



Singapore Healthcare Management 2017



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Developing Partnerships : Through SQ Awards & Programmes

Objectives

- To engage partners - ILTC agencies, private hospitals and healthcare agencies, as well as to
 - Provide opportunities for learning and sharing, and levelling up, in particular Intermediate and Long-Term Care (ILTC) partners' capabilities.
 - Build goodwill for participating institutions through featured articles and publicity.

Approach

1. Offer our key SQ Awards & Programmes platforms to our ILTC partners for staff affirmation and showcase of good work done.

- Singapore Health Quality Service Awards (SHQSA) - Jan
- Singapore Health Inspirational Patients & Caregivers Awards (IPCA) - Apr
- Singapore Health Age-Friendly Awards (AFA) - Nov

2. Profile partners and their winners to give them due publicity and mileage.

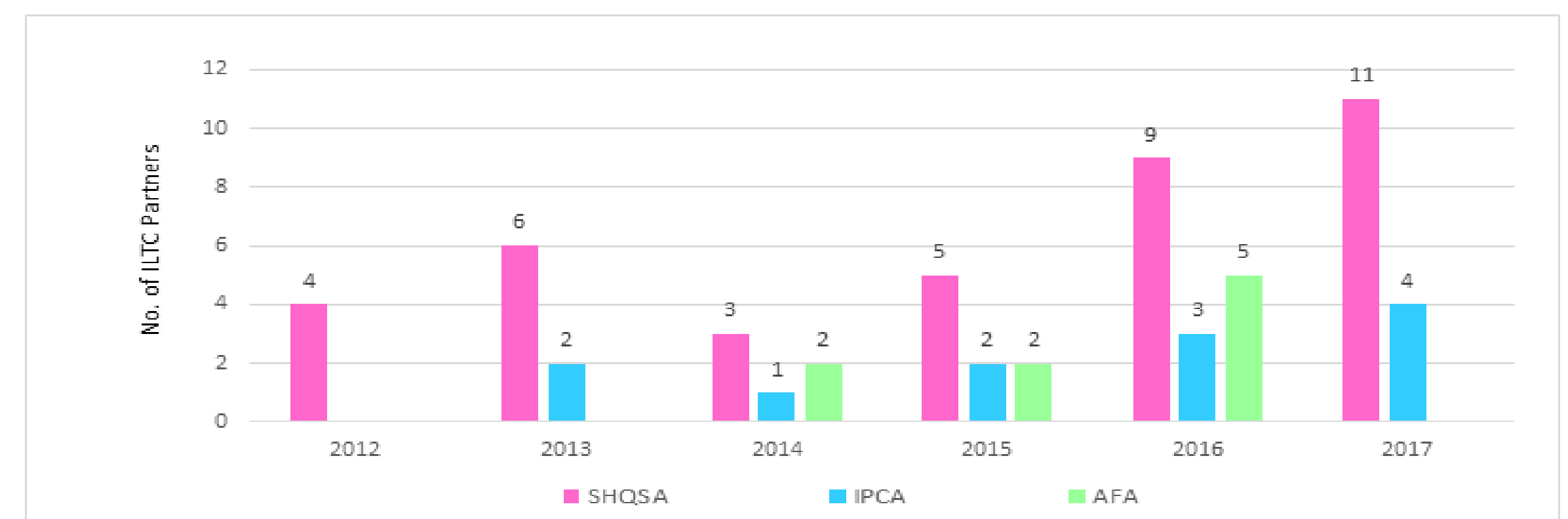
Plans Ahead

Group SQ will continue to engage our partners, especially ILTC, through existing and new SQ related platforms.

We are also working with colleagues in Regional Health Services to bring in more partners.

Results

Increase in ILTC partners' participation in our awards and programmes



Participation (at least once since 2012)	SHQSA	IPCA	AFA
Ang Mo Kio-Thye Hua Kwan Hospital	Y	Y	Y
Ren Ci Hospital	Y	Y	Y
Kwong Wai Shiu Hospital	Y		
St Luke's Hospital	Y		
Orange Valley Nursing Home	Y		Y
Home Nursing Foundation	Y	Y	
NKF	Y	Y	Y
TOUCH Community Services	Y		
SPD	Y		
St Luke's Eldercare	Y		
Econ Healthcare	Y	Y	
Assisi Hospice		Y	
MWS Bethany Methodist Nursing Home		Y	
Yishun Community Hospital		Y	
Man Fut Tong Nursing Home	Y		Y

Celebrating People – Healthcare Professionals

Singapore Health Quality Service Award 2016

Singapore Health Quality Service Award (SHQSA) Ceremony 26 January 2016

Platform to honour healthcare professionals and service excellence, and for ILTC partners to level up. Partners include Ang-Mo-Kio Thye Hua Kwan Hospital, St Luke's Hospital, Ren Ci Hospital, Mt Alvernia Hospital, Thomson Medical Centre, Econ Healthcare Group, Home Nursing Foundation, NKF, SPD, TOUCH

Newspaper Clippings for SHQSA 2017 (work with Group Communications)

Lauded for cutting infection rates at NKF dialysis centres

Sumis semangat positif, ringankan beban pesakit

护士发现妙方 撕胶布前涂橄榄油 病人不再痛得呱呱叫

‘赶场’救人急惊风 转当护士变慢郎中

可尝试用菜油或婴儿油

Jururawat 'Superstar' dorong pesakit agar ceria semula

Thank you for organising the annual Singapore Health Quality Service Awards, which yet provides another platform to recognise Ren Ci's staff for their passionate and dedicated contributions to Singapore's ILTC sector.

Ms Loh Shu Ching, CEO, Ren Ci Hospital

Thank you once again for providing a valuable learning opportunity to the GEM students. It was a very good session and the students found Dr Shaw's keynote speech very insightful and relevant. We hope that GEM/TP can be involved again in the future.

Ms Julie Spencer, Course Manager
Gerontological Management Studies (*GEM) | School of Humanities & Social Sciences | Temasek Polytechnic

Honouring Inspirational Patients



Indeed, it was a meaningful event. The participants – healthcare professionals and patients – felt the connection. Healthcare professionals feel that appreciation and affirmation of their work; the patients feel that there are people who care. Inevitably, it shows to many others the struggle one faces and the strength to overcome them. This is a positive effect.

Grateful for this event. My patient and his wife were very happy and appreciative to be nominated and to participate in this ceremony. They will now be ambassadors to the people around them, to spread the message of staying healthy, and to form partnership with healthcare professionals.

Dr Swah Teck Sin, Senior Consultant, SHP-Bedok

Pioneering Age-Friendly Initiatives



Singapore Health Age-friendly Award Ceremony (AFA) 24 November 2015

Involving academic institutions like UniSIM and Temasek Polytechnic and ILTC partners like Ren Ci Hospital and Ang Mo Kio-Thye Hua Kwan Hospital, Orange Valley Nursing Home, NKF, Man Fut Tong Nursing Home

Singapore Health Age-friendly Award Ceremony (AFA) 8 November 2016

