

TTSH Patient Value Journey

Joe Hau
Director, Corporate Services
16 August 2016



Agenda

- Introduction
- Value-Based Health Care
- Our Journey



TTSH At A Glance



Established since **1844**



A member of
National Healthcare Group



One of the largest multi-
disciplinary
hospitals in Singapore



8,000 staff



1,500 Operational Beds
80 ICU & HD Beds



45 Clinical Disciplines
and Allied Health Services

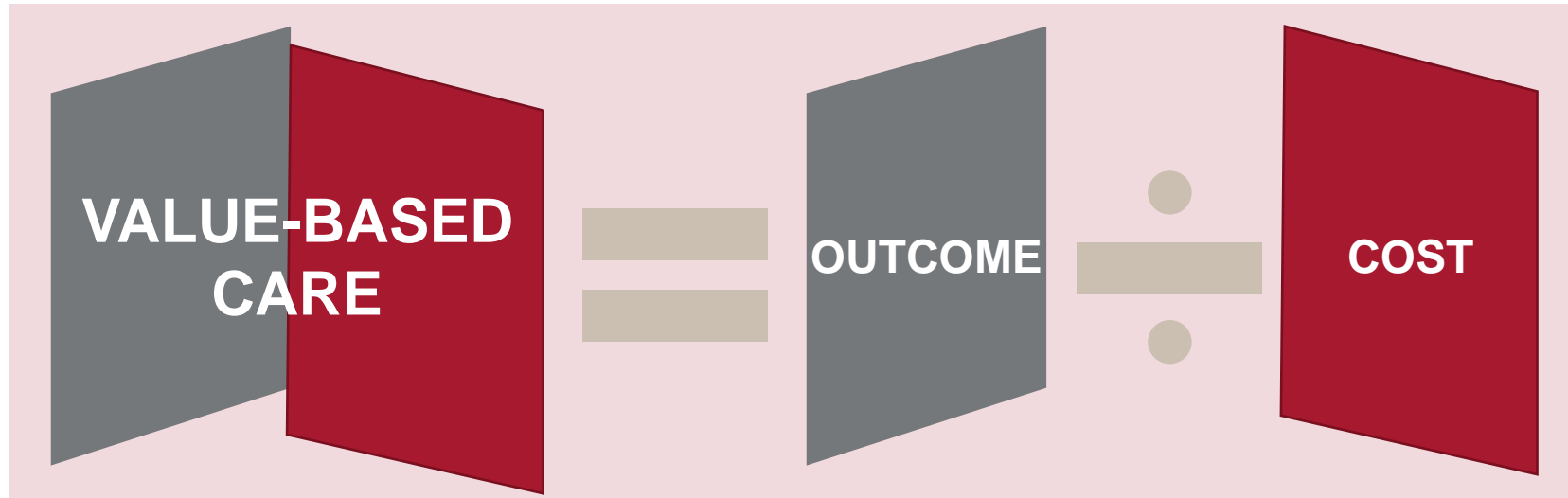


16 Specialist Centres



3 Institutes

Value-Based Health Care



HBR.ORG
**Harvard
Business
Review**

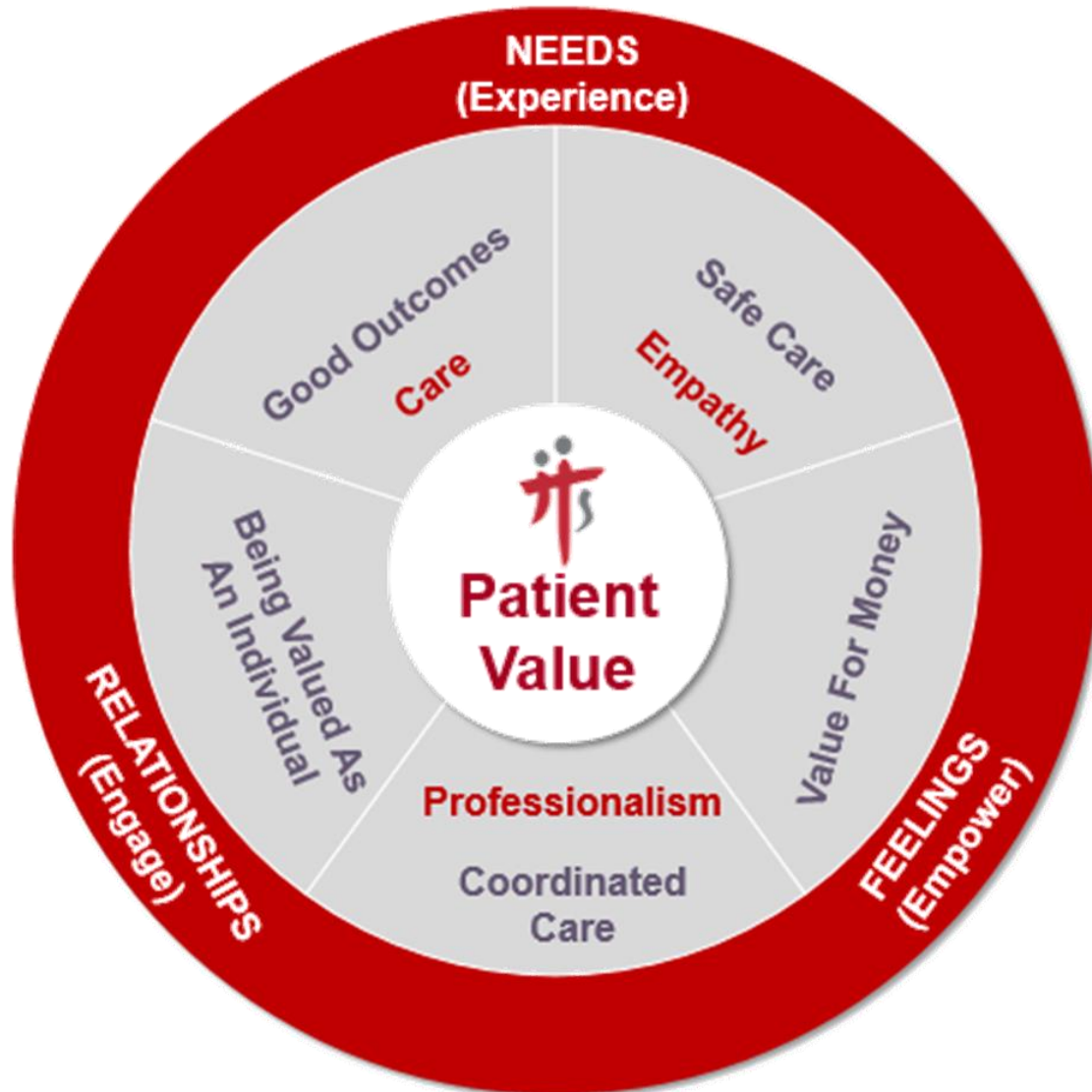
OCTOBER 2013
REPRINT 913018

Improving value for patients where value is defined as the outcomes that matter to patients relative to the cost

THE BIG IDEA
The Strategy That Will
Fix Health Care

Providers must lead the way in making value the overarching goal by Michael E. Porter and Thomas H. Lee

Defining Patient Value



Defining Staff Value



We value:

CLARITY

We will:

Set clear goals and directions, and work together to achieve them.

We value:

RESPECT

We will:

Respect one another as professionals and value each other's contribution.

We value:

EQUITY

We will:

Have a fair, equitable and progressive reward and recognition system that recognises our varied talents and contributions.

We value:

DIALOGUE

We will:

Engage in constructive dialogue to build trust and communicate with clarity in building meaningful relationships.

We value:

OPPORTUNITIES

We will:

Create ongoing opportunities for learning, growth and development to meet future challenges.

We value:

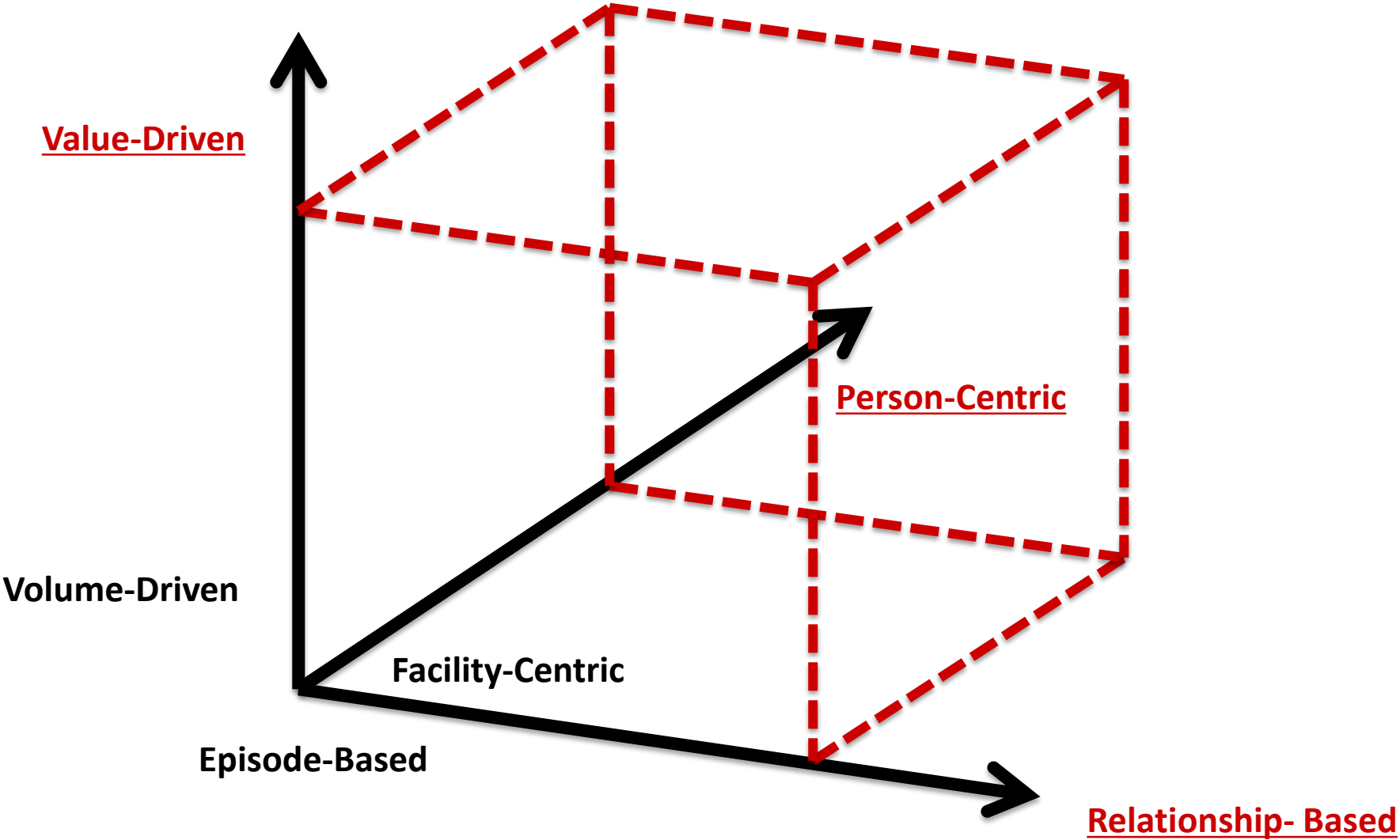
QUALITY OF LIFE

We will:

Strive for quality of life through engaging in meaningful work at work and meaningful life and time beyond work.



Expanding the Value Box in Healthcare

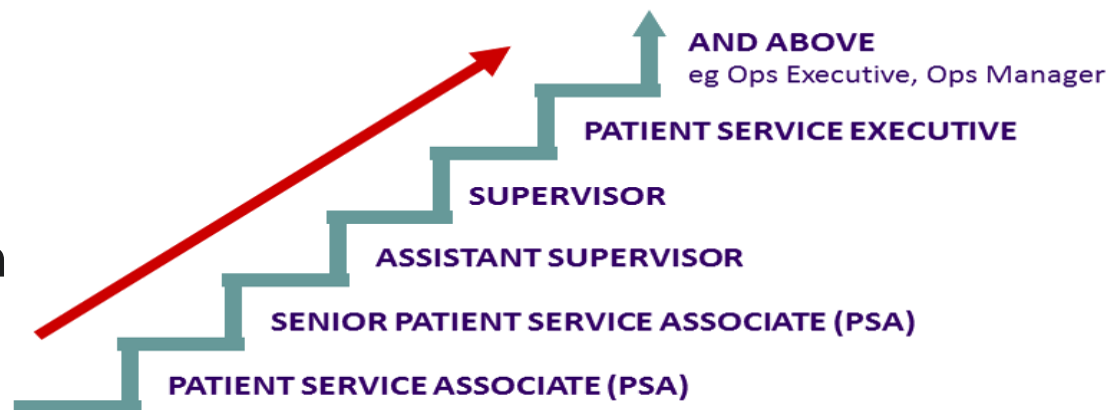


Our Journey: Job Re-design & Career Development for Patient Service Associates (PSAs)



1. Establish Standardized Training & Promotion Guidelines

Develop structured PSA learning roadmap and competency checklist to assess PSAs for promotion



2. Provide Opportunities to Lead & Train

(continued) Job Re-design & Career Development for Patient Service Associates (PSAs)

3. Provide Opportunities to Perform Patient Centric Value Added Services



Venepuncture – PSAs undergo theory, practicum and assessment by Laboratory Medicine to be competent to draw blood for patients in SOCs



Medication Supply Verification (MSV) – PSAs undergo theory, practicum and assessment by Pharmacy to be competent to do medication verification upstream at the SOCs



Uroflowmetry – Our pioneer batch of PSAs certified uroflowmetry-competent

Our Journey: Engaging Patients and Volunteers Through CareConnect

Patient Experience Centre:

To Connect TTSH to Patients and Patients to TTSH

CareConnect Volunteer Committee:

Co-Led by Patients and Staff to Co-Design Better Care

Volunteer & Support Groups:

25 groups with 700 Volunteers

Singapore Patient Conference:

50% attendees are Patients & Community Volunteers



Our Journey: Achievements



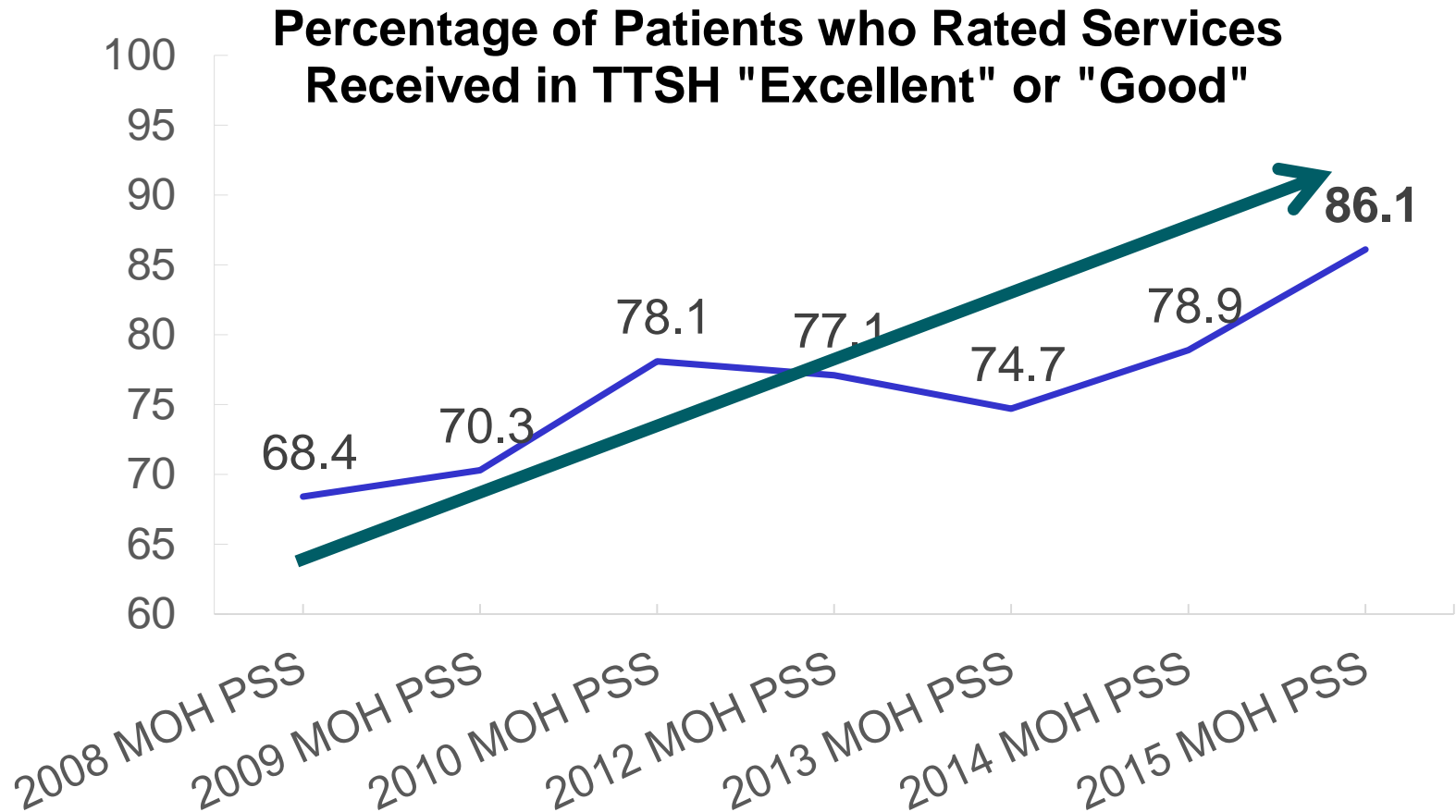
We are the only Hospital to be awarded by staff:
AON HEWITT BEST EMPLOYER 2013, 2015



Our Journey: Achievements



Our Overall Patient Satisfaction Has Improved Over the Years



Our Journey to Deliver Value



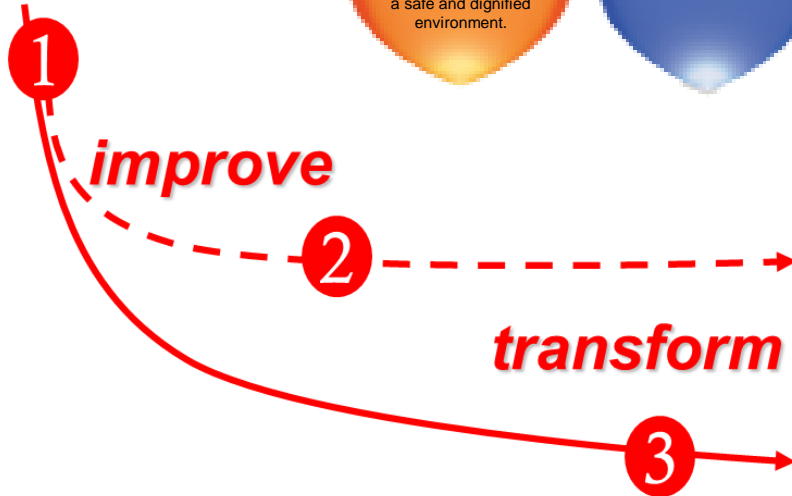
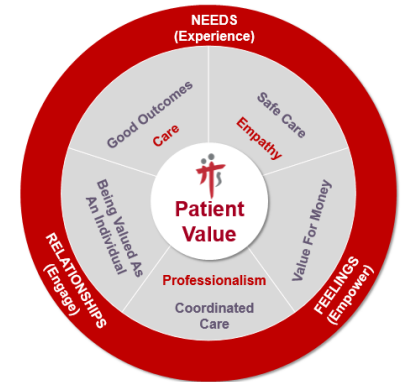
BETTER PEOPLE

BETTER CARE

System Cost

VOLUME-DRIVEN CARE

<p>CLARITY <i>We will:</i> Set clear goals and directions, and work together to achieve them.</p>	<p>RESPECT <i>We will:</i> Respect one another as professionals and value each other's contribution.</p>	<p>EQUITY <i>We will:</i> Have a fair, equitable and creative reward and recognition system that recognizes our varied talents.</p>
<p>DIALOGUE <i>We will:</i> Dialogue with and give constructive feedback to one another and our supervisors in a safe and dignified environment.</p>	<p>OPPORTUNITIES <i>We will:</i> Create ongoing opportunities for learning, growth and development to meet one another's needs.</p>	<p>QUALITY OF LIFE <i>We will:</i> Build work-life quality and balance, in a safe work environment with adequate resources and even distribution of work.</p>



$$\text{Value} = \frac{\text{Health Outcomes}}{\text{Sustainable Care}}$$

VALUE-DRIVEN CARE

System Outcomes

THANK YOU