

BEST PRACTICES IN IMPROVEMENT TO PATIENT CARE AND SAFETY SHOWCASED AT HIMSS ASIA PACIFIC 2015

*Singapore hospitals to be recognized in ICT Innovation and ROI Achievement at HIMSS-Elsevier
Healthcare Awards 2015*

[SINGAPORE] Thursday, 3 September 2015 – The best in class in Information & Communications Technology (ICT) and Return On Investment (ROI) across the healthcare industry in the Asia Pacific region will be celebrated at the HIMSS-Elsevier Digital Healthcare Awards gala evening on Monday 7 September as part of HIMSS Asia Pacific, Digital Healthcare Week. Singapore hospitals have continued to showcase leadership in innovation with two awards while China, India and Australia walked away with one piece of silverware each.

With issues associated with aging population a serious problem for many nations around the world, combined with the growing demands for better healthcare across the board, hospitals and organizations in the industry simply have to find ways to improve efficiency and care quality. The HIMSS-Elsevier Digital Healthcare Awards recognizes those who push the boundaries of excellence in harnessing information technology to achieve these objectives.

KK Women's and Children's Hospital's & Integrated Health Information Systems' (IHIS) **Emergency Outpatient Pharmacy Automation System** was one of two winners in the **ICT Category**. The other winner in this category was India's Aarogyasri Healthcare Trust.

A local-consortium of National University Hospital (NUH), Tan Tock Seng Hospital (TTSH), National Healthcare Group Pharmacy (NHGPh) & Integrated Health Information Systems (IHIS) was announced as the sole winner in the Outstanding ROI Achievement category for their Outpatient Pharmacy Automation System.

KK Women's and Children's Hospital & Integrated Health Information Systems (IHIS) **partnered to develop the Emergency Outpatient Pharmacy Automation System (OPAS)**. The hospital's Pharmacy team and IHIS' Applications team embarked on the project, which was implemented in March 2015, to enhance efficiency and patient safety. The initiative achieved automation of at least 90% of drugs packing, increased patient safety satisfaction. The system has several world firsts patent-pending technologies.

Dr. Chong Yoke Sin, CEO, IHIS, shared: "IHIS is delighted to drive this innovative project together with the Pharmacy Department at KK Women's and Children's Hospital. This Singapore innovation with many **world's firsts** is certainly one that all Singaporeans can be proud of, especially during our Golden Jubilee year.

OPAS automates 90% of drugs packing, almost 100% of bottling syrup medication, and increasing patient safety. The **world's firsts** in OPAS include the **integration of the inpatient and outpatient pharmacy systems** where bulky items that cannot be packed by the inpatient robot are routed to OPAS for packing, resulting in higher productivity; and the **bottle dispensing system that is the first of its kind in the world** which can autoloading from manufacturer carton and dispense with labels to RFID baskets, thus replacing of the manual and laborious tasks. These achievements have resulted in **higher patient satisfaction, higher productivity with at least two pharmacy staff that can be redeployed to more meaningful valued-added activities such as medication counselling and reviewing, and enhanced stock inventory tracking.**"

Chief Pharmacist, Irene Quay commented:

“The majority of our pediatric patients require bottled medication and given that our Emergency Pharmacy serves the busiest A&E in Singapore, we handle about 1,350 to 1,800 bottles of medication each day. For the benefit of our patients, my team and I tried to improve the process by automating this process. Automation has allowed us to fully focus on safety checks and providing more holistic patient care. Since implementation, we have been encouraged by positive feedback from staff and patients. This makes us very happy and proud.”

The ROI winner, OPAS, was implemented in the local-consortium of facilities at NUH, TTSH, and NHGP to achieve breakthrough speeds in filling prescriptions and reduced patient waiting times. Up to 90% of prescriptions are filled within 15 minutes. The system achieved various benefits such as improved patient care and increased patient engagement. Patients have a better care experience and the increased patient engagement also raises staffs’ job satisfaction levels, which ultimately translates to better service and value adds to patient care and patient experience.

Mark Winn, Director, Applications-Diagnostics & Pharmacy, IHIS said:

“Having successfully implemented OPAS at many local healthcare facilities in Singapore, we are extremely proud of the benefits in patient care and productivity we are responsible for delivering. The team here at IHIS, along with the various teams at each of the facilities are equally responsible in taking the steps required for the betterment of future healthcare delivery. It couldn’t be better year for us to take a step forward in SMART healthcare, and we’re proud to be the sole winners of the Outstanding ROI Achievement award”.

The third and final category of the HIMSS-Elsevier Digital Healthcare Awards was Outstanding ICT Achievement, which had two winners – Shanghai Children’s Medical Center in China (SCMC Data Center and Integration Platform) and Australia’s St. Stephen’s Hospital, Uniting Care Health (eHealth Unite Project – Hervey Bay).

Dr. Peter Edelstein, Chief Medical Officer of Elsevier Clinical Solutions said:

“Elsevier continues to be impressed by the quality of submissions this year. We are also proud that the HIMSS-Elsevier Digital Healthcare Awards has become the platform of choice for an increasing number of leading regional organizations to showcase and celebrate their achievements. These awards reflect HIMSS and Elsevier’s common desire to recognize and cultivate excellence in healthcare information and technology adoption for improved care. This year’s winners exemplify top-notch leadership, innovation and diligence, and this recognition is an endorsement of their efforts. We congratulate them and look forward to working with them as they leverage this award to further their quest for better healthcare.”

Stephen Lieber, President and CEO of HIMSS, added:

“HIMSS is extremely encouraged to witness the achievements of this year’s HIMSS-Elsevier Digital Healthcare Award winners. Their health IT projects have significantly improved ROIs, enhanced patient safety and increased the quality of care in their hospitals and across the country. More than ever before, Asia’s Ministries, hospitals and healthcare facilities are now racing to improve healthcare outcomes through IT. These exemplary winning projects reflect the region’s dynamism. HIMSS is proud to partner Elsevier for the 3rd consecutive year to recognize the deserving winners and all who are contributing towards exceptional healthcare in Asia.”

The applicants were judged by a panel of five judges: **John P. Hoyt**, Executive Vice President, HIMSS Analytics, **Klaus Boehncke**, Executive Director eHealth Lead, South East Asia, PwC Consulting, **Dr. Michael Bainbridge**, Adjunct Professor Clinical Informatics, University of Victoria, and Clinical Architect and Director, ASE Consulting Australia Pte. Ltd, **Peter Edelstein**, Chief Medical Officer, Elsevier Clinical Solutions and **Rajendra Pratap Gupta**, Leading Public Policy Expert & Chairman, Innovation Working Group – Asia.

In keeping with the theme of **HIMSS AsiaPac15** as being SMART Healthcare, and Singapore being the very first SMART nation, the winners were determined based on the SMART healthcare technology being used for the benefit of patient care and hospital care, and to recognize those that were going the extra mile to ensure that the newest of technologies are implemented to offer their patients only the best.

HIMSS AsiaPac15 will run from 6 – 10 September 2015 with the main conference from 7 – 10 September. More information can be found at www.himssasiapac15.org. Registration is now open.

Please see below for the list of winners:

Outstanding ICT Achievement		
No.	Project Name	Hospital Name
1	SCMC Data Center and Integration Platform	Shanghai Children’s Medical Center, China
2	eHealth Unite Project - Hervey Bay	St Stephen's Hospital, Uniting Care Health, Australia

Outstanding ICT Innovation		
No.	Project Name	Hospital Name
1	Aarogyasri Healthcare Trust	Aarogyasri Health Care Trust, Telangana State, India
2	Overcoming the Odds – Novel Round the Clock Fully Integrated Pharmacy Automation at KKH Emergency Pharmacy	KK Women’s and Children’s Hospital & Integrated Health Information Systems (IHIS) , Singapore

Outstanding ROI Achievement		
No.	Project Name	Hospital Name
1	Outpatient Pharmacy Automation System (OPAS)	National University Hospital, Tan Tock Seng Hospital, National Healthcare Group Pharmacy & Integrated Health Information Systems (IHIS), Singapore

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