



Quality & Productivity Festival 2018

Delivering Value for Clients

... One improvement at a time

19 September 2018 | MAX Atria @ Singapore EXPO

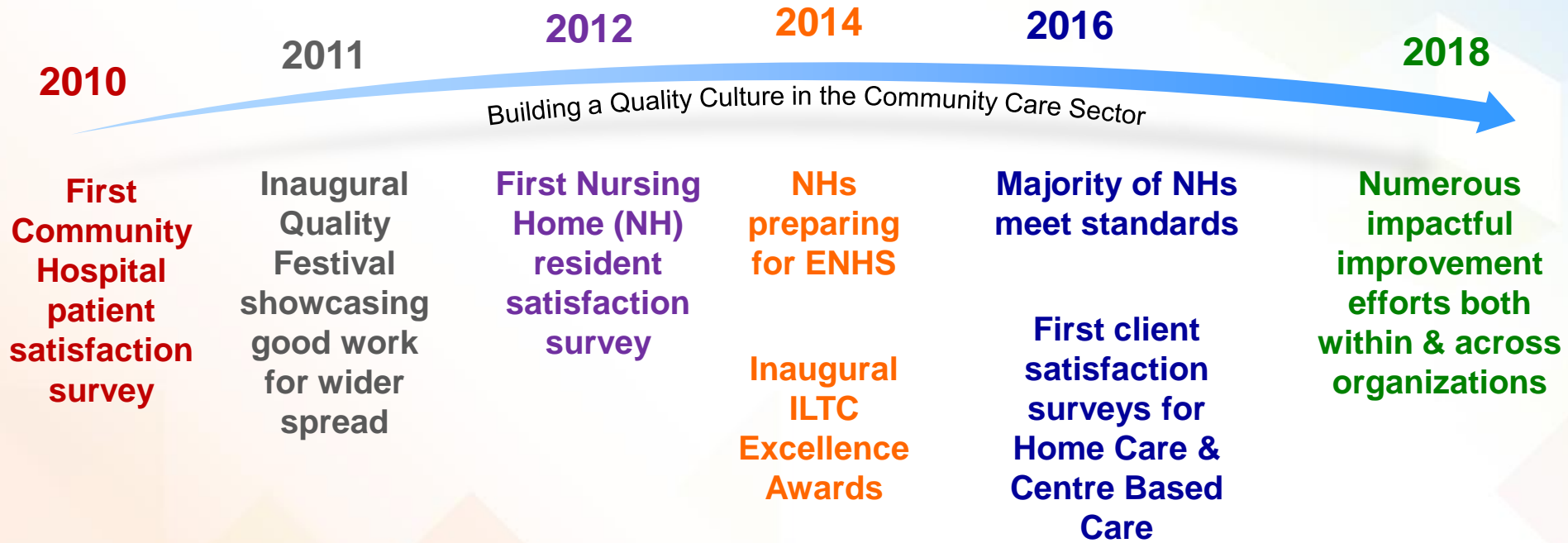


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Community Care Quality Journey



Community Care Quality Journey

2008

2011

2012

2014

2016

2018

Building a Quality Culture in the Community Care Sector

Increasing Momentum for Quality Improvement

- Programme on Quality for Community Care Leaders where 27 organizations developed action plans for quality
- Collaborative process improvement projects with up to 62% time savings each day on key care processes while improving dignity of care
- Formation of quality indicators group for nursing homes to co-develop basic safety indicators, voluntarily share data and good practices for improvement
- *A video showcasing some of your achievements will be shown at the end of the day*

Numerous impactful improvement efforts both within & across organizations



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Why talk about Value?



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$$\text{Value} = \frac{\text{Quality}}{\text{Cost}}$$

[Safe, Accessible, Person-Centred, Effective]

[Productivity / Sustainability]

Plenary Speakers

Plenary I: Delivering Value for Clients Through Person-Centred Care



Dr Ng Wai Chong
*Chief, Clinical Affairs,
Tsao Foundation*

Plenary Speakers

Plenary II: Joy and Meaning in Work



Adj Prof Lee Chien Earn

*Dy Group CEO, SingHealth;
CEO, Changi General Hospital*

Plenary Speakers

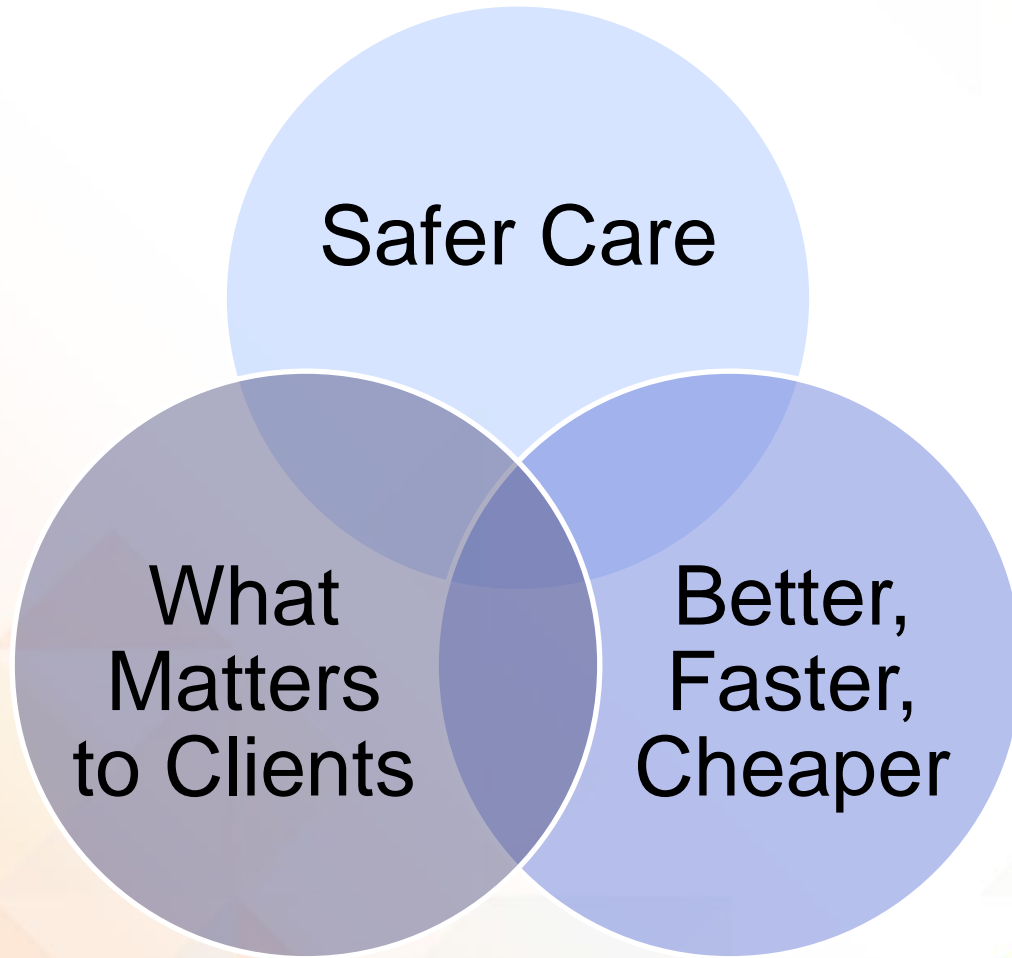
Plenary III: A Better McDonald's



Mr Kenneth Chan

*McDonald's Managing Director Singapore,
Operating Partner Singapore/Malaysia*

Breakout Sessions



Other Event Features

- Poster display by Excellence Awards winners and merit recipients
- Exhibition of equipment and technology to enable workflow efficiency

Other Event Features

- Clinical Incident Reporting and Management Toolkit for Nursing Homes
- Booth:
 - ◆ Safe Care
 - ◆ Service Quality Initiatives
 - ◆ Wellness Programmes
 - ◆ Share & Cook Nutrition Initiative



Workshops and Site Visits

Title	Host Organization
Infection Prevention & Control workshop and Hand Hygiene Celebration Event	St Andrews Nursing Home (Henderson)
Site visit and sharing of Ren Ci @Ang Mo Kio person-centred model of care	Ren Ci @AMK
Service Quality Roadshow	All Saints Home
Hand Hygiene Celebration Event	Jamiyah Nursing Home
Site visit and presentation on technology assisted rehab	St Luke's Hospital

***It is not the strongest of the species
that survives, nor the most intelligent,
but the one most responsive to change.***

– Charles Darwin

Wishing you a fruitful conference