



## MEDIA RELEASE

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### **PUBLIC HEALTHCARE PROVIDERS JOIN FORCES TO CHAMPION SUPPLIERS AT INAUGURAL HEALTHCARE SUPPLIER AWARDS 2014**

Three public healthcare providers are coming together for the first time to honour the often unsung efforts of healthcare suppliers to improve patient care. The inaugural Healthcare Supplier Awards 2014 initiative is a joint effort between National Healthcare Group (NHG), National University Hospital (NUH) and Khoo Teck Puat Hospital (KTPH). The Awards acknowledge the contributions of some 13 suppliers who have contributed to better patient outcomes through improved patient safety, cost-effectiveness and productivity for the staff. The Awards ceremony will be held on October 27, in conjunction with the annual NHG Quality Day 2014.

#### **Creating better patient outcomes in public healthcare**

Abacus GT Pte Ltd took top honours in the Innovation Supplier category with its project: “Innovative Robotic solutions to improve Patients’ care and productivity”. The company worked with the Khoo Teck Puat Hospital to develop and implement the use of a robotic bed transporter system which makes it easier for healthcare staff to move patient beds. The system cuts manpower needs for bed transportation by some 50 per cent – requiring only one porter, instead of two. This speeds up patient transfers and helps older porters manage the physical demands of their job better. The company also developed a separate robotic transporter to deliver laboratory specimens to and from wards. The system reduces the need for manual deliveries while also ensuring specimen safety during the transportation process.

Second-place winner in the same category, “TTSH SmartSense MDI” by Cadi Scientific Pte Ltd, has saved at least 140 hours of nurses’ time daily at Tan Tock Seng Hospital. The automated Medical Device Interface (MDI) system allows instant electronic updates of patients’ vital signs measurements as well as calculates early warning signals, and alerts healthcare professionals for prompt action. The system upgrades the quality of nursing care as well as elevates patient safety.



A five-man panel comprising representatives from each cluster evaluated some 40 submissions across three categories - Operation Excellence Supplier; Innovation Supplier; and Environmental Sustainability. (Please see Annex 2 for complete list of winners)

### **Knowledge sharing between healthcare providers to develop best practices**

Dr Tyrone Goh, Executive Director of National Healthcare Group Diagnostics (NHGD) and Chairman of the judging panel, said: “Ensuring that our patients receive the best care is always our top priority. To provide the most effective quality care, healthcare providers can no longer work in silos – we need the synergies of acute, primary, social and community care sectors, as well as business partners to create a robust healthcare ecosystem. Knowledge sharing and collaboration amongst public healthcare clusters also ensures more rapid development of best practices across the board. The Healthcare Supplier Awards encapsulates this vision.”

“We are happy that these partners who worked with us in developing an automated SMS appointment system, and a robotic bed and laboratory specimen transporter, have been honoured for their achievements. These collaborations are game changers which increase our productivity, and have brought us a step closer towards enhanced patient care and safety. We will continue to work with them to develop creative solutions that will bring meaningful change to the healthcare industry,” said Ms Yen Tan, Chief Operating Officer of KTPH.

Ms Julia Ngaw, Head of Materials Management Department at NUH stated: “Collaboration has benefitted healthcare institutions in terms of strategic sourcing, by promoting sharing of good practices, product innovations, as well as improving our network of suppliers with track records. This enhances productivity and efficiency, which allows us to provide better, safer and affordable care for our patients.”

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## About National Healthcare Group

The National Healthcare Group (NHG) is a leader in public healthcare in Singapore, recognised at home and abroad for the quality of its medical expertise and facilities. Care is provided through an integrated network of nine primary healthcare polyclinics, acute care hospital, national specialty centres, and business divisions. Together they bring a rich legacy of medical expertise to our philosophy of patient-centric care.

NHG's vision of "Adding years of healthy life" is more than just about healing the sick. It encompasses the more difficult but infinitely more rewarding task of preventing illness and preserving health and quality of life. With some 13,000 staff, NHG aims to provide care that is patient-centric, accessible, seamless, comprehensive, appropriate and cost-effective.

As the Regional Health System (RHS) for Central Singapore, it is vital for NHG to partner and collaborate with other stakeholders, community advisors, volunteer welfare organisations and others in this Care Network together with our patients, their families and caregivers to deliver integrated healthcare services and programmes that help in Adding Years of Healthy Life to all concerned.

More information is available at: <http://www.nhg.com.sg>

## About Khoo Teck Puat Hospital

Khoo Teck Puat Hospital (KTPH), managed by Alexandra Health System, is a 590-bed general and acute care hospital, which opened in June 2010. KTPH combines medical expertise with high standards of personalised care, set within a healing environment, to provide care that is good enough for our own loved ones. From intuitive way finding to logical clustering of services, KTPH's design is focused on providing a hassle-free experience for patients. KTPH serves more than 700,000 people living in the northern sector of Singapore.

For more information, please visit [www.ktph.com.sg](http://www.ktph.com.sg)

## About the National University Hospital

The NUH is a tertiary hospital and major referral centre for a comprehensive range of medical, surgical and dental specialties including Cardiology, Gastroenterology and Hepatology, Obstetrics and Gynaecology, Oncology, Ophthalmology, Paediatrics, Orthopaedic Surgery and Hand and Reconstructive Microsurgery. The Hospital also provides organ transplant programmes for adults (in kidney, liver and pancreas) and is the only public hospital in Singapore to offer a paediatric kidney and liver transplant programme. Staffed by a team of healthcare professionals who rank among the best in the field, the NUH offers quality patient care by embracing innovations and advances in medical treatment.

In 2004, the NUH became the first Singapore hospital to receive the Joint Commission International (JCI) accreditation, an international stamp for excellent clinical practices in patient care and safety. Today, patient safety and good clinical outcomes remain the focus of the hospital as it continues to play a key role in the training of doctors, nurses and allied health professionals, and in translational research which paves the way for new cures and treatment, offering patients hope and a new lease of life. A member of the National University Health System, it is the principal teaching hospital of the NUS Yong Loo Lin School of Medicine and the NUS Faculty of Dentistry.

For more information, please visit [www.nuh.com.sg](http://www.nuh.com.sg)

## **ANNEX 1**

### **Fact Sheet**

#### **Background**

The Healthcare Supplier Awards is a platform to acknowledge Suppliers' contributions, and to motivate Suppliers to continue to improve and innovate in the realm of patient care. The Awards also seek to encourage best practices and collaborations across healthcare providers.

#### **Award Categories**

##### **Operation Excellence Supplier Award**

- a) This Award recognises Suppliers who delivers excellence in the area of performance consistency, quality and customer satisfaction in NHG and/or NUH and/or KTPH.

b) **Innovation Supplier Award**

This Award acknowledges Suppliers who introduce creative new approaches, products, services or technology in NHG and/or NUH and/or KTPH in the area of processes, service performances and/or product quality improvement.

c) **Environmental Sustainability Award**

This Award honours Suppliers who have develop and/or introduce initiatives in NHG and/or NUH and/or KTPH to minimise the negative impact on the environment through the reduction of carbon emissions, waste minimisation, energy conservation, recycling etc.

#### **Submission**

There were a total of 28 participants, with 39 entries submitted collectively. 25 entries were shortlisted for the final judging round, after which 13 were awarded.

#### **Judging Panel**

##### **Chairman:**

Dr Tyrone Goh                      Executive Director, NHGD, NHG  
Senior Director, Environmental Services, NUH  
Head, Ops & Admin (Dept of Obstetrics & Gynecology), NUH  
Project Director, Khoo Teck Puat - National University Children's  
Medical Institute Ambulatory Centre, NUH

##### **Members:**

Ms Yen Tan                      Chief Operating Officer, KTPH  
Mr Stephen Loh                  Deputy Chief Operating Officer, TTSH  
Mr Ho Khai Leng                Group Director, Applications, IHiS / Group Chief Information  
Officer, NHG  
Ms Tong Kim Loo                Assistant Director of Nursing, NUH

## **ANNEX 2**

### **List of Awardees**

#### a) Operation Excellence Supplier Award

<b>Rank</b>	<b>Company</b>	<b>Project Title</b>
1st	TalariaX Pte Ltd	Improved Clinical Services Automated by SMS Technology
2nd	NEC Asia Pacific Pte Ltd	Network Setup For the New NUH Medical Centre
3rd	Freshening Industries Pte Ltd	Hospicare 701
Merit	ATT Infosoft	Revolutionising Patients' Queuing Experience for TTSH and NUHMC
Merit	3M	Increasing Sterilisation Load Turnaround Time

#### b) Innovation Supplier Award

<b>Rank</b>	<b>Company</b>	<b>Project Title</b>
1st	Abacus Global Technology	Innovative Robotic Solutions to Improve Patients' Care and Productivity.
2nd	Cadi Scientific Pte Ltd	TTSH SmartSense MDI
3rd	Omni-Health Pte Ltd	National Healthcare Group Multi-Dose Medication Management
Merit	ISS Facility Services Private Limited	eHousekeeper's Intelligent Management System (eHIMS)
Merit	IDS Medical Systems	IDS MED & NUH Project

#### c) Environmental Sustainability Award

<b>Rank</b>	<b>Company</b>	<b>Project Title</b>
1st	DP Dataproducts Asia Pte Ltd	Environmental Sustainability
2nd	DTZ Facilities & Engineering (S) Limited	Energy Management Performance Report for KTPH, NUH & TTSH
3rd	Surbana Technologies Pte Ltd	Performance Enhancement Lighting Management System for IMH