

FACTSHEET

COMMUNITY CARE EXCELLENCE AWARDS 2020

Overview

The Community Care Excellence Awards recognise Community Care staff and teams who have demonstrated exemplary service and commitment in delivering quality care to their clients. The biennial awards were introduced by the Agency for Integrated Care (AIC) in 2014, and is the only national quality award dedicated solely to the Community Care sector.

Nominations for the 2020 awards started in November 2019 and closed in March 2020. To qualify for the awards, the staff and teams would need to submit quality improvement projects that were completed between 01 January 2018 to 31 December 2019. The submissions were assessed by an evaluation panel made up of 12 community care leaders from the Strategic Advisory Committee for Quality Improvement (SAC-QI). Please see [Annex A](#) for more details.

Award Categories

Individual awards

S/N	Name of award	Prize	Details
1.	Gold	\$200, Individual Award Trophy & Award certificate	Presented to individual staff who demonstrated exemplary service to both internal and external clients (e.g. patients/residents/clients/ caregivers)
2.	Silver	\$100, Award certificate	

Team awards

S/N	Name of award	Prize	Details
1.	Clinical Quality Improvement	Winner: \$1000, Team Award Trophy & Award certificate	Recognise outstanding quality improvement projects and practices implemented in the areas of: <ul style="list-style-type: none"> • Clinical Quality • Client Experience • Productivity
2.	Client Experience Improvement		
3.	Productivity Improvement		

RESULTS: Please refer to [Annex B](#) for the list of winners.

EVALUATION PANEL**Clinical Quality Improvement Awards**

Name	Organisation	Designation
A/Prof Tan Boon Yeow	St Luke's Hospital	Chief Executive Officer Senior Consultant
Ms Cheong Choy Fong	Khoo Teck Puat Hospital	Director, Quality and Risk Management
Ms Chin Soh Mun	Dover Park Hospice	Director of Nursing
Dr James Low	Khoo Teck Puat Hospital	Senior Consultant, Department of Geriatric

Client Experience Improvement Awards

Name	Organisation	Designation
A/Prof Lee Kheng Hock	Bright Vision Hospital	Medical Director
Dr Chow Mun Hong	SingHealth Polyclinics	Director, Quality Management Senior Consultant
Ms Florence Chng	Yishun Community Hospital	Deputy Director, Quality, Risk and Service Management
Dr Ng Wai Chong	NWC Longevity Practice	Chief Executive Officer, NWC Longevity Practice Consultant, Agency for Integrated Care Clinical Programme Consultant, Tsao Foundation

Productivity Improvement Awards

Name	Organisation	Designation
Ms Jenny Sim Teck Meh	Ren Ci Hospital	Chief Nurse
Ms Ng Sow Chun	National University Hospital	Deputy Director, Nursing Quality and Process Improvement and Operations
Mr Sairam Azad	AWWA Ltd	Deputy Director, Health & Senior Care

Name	Organisation	Designation
Dr Angie Ng	ECON Healthcare	Director of Nursing

EVALUATION CRITERIA

Individual Awards Evaluation Criteria

Award Category	Gold Award	Silver Award
Service Quality Awards (Internal / External)	3	1
External Compliments	4	2
CEO/HOD recommendation letter	Compulsory*	Compulsory*
Length of Service	Minimum 2 Years	No Minimum requirement
Contribution to the Organisation	Participates in at least one quality improvement and/or have suggested and implemented a suggestion, with plans to spread to more areas.	

TEAM AWARDS EVALUATION CRITERIA

Criteria	Clinical Quality Improvement	Client Experience Improvement	Productivity Improvement
Common criteria	All projects will be assessed on the following: <ul style="list-style-type: none"> • Originality • Project methodology – including how QI tools are used • Outcome - analysis & results • Sustainability • Learning value and how the project can be adopted by others 		
Specific criteria for each category	Improvements in clinical care processes <ul style="list-style-type: none"> • How effective are the improvements for both staff and patients/ residents/ clients? 	Improvements in service processes <ul style="list-style-type: none"> • How effective are the improvements for both staff and patients/ residents/ clients; caregivers/ volunteers and other partners? 	Productivity impact <ul style="list-style-type: none"> • Input and output/outcome analysis • Ideal situation –

Criteria	Clinical Quality Improvement	Client Experience Improvement	Productivity Improvement
	<p>Clinical outcomes</p> <ul style="list-style-type: none"> • What are the improvements in the clinical outcomes for patients/residents/clients and their impact? <p>Key attributes to consider:</p> <ul style="list-style-type: none"> • Safe • Effective • Efficient • Timely • Patient-centred 	<p>Improving satisfaction and experiences</p> <ul style="list-style-type: none"> • How would the improvements influence internal/ external clients' satisfaction and experiences? <p>Key attributes to consider:</p> <ul style="list-style-type: none"> • Timely • Informative • Convenience • Patient-centred care • Efficient 	<p>reducing input (e.g. labour, resources) while increasing output/ improving outcome (products/ services, quality of care)</p>

LIST OF WINNERS**Individual awards**

There are 11 Gold award winners and 348 Silver award winners.

List of the Gold award winners

S/N	Organisation	Name	Designation
1	Jurong Community Hospital	Dr Alvin Ong Cong Wei	Consultant
2	Jurong Community Hospital	Dr Azri Bin Bohari	Resident Physician
3	Yishun Community Hospital	Ms Tan Swee Kim	Senior Nurse Manager
4	Ren Ci Hospital	Ms Nur Sahara B Kamsani	Medical Social Worker
5	Thye Hua Kwan Nursing Home	Ms Punitha D/O Ram Keelavan	Nurse Manager
6	Dover Park Hospice	Ms Lydia Quah Mei Hwei	Senior Staff Nurse
7	Econ Healthcare	Ms Mary Lee Castaneda Abadiano	Senior Staff Nurse
8	Kwong Wai Shiu Hospital	Mr Kyaw Swar Winn (Joshua)	Physiotherapist
9	Kwong Wai Shiu Hospital	Mdm Tiong Hoong Yin	Senior Therapy Assistant
10	Singapore Cancer Society	Dr Teoh Ren Shang	Senior Resident Physician
11	Home Nursing Foundation	Mdm Susan Seah Ah Moy	Senior Staff Nurse

Team awards

There are a total of nine winners across three categories.

Clinical Quality Improvement Awards

Organisation	Project Title
Yishun Community Hospital	Opportunistic Screening of Cognitive Impairment of the Elderly by Cognitive Spark Team
NTUC Health Co-operative Ltd	NTUC Health Nursing Home Return to Continence Programme
St Luke's ElderCare	Implementing Exercise for Strength (EFS) Group Exercise Class in Day Rehabilitation Centres for Frail Elders

Client Experience Improvement Awards

Organisation	Project Title
Ren Ci Hospital	Streamlining Financial Assistance
Apex Harmony Lodge	Therapy through Work for Young Onset and Early Stage Dementia
SPD	Peek-A-Boo: I Know What My Child Does In The Classroom

Productivity Improvement Awards

Organisation	Project Title
Yishun Community Hospital	30% Man-hours Saved Using Ultrasonic Assisted Wound Debridement
The Salvation Army Peacehaven	Benefits of Using a Gravity Feeding Set for Bolus Tube Feeding in a Nursing Home
SPD	Satellite Assistive Technology Loan Libraries Implementing a Hub and Spoke Model

Updated as of 20 October 2020