Media Release
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Integrated healthcare IT systems at Ng Teng Fong General Hospital and Jurong Community Hospital win the Project of the Year Award at the SPMI Symposium 2016

Achieving many firsts in Singapore, Project OneCARE brings about enhanced patient experience, improved patient safety and greater efficiency for the hospitals.

Singapore, 14 March 2016 – Project OneCARE: More than 50 healthcare IT systems at Ng Teng Fong General Hospital (NTFGH) and Jurong Community Hospital (JCH), including 20 new systems, are integrated for an enhanced patient experience; improving patient safety and efficiency.

Integrated Health Information Systems (IHiS), Ministry of Health Holdings’ IT arm, was conferred the Award for its outstanding project management – bagging this Project of the Year award for a second consecutive year.

The Award winners were announced last Thursday on 10 March 2016 at the Singapore Chapter of the Project Management Institute (SPMI) Symposium 2016. Graced by Minister Chan Chun Sing, the event was held at Marina Bay Sands.

On winning the Award, Dr Chong Yoke Sin, CEO, IHiS, shared: “We are delighted that IHiS is recognised for the second time with SPMI’s Project of the Year Award. Typically, time required to roll out a single IT system takes at least six months. However, we successfully implemented more than 50 systems at NTFGH and JCH in four years. This was not easy especially since it involved highly complex customisation and integration with multiple machines from all over the world. We are glad that our efforts to introduce technologies new to Singapore achieve higher efficiencies and enhance the patient experience. Ultimately, this advances public healthcare and aligns with Singapore’s Smart Nation vision.”
The award has achieved many firsts in Singapore and serve to facilitate seamless integrated care at NTFGH and JCH. Mr Foo Hee Jug, Chief Executive Officer, JurongHealth said: “We are honoured to receive this recognition. NTFGH and JCH were designed to be patient-centred and operationally streamlined, and technology was a key area we harnessed right from the start. The IT systems are conceptualised and purpose-built to be fully integrated into the infrastructure and operational processes for a seamless healthcare information system. With this, we are able to fully leverage IT and technology to deliver safe and quality care for our patients. To be able to open the two new hospitals smoothly with such complex integration is a testimony to the excellent teamwork that cuts across all segments of the hospital operations involving staff at all levels.”

On IHiS’ win, SPMI President, Umesh Ursekar said: “Through Project OneCARE, IHiS demonstrated superior performance of project management practices, superior organisational results, and positive impact on society. It’s truly a success story built on the back of complex multi-dimensional rollout in a journey of grit. It required strong project management skills to see through this mega-scale project and support the hospitals from the ground-up.”

The Hospitals’ Project OneCARE achieved many firsts in Singapore including:

- Near paper-less, film-less, chart-less, and script-less environment to deliver seamless patient care.
- Integrated **Electronic Medical Record** (EMR) system that is interfaced with over 140 medical devices;
- Vendor neutral **Medical Devices Middleware Integration System** that integrates and transmits medical data from various medical devices into the EMR, eliminate manual charting into the EMR, and reduces charting errors;
- Electronic **Patient Information Board** that replaces paper notes and enables clinicians and nurses to view essential information on patient conditions without separate retrieval of patient records;
- **Real Time Location Tracking System** that enables automatic tracking of patient movements between departments, transfers, and discharges and also used for automatic tracking of medical equipment and assets, as well as allows quick access to critical mobile medical equipment for maintenance or in civil emergencies;
- **Warehouse Management System** which eliminates tedious manual stock counting and allows faster turnaround of stock supply to improve inventory management and fulfilment and automates top-up requests via passive RFID technology.
Other smart technologies implemented as part of the Project OneCARE include:

- **Queue Management System** - a single number chit that captures the patient itinerary for the day from point of registration to payment;
- **Daily Operations Dashboard** - pulls data from different systems and provides a one-stop information dashboard and a centralised overview of real-time key indicators for the Emergency Department, Outpatient Clinics, Inpatient Wards, Surgery areas. The system also enables analysis and comparison of daily, weekly, or monthly statistics for monitoring and support timely operational and management decision-making;
- **eContent Distribution System and WayFinding kiosks** – uses maps and animation to direct visitors and displays listing of doctors, services, and announcements.

The successful implementation of the IT systems at NTFGH and JCH by IHiS also helped the hospitals achieve HIMSS EMRAM Stage 6 within two months of its opening. The HIMSS EMRAM Stage 6 is a global benchmark that measures the use of technology to improve patient safety and care quality.

The ‘Project of the Year’ 2015-16 Awards is an annual Award by SPMI, the Singapore branch of the global professional accreditation body, Project Management International. The inaugural ‘Project of the Year’ award in Business and Information Systems 2014-15 was also awarded to IHiS last year, for its Outpatient Pharmacy Automation System.

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**About Integrated Health Information System (IHiS)**

IHiS is a multiple award-winning Healthcare-IT Leader that architects and manages highly integrated systems across Singapore’s public healthcare sector, supporting more than 40,000 healthcare staff at all public hospitals, national specialty centres and polyclinics. It transforms patient care through smart technology.

IHiS has garnered more than 60 awards for its innovations, and played a key role in nine Singapore public healthcare institutions becoming amongst the first in Asia Pacific to achieve HIMSS EMRAM Stage 6, an international benchmark for advanced technology used in patient care. For more information, visit www.ihis.com.sg & www.facebook.com/ihis.sg

**About Jurong Health Services**

Jurong Health Services (JurongHealth) is Singapore’s public healthcare cluster formed to facilitate the integration of services and care processes for the community in the west.

JurongHealth is managing the new integrated healthcare hub comprising the 700-bed Ng Teng Fong General Hospital and 400-bed Jurong Community Hospital to provide holistic care for patients. The two new hospitals are an integral part of the Jurong Lake District Masterplan. JurongHealth is also managing Jurong Medical Centre, a one-stop healthcare centre providing a range of specialist services and community health support services for residents in the west.