

Innovating to improve Quality of Care – Creating a continuing culture of innovation and excellence

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Abstract: Voluntary Welfare Organisation (VWO) run Nursing home facility is a hub of activity with various services and programmes for seniors. In addition to the Nursing Home and Senior care Centre, Voluntary Welfare Organisation (VWO) run Nursing home facility is also the location with a number of community-based initiatives are currently in operation. Among these are,

- Integrated Home and Day Care service
- Go Respite programme
- Go To Dementia Point
- National Silver Academy courses
- Caregiver Training Courses
- Accredited Skillsfuture Centre
- Community outreach and interaction programmes

In an ongoing process, Voluntary Welfare Organisation (VWO) run Nursing home facility re-looked at various processes to identify ‘pain points’ with a view to improve efficiency and productivity. These ‘pain points’ are defined as steps in the processes that cause physical pain and discomfort, delays in delivery of service or in other ways hinder or affect the type of care given to the residents. To help with the identification of such pain points, discussions involved staff at all levels to learn pain points that they experience. The following were identified:

- Challenges during showering of wheelchair bound and bedbound residents
- Challenges in feeding of residents with NG tubes
- Challenges of maintaining high level of cleanliness with lesser manpower
- Challenges of transferring residents with limited mobility
- Challenges in use of rehabilitation systems /equipment for safer experiences and lesser manpowerChallengers in making living spaces infection free for staff and residents

Through an indepth study of the ongoing processes as well as looking into suggestions from the various levels of staff involved in the activities, Voluntary Welfare Organisation (VWO) run Nursing home facility created a time-bound plan to increase productivity, reduce

‘pain points’ and improve staff morale.

Process of improving productivity

- Identifying “pain points”
- Team formulated with staff of diverse backgrounds
- Focussed study of the issue using analytical tools
- Identification of possible options and finalisation of solution
- Implementation and review of solution
- Transference of knowledge to other programmes /initiatives

Introduction: Nursing homes are long-term residential care facilities where elderly can receive assistance in lifestyle activities. As against a daycare centre or a community home where elderly live together but are otherwise largely independent, nursing homes are for elderly who need assistance in things like going to the toilet, showering, eating and walking. Usually, there'll be professional medical care which will lookout of medical needs starting from changing of urine catheter to dressing of wounds also as exercises and games with other elderly. If your elderly parents or grandparents are affected by mental conditions like dementia or psychiatric conditions, nursing homes are often safe havens where someone are going to be on the constant lookout for them, and that they can undergo cognitive stimulation programmes and activities to hamper the loss of brain. Nursing homes that provide long-term advanced medical aid for terminally ill patients are broadly categorised under as hospice care. If a oldster only requires short-term medical aid, a community hospital with the proper rehabilitative facilities could be more suitable. There are two main sorts of nursing homes in Singapore – private ones and people which are considered Voluntary Welfare Organisations (VWO).

Voluntary Welfare Organisation (VWO) run Nursing home facility may be a non-profit and charitable organization. The home has the capacity for 185beds with quite 132 administrative and nursing staff supporting the house. It is a subsidized home accredited by the Ministry of Health to supply step-down look after patients requiring long-term medical care. They have the capacity for 185 beds with quite 132 administrative and nursing staff supporting the house. Voluntary Welfare Organisation (VWO) run Nursing home facility established in 2002, under the management of Voluntary Welfare Organisation (VWO) run Nursing home facility, is a healthcare facility for elderly. Our bizSAFE-certified subsidised home features a capacity of 185 beds and is accredited by the Ministry of Health.

Patients are catered to their specific medical needs through the

Individual Care Plan, with

services that include the Senior Care Centre, Dementia Ward, Integrated-Home Day Care and therefore the Community Befrienders' Programme. Voluntary Welfare Organisation (VWO) run Nursing home facility Senior Care Centre is an integrated day care programme that features a spread of eldercare services to reinforce their overall social, mental and physical well-being. It offers maintenance day care, rehabilitation services, dementia day care and centre-based nursing. With support from Ministry of Health's Successful Ageing Office, Voluntary Welfare Organisation (VWO) run Nursing home facility initiated the Community Befrienders' Programme to make sure our elderly are never alone. Through this initiative, home care patients and socially isolated elderly receive company from members of the community, comprising of compassionate volunteers.