the Poster Competition are Dover Park Hospice, Bright Vision Hospital and St. Andrew's Community Hospital. (Please refer to the Factsheet on ILTC Poster Competition).

9. Chief Executive Officer of AIC, Dr Jason Cheah said, "The integration of health and social care services is an exciting phase of development for us and the sector. And this year's Quality Festival is the first we have opened to our working partners from the social care organisations. Their participation is an important step and reflects the readiness of both health and social care providers to come together to rethink, to discuss about quality improvement steps, and to create new ways of delivering care that will bring about best health and social care outcomes for all of our clients. AIC will

continue to support their efforts through quality improvement initiatives and training programmes, which I hope will spur them to do more in terms of care integration and making their care services holistic.”

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### **About the 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 health 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](http://www.aic.sg).