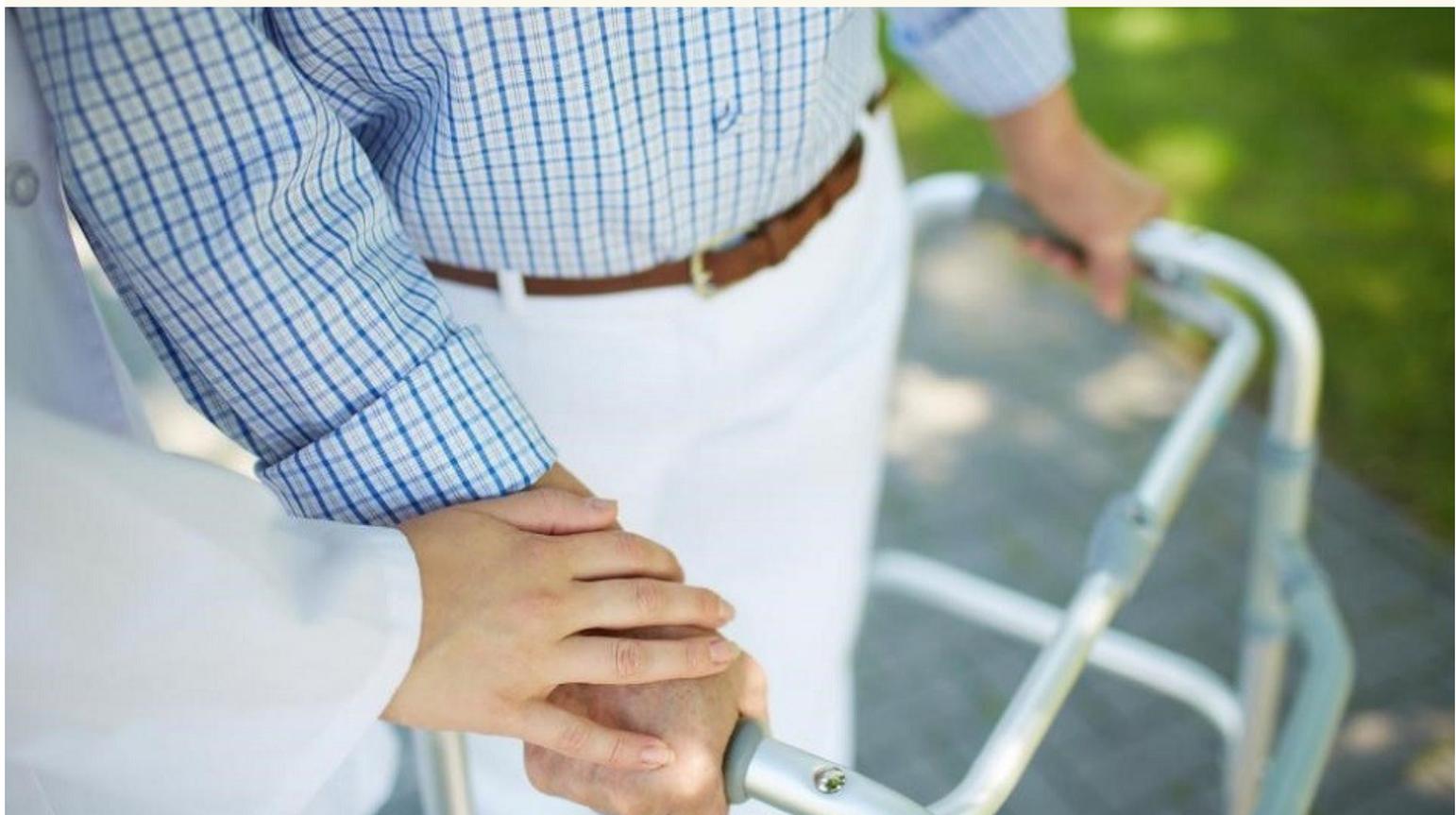


Improving healthcare delivery for the elderly with a holistic approach

李亞妹安老院
LEE AH MOOI OLD AGE HOME

Napier NHS Empowering Lee Ah Mooi
Old Age Home, Singapore



ABOUT LEE AH MOOI (LAM)

Lee Ah Mooi Old Age Home (LAM) is a well-established elderly care facility in Singapore catering to the sandwich-class elderly in Singapore—those who do not qualify for government-funded homes but also cannot afford the more expensive profit-driven private homes. As such, its mission has always been the provision of affordable, professional and personalized eldercare services for the needy and sick in Singapore. LAM offers numerous services such as medical, nursing and rehabilitation care to more than 100 aged residents in each of its facilities.

CHALLENGES FACED BY LAM

LAM has been in service for 55 years ensuring their elderly residents always receive the care they need. The major challenge for them has always been around adapting to the evolving and complex processes of the aged care sector in Singapore. Reducing the time spent by staff on administrative processes and the hassle associated with them has consistently been one of their operational objectives for many years.

To meet these imperatives, they sought and found an innovative solution in Napier NHS. Before the implementation of Napier NHS, most of the processes at LAM were handled manually. As a result, they faced a great number of challenges, including the following:-

- **Time wasted on documentation and administrative tasks**

Care providers were more engaged in completing administrative tasks and maintaining records than in actual care delivery.

- **Lack of a proper system for nurses to schedule and assign tasks**

For a care delivery facility, scheduling plays a significant role as it streamlines the tasks and organizes the workflow better. Running scheduling and assignment processes manually meant inefficiencies and higher risks of errors.

- **Lack of accountability for care providers**

Without an integrated system, task assignments and follow ups on completed activities by care providers could not be done effectively.

- **Increasing risk of medical errors**

Without efficient automated activities like medical administration and with increasing resident count, the probability of medical errors and safety risks was often higher than it should have been.

- **Lack of automatic data sharing with government portals for referrals and reimbursements**

Manual postings and data maintenance made processes such as admission and billing cumbersome and time-consuming.

STRATEGY AND SOLUTIONS IMPLEMENTED AT LAM

Understanding key issues and product delivery

Napier NHS was deployed in three phases over a span of six months starting in October 2015 with the final project completion in April 2016. All process flows were developed and designed based on real-time business scenarios and then mapped to the facility after carefully studying the challenges faced. The dashboards and modules were designed after the Napier team had come to a thorough understanding of the process flows for all specialists and care providers working in the LAM network. Also, detailed analysis on the impact of Napier NHS on operations at LAM was done before implementation. With every release, a comprehensive training program for the staff was carried out to facilitate their staff's and management's adaptation to the solution.

Since its deployment, Napier NHS has been evolving to fit LAM's requirements. When LAM opened another facility—on Silat Avenue, Singapore—in 2017, many new features for multi-facility nursing home management had already been deployed in the second release of Napier NHS.

Solution Implemented

Automation of operations – This helps optimize many resources, such as financial costs and staff:-

- Clinical documentation
- Integrated system
- Medication management

Task scheduling and management – This reduces duplication of data entry and upped efficiency:-

- Task scheduling and tracking
- Care provider assignment
- Alerts and reminders

Care management – With care plans focused on residents, quality care management is assured:-

- Care plans
- Resident assessment
- Enhanced visibility of resident health

Quality care – This lowers risks of errors in medical and treatment administration:-

- Resident assessment
- Creating and scheduling on demand or regular visits
- Five rights of medical administration

Faster and hassle-free sharing of data — This establishes interconnections with key platforms:-

- Referral management
- Integration with government portals
- Enhanced communication

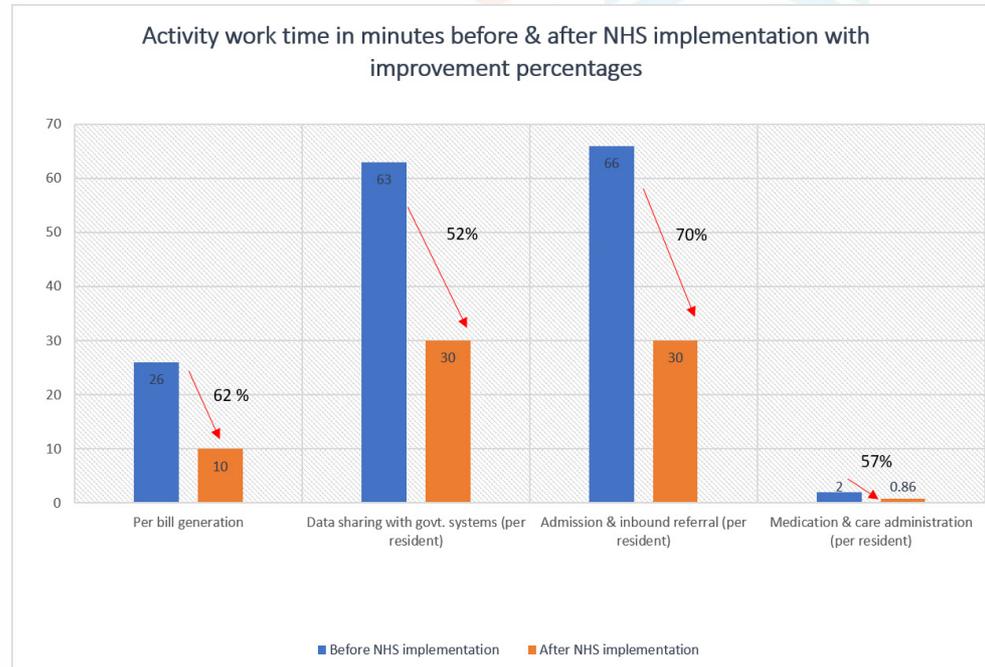
Better care transparency – This serves up real-time information on residents' health and facility operations:-

- Family portal
- Management reporting
- Census management

MAJOR GAINS MADE WITH NAPIER NHS

After the implementation of Napier NHS, LAM documented significant improvements in its daily activities, largely due to the more streamlined operations and simplified management of administrative processes the system delivered. Automation with Napier NHS helped it achieve 90% reductions in turnaround time on key processes:-

- 62 % reduction in time taken for bill generation
- 52 % reduction in time expended on data sharing with government systems per resident
- 70 % reduction in time taken for Admission and Inbound referral processing per resident
- 57 % reduction in time spent on medication and care administration



AWARD-WINNING SYSTEM

LAM won a prestigious Singapore award in 2017 due to the implementation of Napier NHS. Upon winning the year's National Health IT Excellence Award for enhanced care and productivity gains it made due to implementation of Napier NHS, LAM's Administrator Then Kim Yuan cited Napier NHS as a key success factor.

"Napier NHS encourages greater efficiencies and facilitates decision-making. We achieved significant operational savings of 14.3 manhours and 46 manhours per resident to process admission of referrals through integration between the national Integrated Referral Management System and ILTC Portal System," Then said.

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