

**Desired Business Outcomes and Quantitative Benefits : Guide**

<p><b>Public Healthcare Institution (PHI)</b></p> <p><b>[Category A]</b></p> <p><b>IT Excellence: Beyond Hospital to Community</b></p>	<p><i>This award recognises IT initiatives that enable the transformation of care through care integration across providers, moving care beyond the hospital, to the community.</i></p> <p><u>Desired Business Outcomes (Guidelines)</u></p> <ul style="list-style-type: none"> <li><i>i. Initiatives that integrate care across settings (primary, acute, community and long-term care/ private, public, and VWOs), to ensure seamless transitions and continuity of care;</i></li> <li><i>ii. Initiatives that right-site patients to care settings which are appropriate to their needs; and</i></li> <li><i>iii. Initiatives that partner primary care (including mental health), intermediate and long-term care, as well as social and community care sectors to strengthen their capabilities.</i></li> </ul> <p><u>Quantitative Benefits (Examples)</u></p> <ul style="list-style-type: none"> <li><i>i. Shorter acute hospital stays, reduced admission / re-admission or visits;</i></li> <li><i>ii. More timely services, referrals or transitions to receiving settings;</i></li> <li><i>iii. No. of patients right-sited;</i></li> <li><i>iv. Improved clinical, process or health outcomes; and</i></li> <li><i>v. Optimisation, cost reduction, avoidance or savings.</i></li> </ul>
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<p><b>Public Healthcare Institution (PHI)</b></p> <p><b>[Category B]</b></p> <p><b>IT Excellence: Beyond Quality to Value</b></p>	<p><i>This award recognises IT initiatives that deliver value to patients through appropriate care and the efficient use of clinical resources and manpower.</i></p> <p><u>Desired Business Outcomes (Guidelines)</u></p> <ul style="list-style-type: none"> <li><i>i. National-level initiatives related to sustainability, e.g. clinical productivity innovations, effective use of clinical manpower and resources;</i></li> <li><i>ii. Initiatives that support clinicians in the delivery of high-value healthcare, including supporting the delivery of evidence-based clinical practice; appropriate utilisation of health technologies (including optimising related data collection and analysis); and providing clinician feedback on their performance for continuous improvement; and</i></li> <li><i>iii. Initiatives that optimise healthcare utilisation by enabling healthcare professionals to provide or empowering patients to seek appropriate care.</i></li> </ul> <p><u>Quantitative Benefits (Examples)</u></p> <ul style="list-style-type: none"> <li><i>i. Improved clinical, process or health outcomes;</i></li> <li><i>ii. Process optimisation or productivity gains in the clinical and care delivery to patients;</i></li> <li><i>iii. Reduction in unnecessary tests, treatments, admissions and visits, or length of stay;</i></li> <li><i>iv. Clinical manpower reduction;</i></li> <li><i>v. Higher rates of clinical compliance, error reductions, better patient safety, lesser infections, decrease in clinical complications, or shorter recovery times; and</i></li> <li><i>vi. Lower cost of care to achieve equivalent health outcomes.</i></li> </ul>
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<p><b>Public Healthcare Institution (PHI)</b></p> <p><b>[Category C]</b></p> <p><b>IT Excellence: Beyond Healthcare to Health</b></p>	<p><i>This award recognises IT initiatives that promote active ageing and healthy living through preventive health and disease management.</i></p> <p><u>Desired Business Outcomes (Guidelines)</u></p> <ul style="list-style-type: none"> <li><i>i. Initiatives that encourage individuals of all ages to take personal ownership over their health by leading healthy lifestyles, increasing their health literacy, and (where applicable) managing their conditions proactively;</i></li> <li><i>ii. Initiatives with targeted interventions for health promotion and disease prevention/management; and</i></li> <li><i>iii. Initiatives that proactively identify individuals at risk of chronic conditions, and that increase targeted screening outreach and follow up.</i></li> </ul> <p><u>Quantitative Benefits (Examples)</u></p> <ul style="list-style-type: none"> <li><i>i. Reach [should not be the only indicator]: Adoption rates, engagement or outreach rates for health promotion and education initiatives;</i></li> <li><i>ii. Behavioural changes: lifestyle changes, improved compliance with medication / follow-up;</i></li> <li><i>iii. Increased screening uptake of recommended screening tests and follow-up for abnormal results, particularly among at-risk individuals;</i></li> <li><i>iv. Reduced disease rates, lower rate of patients with uncontrolled chronic disease; and</i></li> <li><i>v. Improved quality of life, as measured by Disability-Adjusted Life Year (DALY), Quality-Adjusted Life-Year (QALY), or other quality of life measures.</i></li> </ul>
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<p><b>Public Healthcare Institution (PHI)</b></p> <p><b>[Category D]</b></p> <p><b>IT Excellence: Productive &amp; Effective Healthcare Administration</b></p>	<p><i>This award recognises IT initiatives that enable healthcare administrations to be more cost effective, productive and support MOH policy planning and operations.</i></p> <p><u>Desired Business Outcomes (Guidelines)</u></p> <ul style="list-style-type: none"> <li><i>i. Initiatives that support best practices for healthcare providers in the areas of operations, patient financing and administration, and other corporate services (e.g. finance, human resources, procurement);</i></li> <li><i>ii. Initiatives that support best practices for healthcare policy makers in the areas of policy development, healthcare administration (e.g. Medisave, Medishield Life) and situational awareness and control (e.g. disease outbreak systems), etc.;</i></li> <li><i>iii. Efficient, secured and robust IT infrastructure with continuous, seamless inter-connectivity and an integrated information flow that adapts to healthcare policy and business changes, as well as technology shifts;</i></li> <li><i>iv. Initiatives that bring about economies of scale through rationalised IT infrastructure; and</i></li> <li><i>v. Initiatives that result in improved productivity and cost savings.</i></li> </ul> <p><u>Quantitative Benefits (Examples)</u></p> <ul style="list-style-type: none"> <li><i>i. Cost avoidance, reduction or savings;</i></li> <li><i>ii. Process transformation, integrating data connectivity, manpower reduction, or productivity gains in the areas of healthcare administration, business operations and corporate services;</i></li> <li><i>iii. Shorter turnaround time for administrative services (e.g. admission/discharge/appointments/registration, etc.);</i></li> <li><i>iv. Effective utilisation of IT infrastructure to achieve operational efficiency, higher capacity and a lower cost of ownership; and</i></li> <li><i>v. Agility of system to support healthcare policy changes.</i></li> </ul>
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<p><b>Non-Public Healthcare Institution (PHI)</b></p> <p><b>[Category F]</b></p> <p><b>IT Excellence: Digitised Care to Support One Healthcare System</b></p>	<p><i>This award recognises IT initiatives that have effectively leveraged IT to improve healthcare and continuity of care.</i></p> <p><u>Desired Business Outcomes (Guidelines)</u></p> <ul style="list-style-type: none"> <li><i>i. Increased healthcare access to patients resulting in a healthcare experience that is convenient and timely;</i></li> <li><i>ii. Achieved cost reduction, optimisation in healthcare operations or cost avoidance in patient care delivery services, keeping healthcare affordable to patients;</i></li> <li><i>iii. Improved value of care with better patient safety, patient centricity, and continuity of care for patients; and</i></li> <li><i>iv. Targeted and early disease prevention.</i></li> </ul> <p><u>Quantitative Benefits (Examples)</u></p> <ul style="list-style-type: none"> <li><i>i. Cost reductions / avoidance / savings;</i></li> <li><i>ii. Process optimization or productivity gains figure;</i></li> <li><i>iii. Manpower reductions or gains;</i></li> <li><i>iv. Error reductions, patient safety or quality improvement gains;</i></li> <li><i>v. Improved care or health outcomes for patients;</i></li> <li><i>vi. Better staff or patient satisfaction; and</i></li> <li><i>vii. Higher screening uptake and follow up.</i></li> </ul>
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