



## INNOVATION STORIES



### The FuSA Chair: Where Function and Safety Meets Aesthetics

The first-of-its-kind, the FuSA chair is an articulation and actualisation of interdisciplinary healthcare collaboration for patient care. It epitomises creative solution to issues faced by healthcare professionals, patients and their next-of-kin during their hospitalisation stay at the inpatient area.

Scheduled for full deployment in 2024 in both Tan Tock Seng Hospital (TTSH) and the TTSH-Integrated Care Hub (TTSH-ICH), the FuSA chair promotes early mobilisation and rehabilitation while providing a supportive healing environment with caregiver involvement, ensuring a smooth transition back to home. But what led to this innovation?

#### Human-Centred Design

The care of a patient extends beyond those delivered by healthcare staff, and often, while patients recuperate in the hospital, some caregivers would choose to accompany them for long hours, often through the night.

While the hospital deploys various single-purpose chairs for administrative and patient-specific needs, it is not uncommon to receive feedback from caregivers, that the existing visitor chairs are uncomfortable for resting.

In fact, rehabilitation-specific chairs for patients such as recliners and geriatric chairs occupy a large footprint. Altogether, these single purpose chairs consume space dedicated for patient care, presenting a constant logistical challenge to balance between visitor and patient rehabilitation needs within a confined patient area.

While there is a spectrum of multi-functional chairs in the market, the challenge was to find one that would fulfil the 3-in-1 specific needs of the hospital, which were facilitating patient rehabilitation, rest by patients' caregivers, and seats for patients' visitors.

This opened up the opportunity to embark on a human-centered design innovation project to develop a multi-functional FuSA chair that caters to the needs of patients, next-of-kin and healthcare professionals.



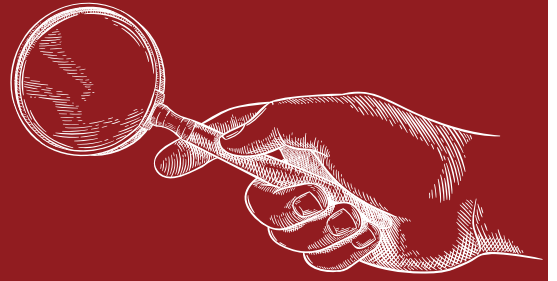
Project co-leads Loo Wei Hann from CHI's Kaizen Office, and Sister Wee Fong Chi from TTSH Nursing testing out the FuSA Chair.

A design thinking and agile development approach was adopted in the development with the following principles:

- Iterative and incremental design - through a process of testing, feedback, and refinements.
- Collaboration and teamwork - multiple key stakeholders identified and involved in the design process.
- Human-centred design - focus on meeting the needs of patients, next-of-kin and healthcare professionals.
- Flexibility and adaptability - allow for changes and adjustments as needed.

**[Find out more on how the team proceeded with the development here.](#)**

# HIGHLIGHTS @CHI



## CHI WINS OUTSTANDING POSTER AWARD AT NATIONAL QUALITY IMPROVEMENT CONFERENCE

1 December 2023

Congratulations to CHI's Kaizen team for achieving the Outstanding Poster Award at this year's National Quality Improvement Conference! The team's poster "Augmenting Digital Lean Training with Virtual Reality (VR)" was submitted in the "Workforce Safety & Joy-in-Work" category, and highlights how VR can enhance training methods that are effective and efficient!

Mr Loo Wei Hann, the team lead, received the award on behalf his team which included Mohamed Razeen, Lim Hui Pin, Tan Wen Xin and Charmaine Leow. "Looking back, all of us played different roles and constantly challenged each other. The experience has highlighted the importance of having a shared goal, respectful conversations and collective leadership at all levels!"

Organised by the Ministry of Health (Singapore), the national conference is dedicated to advancing quality and safety in healthcare. Themed "Advancing Quality and Safety Together: A Celebration of Learning", the conference brings together healthcare leaders from across the public and private sectors, policy makers, researchers, and frontline professionals for an inspiring and informative experience aimed at fostering excellence in patient care.

[Click here for more.](#)



Loo Wei Hann receiving the award from Professor Kenneth Mak, Director-General of Health, Ministry of Health, on behalf of his team.



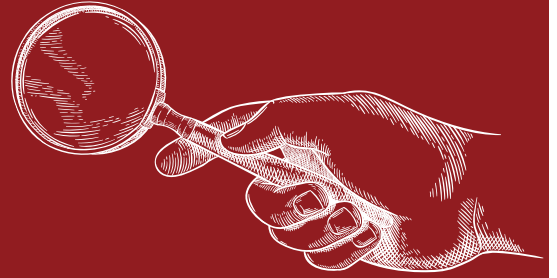
“Want to reduce the long and endless waiting time at Emergency Department (ED)?”

SEARCH **CHILD** NOW FOR INNOVATIVE IDEAS AND SOLUTIONS, GENEROUSLY CONTRIBUTED BY YOUR FELLOW COLLEAGUES ACROSS ALL 3 PUBLIC HEALTHCARE CLUSTERS AND COMMUNITY INSTITUTIONS!

TOGETHER, WE STRIVE TO EFFECTIVELY ALLEVIATE CONGESTION AND SLASH WAITING TIMES AT THE ED!



# HIGHLIGHTS @CHI



## CHI HOST CHAIRMAN OF THE DEPARTMENT OF HEALTH ABU DHABI

10 October 2023



His Excellency Mansoor Al Mansoori, Abu Dhabi Executive Council Member and Chairman of the Department of Health Abu Dhabi, stood next to Prof Eugene Fidelis Soh, Chairman of CHI, in this group photo.

CHI had the honour of hosting H.E Mansoor Al Mansoori, Abu Dhabi Executive Council Member and Chairman of the Department of Health Abu Dhabi on 10 October. His Excellency, together with delegates from the Department of Health Abu Dhabi, were welcomed by Prof Eugene Fidelis Soh, Chairman of CHI.

Engaging discussions on topics such as the future of healthcare, innovation and digitalisation strategy kept the energy up as the delegation experienced Innocanvas, the CHI Reimagination Plaza, and the TTSH Operations Command Centre.

To further understand Singapore's pandemic preparedness and emergency response, colleagues from the National Centre for Infectious Diseases (NCID) shared more about their strategies, experiences and capabilities.

[Click here for more.](#)

## CHI HEALTH AND SOCIAL CHANGE ACADEMY: POPULATION HEALTH FOR LEADERS

26 - 27 September 2023



From left: Dr Jeannie Tey, moderator of the fireside chat, Mr Choon Hon Tay, CEO of Health Promotion Board, Mr J R Kartikeyan, CEO of AWWA, and Prof Eugene Fidelis Soh, National Healthcare Group's Deputy Group CEO (Integrated Care).

What are the design principles of population health that will bring positive impact? How can we drive population health management? And what are the challenges and opportunities in this phase of transformation?

These and more were discussed at the recent "Population Health for Leaders" executive course by the CHI Health And Social Change Academy, held from 26 - 27 September.

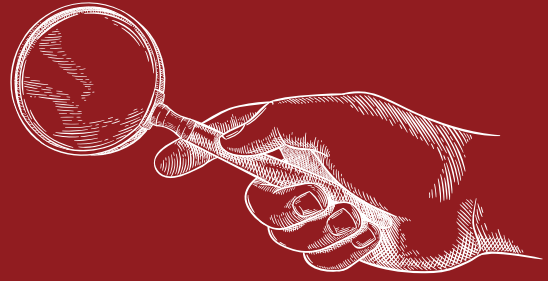
The course was attended by 29 participants from community partners AWWA Ltd, Care Corner Singapore Ltd, TOUCH Community Services, and healthcare professionals from Tan Tock Seng Hospital, Woodlands Health and Yishun Health. The course featured a mix of lectures and workshop discussions by faculty and leaders within the health and social care sphere. Wrapping up the sessions was an intimate Fireside Chat with practitioners of population health, Prof Eugene Fidelis Soh, National Healthcare Group's Deputy Group CEO (Integrated Care), Mr Choon Hong Tay, CEO of Health Promotion Board, and Mr Jr Karthikeyan, CEO of AWWA.

The no-holds barred session gave participants a glimpse into the opportunities and challenges of moving Singapore's health system towards a population health approach, as they engaged candidly with the leaders.

[Click here for more.](#)



# HIGHLIGHTS @CHI



## CHI WELCOMES THE PREMIER OF NOVA SCOTIA

27 September 2023



*The Honourable Tim Houston, Premier of Nova Scotia, is joined on his right by Ms Pauline Erica Tay, Director of National Healthcare Innovation Centre. On his left is Dr Ng Yih Yng, Deputy Clinical Director of CHI, and Prof Eugene Fidelis Soh, Chairman of CHI.*

CHI was honoured to host the Honourable Tim Houston, Premier of Nova Scotia on 26 September at the Ng Teng Fong Centre for Healthcare Innovation! Premier Houston and his delegation were welcomed warmly by Prof Eugene Fidelis Soh, CHI's Chairman, and CEO of Tan Tock Seng Hospital and Central Health.

The team had the opportunity to showcase various projects at the CHI Living Lab such as the FuSA Chair which has been deployed at the TTSH Integrated Care Hub, the Face Shield developed at the start of the COVID-19 crisis, and a sharing on nursing innovation, igniting interest in our nursing's shared governance model.

Visiting the "brain" of Tan Tock Seng Hospital, Premier Houston was given a presentation at the Operations Command Centre on the 4 layers of capabilities for the centre - Monitoring, Decision Support, Flow Optimisation and Autonomy.

Moving into the future of innovation and a peak at ongoing projects, the delegation was introduced to the Digitalisation Strategy at the CHI Reimagination Plaza.

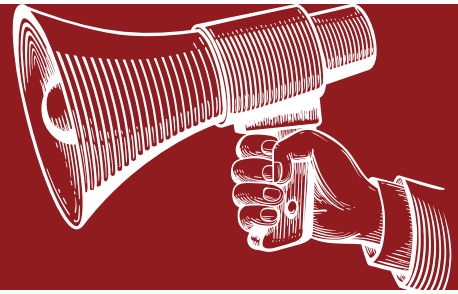
**[Click here for more.](#)**



Tune in to CHI AMPED, the official podcast channel, which feature interviews with leading experts and innovators in the field, providing valuable insights and inspiration for healthcare professionals!

Listen to the series on Spotify: <https://spoti.fi/40f8q9U>  
To suggest conversation topics, email us at [chi@ttsh.com.sg](mailto:chi@ttsh.com.sg).

# UPCOMING EVENTS



## CHI INNOVATE 2024

4 - 5 Jul 2024



Healthcare's sacred duty is to "Do No Harm" as we provide care for our patients; But this very duty has inflicted harm on the environment. If Healthcare were a country, we would be Earth's 4th largest carbon emitter. At the same time, the climate crisis is also a healthcare crisis.

CHI INNOVATE 2024, under the banner of "Sustainability in Healthcare", will explore our relationship with our environment, while seeking innovative solutions to inspire and galvanise us to be 'good ancestors'.

Join us on 4 & 5 July 2024 as we pledge our oath to extend our healing touch not just to patients but to the planet we call home. **Stay tuned to the latest updates by registering your interest here.**

## NATIONAL HEALTHCARE INNOVATION AND PRODUCTIVITY MEDALS AWARD 2024

Mid-Jan 2024

**AWARD CATEGORIES**

- CARE REDESIGN
- AUTOMATION, IT & ROBOTICS INNOVATION
- WORKFORCE TRANSFORMATION
- BEST ADOPTER

**NATIONAL HEALTHCARE INNOVATION AND PRODUCTIVITY 2024 MEDALS**

**\$ 50,000 Seed Fund**  
For each eligible winning team\*

**STAY TUNED**  
**OPEN CALL:**  
**MID-JAN 2024**

**SCAN FOR MORE DETAILS**

- NHIP 2023 Winners
- NHIP Medals Award Details

ORGANISED BY: CENTRAL HEALTHCARE INNOVATION  
SUPPORTED BY: MINISTRY OF HEALTH

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\*Terms & conditions apply

Catch the innovative winners of the National Healthcare Innovation and Productivity (HIP) Medals Award 2023 in their own words today! You can relive the highlights of the winning projects with our playlist on the **CHI YouTube channel.**

Supported by the Ministry of Health (MOH) and sponsored by the Ng Teng Fong Healthcare Innovation Programme, the winning projects were recognised for their excellence in Care Redesign; Automation, IT and Robotics Innovation; and Workforce Transformation.

Stay tuned for our upcoming National HIP Medals 2024 submission call in mid-Jan 2024!



# NEWS FROM OUR PARTNERS



## THE SINGAPORE UNIVERSITY OF SOCIAL SCIENCES (SUSS) SIGN MOUs WITH HEALTHCARE AND SOCIAL SECTOR PARTNERS TO ENHANCE THE INTEGRATED CARE SECTOR IN SINGAPORE

31 October 2023

CHI collaborated with the Singapore University of Social Sciences (SUSS) in an MOU between the National Healthcare Group (NHG) and the University, sealing a commitment to develop comprehensive initiatives that will enhance the integrated care sector in Singapore.

“Congratulations to Prof Tai Yong Tan and Justina Tan, on bringing together healthcare clusters and social sector partners to further integrated care. National Healthcare Group with the CHI - Centre for Healthcare Innovation is proud to be a strategic partner of Singapore University of Social Sciences (SUSS) to enable Health and Social Change, and to develop Health Coaches for our Communities of Care,” shared Prof Eugene Fidelis Soh in his LinkedIn post, after the signing ceremony. Prof Soh is the Chairman of CHI, and Deputy Group CEO (Integrated Care), NHG.

The signing ceremony took place at the inaugural Integrated Care Learning Symposium presented by SUSS, gathered over 400 attendees, including senior representatives from the healthcare and social sectors and industry partners, to facilitate knowledge exchange and best practices sharing to raise overall capabilities in delivering integrated care.

At the event, SUSS also signed an MOU with 6 other major healthcare and social sector players, including the Agency for Integrated Care, Fei Yue Community Services, Kwong Wai Shiu Hospital, Lions Befrienders Service Association (Singapore), National University Health System and Singapore Health Services. The signing serves to formalise the commitment of all parties as partners to collaborate effectively, with the ultimate goal of enhancing the quality of care for those in need.

Themed “Strengthening Capabilities for Integrated Care in a Super-aged Society,” the event was graced by Guest-of-honour, Dr Mohamad Maliki Bin Osman, Minister, Prime Minister’s Office, Second Minister for Education and Foreign Affairs.

Professor Tan Tai Yong, SUSS President, shared that “With Singapore being one of the world’s fastest-ageing nations, the need for comprehensive, coordinated and patient-centric care for seniors has never been more critical. Through the symposium, we hope to lead the way in furthering discussion on tackling existing issues in integrated care and explore how we can better close current gaps.”

[Click here for more.](#)



Group photo of Professor Tan Tai Yong (eighth from left), Dr Mohamad Maliki Bin Osman (eighth from right), Mr Richard Eu, Pro-Chancellor (seventh from right), and Professor Eugene Fidelis Soh (far right) with all the MOU signees and witnesses (Source: SUSS)

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