



MEDIA RELEASE

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SUPPLIERS PARTNER PUBLIC HEALTHCARE TO DRIVE UP EFFICIENCIES

Every healthcare ecosystem is built on effective partnerships between staff, patients, caregivers and community partners. One key group that is rarely acknowledged is the suppliers who work together with healthcare institutions to make improvements to the system through better productivity and quality standards. To recognise the important role suppliers play, the National Healthcare Group (NHG), National University Hospital (NUH), Khoo Teck Puat Hospital (KTPH) and Agency for Integrated Care (AIC) honoured 11 companies today at the second annual Healthcare Suppliers Awards 2015. Organisers also introduced the Continuous Improvement Award category, to recognise initiatives by companies to constantly upgrade the healthcare supply chain.

SUSTAINING IMPROVEMENTS TO HOSPITAL CLEANLINESS

The top award in the inaugural Continuous Improvement category went to ISS Facility Services Private Limited (ISS) for their project: "*Ride-On Road Sweeper*". The company supports cleaning at the Institute of Mental Health (IMH), including the clearing of fallen leaves on the 22-hectare campus. With some 200 Khaya trees around the compound, maintaining general cleanliness of the grounds can be challenging, especially during the change of seasons. ISS replaced the traditional manual sweeping with the *Walk-Behind Road Sweeper* in 2010, which resulted in 35% time-savings for staff. The company upgraded the cleaning equipment again in December 2013, with the introduction of the *Ride-On Road Sweeper* and saved an additional 11% in man hours. The machine allowed staff to cover an area eight times larger compared to manual disposal done on foot. It also reduced ergonomic strain, allowing older staff to maintain or improve productivity.

Mr Goh Ee Lai, 41, a worker who has been working for ISS for 12 years explains that the *Ride-On Sweeper* "makes work less tiring and helps him complete his job faster".

"The Walk-Behind Road Sweeper's capacity was smaller and users had to make a lot of rounds collecting the dried leaves. At the same time, some machine parts such as the wheel and vacuum were damaged easily. After some sourcing and testing, we purchased the current model to meet clients' requirements of efficiency and cost savings in maintenance," said Mr Desmond Lee, the Key Account Manager for ISS at IMH.

A LIGHTER & CONVENIENT WAY TO TRANSPORT URINE SAMPLES

In the Innovation category, RAS Pharma and Biochem Pte Ltd received first prize for their “RAS Urine Transfer System” in NUH. Traditionally, patients who needed 24-hour urine tests would use a three-litre container to collect as much as three kilograms of liquid in that period. The whole sample would have to be delivered to the hospital for tests. The new system gives patients the option of using a smaller 100ml container, making it more convenient for patients or caregivers to transport samples. Medical technologists also no longer need to transfer specimens from large containers into tubes. This saves time, reduces spillages and creates an “odour-less” working environment.

“Our suppliers play a vital role in optimising value for our patients in our healthcare institutions. The Healthcare Suppliers Awards recognise partners who helped drive efficiencies and achieve greater synergies for the public healthcare sector.” said Adjunct Associate Professor Joe Sim, Chief Executive Officer of NUH.

WORKING WITH SUPPLIERS FOR A BETTER HEALTHCARE SYSTEM

“Suppliers can play a strategic role to help us optimise our supply chain. We need new approaches to resolve our manpower shortages and improve on our processes. We must collaborate, innovate and integrate with our partners for a sustainable healthcare future,” said Ms Lim Yee Juan, Group Chief Financial Officer, NHG.

For the complete list of winners, please refer to Annex 2.

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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 a Regional Health System (RHS) for 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) is a 590-bed general and acute care hospital, managed by Alexandra Health System. Opened in June 2010, KTPH offers a comprehensive range of medical services and specialist care to the community in the north.

The design of KTPH harmoniously brings together the elements of accessibility, comfort and convenience. From intuitive wayfinding to logical clustering of services, our focus is to provide a hassle-free experience for our patients.

By combining medical expertise with high standards of personalised care, set within a healing environment, KTPH strives to provide care that is truly good enough for our own loved ones.

KTPH is the first step in the cluster's plan to build an integrated healthcare hub in the north of Singapore. Plans to build a new community hospital and a medical centre are in the pipeline.

For more information, please visit 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. 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

About Agency for Integrated Care

The Agency for Integrated Care (AIC) seeks to create a vibrant Care Community enabling people to live well and age gracefully. AIC coordinates and facilitates efforts in care integration to achieve the best care outcomes for our clients. We do this 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.

ANNEX 1
Fact Sheet
Background

The Healthcare Supplier Awards is a platform to acknowledge suppliers who have contributed to successes in healthcare improvement, and to recognize efficiency and highly synergistic collaborations and partnerships with the suppliers.

Started in 2014, the Healthcare Supplier Awards has received more than 60 poster submissions to date. This event is hosted by the National Healthcare Group, supported by National University Hospital, Khoo Teck Puat Hospital and Agency for Integrated Care.

This year's Awards featured 3 categories:

- **Operational Excellence Award**
This Award recognizes Suppliers who demonstrate and deliver excellence in the area of performance consistency, quality, patient safety and customer satisfaction in NHG and/or NUH and/or KTPH and/ or AIC.
- **Innovation Award**
This Award recognizes suppliers who pioneer a new approach or service design or technology within NHG and/ or participating Institutions in the areas of processes, service performances and/ or quality of products.
- **Continuous Improvement Award**
This award recognizes suppliers who are relentless in their efforts to continuously improve and drive positive outcomes to the value chain within NHG and/ or participating Institutions in the areas of processes, service performances and/ or quality of products.

Submission

There were a total of 25 entries submitted collectively this year, of which 11 were awarded.

ANNEX 2

List of Awardees

1) Operational Excellence Award

Rank	Company	Project Title
1st	Schenker Singapore Pte Ltd	RF Implementation for Outbound Picking & Packing for NHG Pharmacy
2nd	Laundry Lobby Pte Ltd	Improved Laundry Services
3rd	LF Asia Distribution	Improving Product Quality Assurance With Temperature Monitoring

2) Innovation Award

Rank	Company	Project Title
1 st	RAS Pharma & Biochem Pte Ltd	RAS Urine Transfer System
2 nd	NTT Data Business Solutions Singapore Pte Ltd	Tan Tock Seng Healthcare Intelligence
3 rd	Affluent Software Innovations Pte Ltd	Mobile Internal Audit Application (MIAA)
Merit	Singapore Oxygen Air Liquide Pte Ltd	PRESENCE - Integrated Medical Oxygen Cylinder Improve Productivity, Efficiency and Safety
Merit	SMM Pte Ltd	Mobile Solution for FM works

3) Continuous Improvement Award

Rank	Company	Project Title
1st	ISS Facility Services Pte Ltd	Ride On Road Sweeper
2nd	BlueBell Discovery Pte Ltd	NHGP Self-Help Payment Kiosk
3rd	ISS Facility Services Pte Ltd	Improved Mop Head & Logistics Process