



INNOVATION STORIES



The Clinical Diabetes Educator Programme: A Novel Transdisciplinary Model for Diabetes Care



Dr Janil Puthuchery presenting the National Healthcare Innovation & Productivity Medal to representatives of the team.

A person with diabetes is often thrust into a complex system of care delivered by a large team of healthcare professionals (HCPs) of doctors and nurse clinicians (DNCs), pharmacists, dietitians, podiatrists, social workers, and others to deliver various aspects of therapy and preventive care. With so many HCPs caring for a patient, healthcare delivery can become fragmented.

Duplicated services and uncoordinated visits may result in patient dissatisfaction, high default rates, and poor treatment outcomes. The Clinical Diabetes Educator (CDE) programme was conceptualised to reduce care fragmentation, with the central idea to systematically cross-train and elevate the capabilities of the Allied Health Professional (AHP) to manage patients with diabetes.

For example, a pharmacist could take on a nurse educator's skill to teach glucose self-monitoring through the programme; a nurse could perform foot screening, which would normally be done by a podiatrist; and a dietitian could adjust insulin doses—collectively streamlining diabetes care.

With these transdisciplinary innovations in workforce capability, the team achieved greater cost-effectiveness while improving patient compliance and maintaining outcomes.

The programme won the “Best Practice Medal (Workforce Transformation)” at the 2022 National Healthcare Innovation & Productivity Medals. Here is how the team from Tan Tock Seng Hospital change the way they work in order to deliver better care for patients.

Key Issues and Expected Outcome

When a diabetes patient was referred to a tertiary outpatient setting, they would be expected to accrue a significant cost of S\$218 annually, and multiple follow-up appointments.

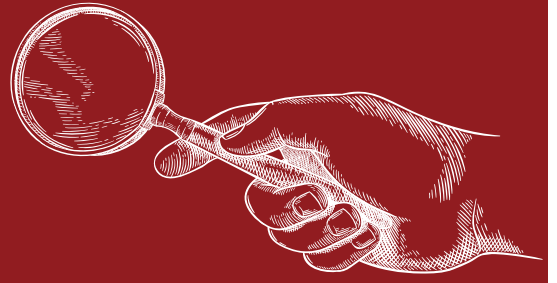
CDEs would be diabetes subject matter experts, taking on the relevant duties of a DNC, pharmacist, dietitian and podiatrist in a single sitting. The CDE would also act as a physician-extender, with the ability to lead a diabetes clinic consultation and propose management changes under the supervision of a physician.

The expected outcome would be to improve the value of care by achieving the same therapeutic outcomes at lower time commitment and cost per-patient, while improving patient adherence to follow-up appointments, as well as generate patient and provider satisfaction.

Furthermore, with multiple follow-up appointments with other medical or surgical disciplines, the time investment and financial burden of care was established as a factor in patients' non-adherence to treatment, and does not constitute value-based care.

[Click here for the full article.](#)

HIGHLIGHTS @CHI



15TH CHI MASTERCLASS: THE 5Cs OF COMMUNITY LEADERSHIP

27 March 2023



The 15th CHI Masterclass with Patrick Tay, Assistant Secretary-General of National Trades Union Congress (NTUC) and Member of Parliament of Pioneer SMC, saw a gathering of acute healthcare and community health professionals from across the healthcare ecosystem, eager to acquire nuggets of knowledge.

Titled "The 5Cs of Community Leadership", Patrick gave practical tips on how to better engage and connect with the community, important perspectives as we move towards a Healthier SG.

His candid and anecdotal sharing highlights the aspects of the 5Cs in the context of community leadership:

- 1) Care – He encourages the workforce to be fluid and practical when approaching work in the community, as every community would have a different demographic and profile, thus requiring different care priorities.
- 2) Connect – An important factor in ensuring integration and understanding of the community needs, find ways to connect with them. He quotes Mr Lim Swee Say, former secretary-general of NTUC, "People don't care how much you know, until they know how much you care."
- 3) Create – Create an environment that will be conducive to connect with stakeholders.
- 4) Cultivate – Cultivate partnerships who will provide support in achieving goals.
- 5) Collaborate – Collaboration within the community and ecosystem is an important skill when navigating multiple stakeholders.

The Q&A session, moderated by Koh Huey Bing, Director of Organisational Development at CHI, added to the richness of the conversation. One of the participants, highlighted that care holds different meanings for different people, and asked Patrick's opinion on how care has changed for him in the last 10 years, and his vision of care in the next decade.

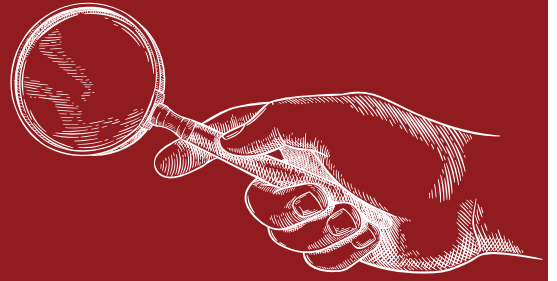
Patrick replied that in the last 30 years, majority of the care initiatives focused on financial help and donations of food/items. With new factors such as an aging population, longer life expectancy, low birth rate, and mental awareness, the care programmes have evolved to cater to these new needs. Care has moved beyond just material, to mental and emotional needs.

[Click here for the full article.](#)



The Q&A session, moderated by Koh Huey Bing, ignited an engaging discussion with participants from across healthcare clusters.

HIGHLIGHTS @CHI



CHIT-CHAT SERIES: MEDTECH INNOVATOR ASIA PACIFIC 2023

13 April 2023

High energy reverberated through the CHI building, as start-ups pitched their innovations to the judges of MedTech Innovator Asia Pacific 2023! Close to 100 participants, judges and supporters turned up in strength at the first in-person edition of the event organised since 2019.

After all, only twenty startups will be selected to join the annual MedTech Innovator Asia Pacific Accelerator Program, which includes the opportunity to be matched with highly-qualified mentors in accordance to the startup's needs as well as a chance to win US \$175,000 in non-dilutive cash Grand Prize.

CHI's collaboration with MedTech Innovator Asia Pacific was part of the "CHIT-CHAT" series, a platform for the healthcare innovation community to exchange insights/ideas on the latest in innovation, bridging the supply and demand gap in healthcare.

Participants of the CHIT-CHAT series will have the opportunity to interact with startups and investors, and collaborate for innovation adoption and implementation in healthcare.

[Click here for more.](#)



The organisers and judges got together for a group photo to mark the occasion.



Pitching to the judges and the live audience for an opportunity to be shortlisted as finalists for the Grand Prize.

LASALLE X TTSH X CHI : GREENER ASTHMA THERAPY

2 May 2023

Did you know that using a metered dose inhalant (MDI), employed to treat asthma and COPD, is equivalent to a 200km car drive? Fluorinated gases used as propellants in MDIs are the cause of this startling statistic.

CHI has brought together 8 students from LASALLE College of the Arts and Tan Tock Seng Hospital (TTSH)'s Department of Respiratory & Critical Care Medicine, to study and transform the usage pattern of inhalers. By reaching out to both healthcare providers and patients, we hope to positively impact behaviours and the environment, while maintaining excellent outcomes for our patients.

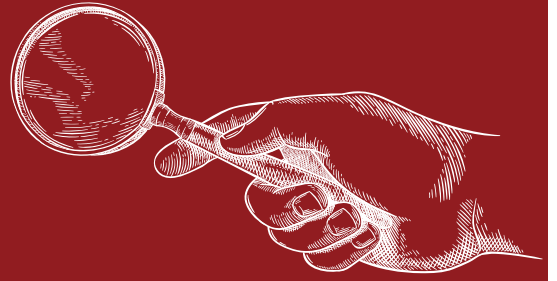
Kudos to Ms Nur Hidayah Abu Bakar, Dean of LaSalle's Design Faculty, TTSH's Senior Consultant Dr Benjamin Ho, for leading this collaboration with CHI's Transformation Office – as well as the eight wonderful students of course. We wish them all the best!

[Click here for more.](#)



The team behind this collaborative endeavour to deliver a more environmentally friendly solution for asthma therapy!

HIGHLIGHTS @CHI



CHI WELCOMES DUBAI HEALTH AUTHORITY

4 May 2023

It was a great honour to welcome the Dubai Health Authority (DHA) delegation at the Centre for Healthcare Innovation (CHI). Led by His Excellency, Mr Awadh Seghayer Al Ketbi, Director-General of the DHA.

The delegation was in Singapore to explore possible collaborations in areas such as innovation, surveillance system for communicable disease, and learn about success stories within the Singapore healthcare system.

With a shared vision for better healthcare, the DHA delegation and senior leaders from both Tan Tock Seng Hospital (TTSH) and CHI engaged in meaningful conversations around population health and TTSH's response to HealthierSG, as well as the efforts at CHI in driving a culture of innovation, transforming the workforce, and catalysing value-based outcomes.

The delegation was taken to TTSH Operations Command Centre where Prof Eugene Fidelis Soh, CEO of TTSH & Central Health shared about optimisation efforts through the C3 system and its timely launch during the pandemic. At the CHI Reimagination Plaza, the delegation was introduced to TTSH's Digital Transformation Strategy, while at CHI's Innospace, the delegates caught a glimpse of how the hospital leverages on 3P methodology for space and flow planning (with NCID as an example).

In the course of the conversations, we have learnt much from each other, and we hope that the DHA, together with TTSH and CHI will

[Click here for more.](#)



The DHA delegates were welcomed by senior management from TTSH and CHI.



Dr Ng Yih Yng, Deputy Clinical Director, sharing more about the Digital Strategy conceptualised for TTSH.



Arrowed by Boss to lead a Hand Hygiene improvement project?

Looking for where to start?

CHILD HAS ALREADY COLLECTED OVER 1,000 HEALTHCARE INNOVATION PROJECTS FROM ACROSS SINGAPORE - AND AT LEAST 15 OF THEM ARE RELATED TO HAND HYGIENE!



Make CHILD your first stop in any innovation journey - search for what has already been done, and connect with who did it.

HIGHLIGHTS @CHI



AMBASSADOR OF IRELAND, SARAH MCGRATH, VISITS PH FENG RESEARCH CENTRE

5 May 2023

CHI welcomed Her Excellency, Ambassador Sarah McGrath from the Embassy of Ireland with conversations on oncology treatments, clinical trials and patient education.

Ambassador McGrath, who is also a strong supporter of clinical trials in oncology, was here to tour the PH Feng Research Centre (PHRC), and discussed the possible opportunities in furthering collaborations between CHI, Tan Tock Seng Hospital and healthcare establishments from Ireland. The PH Feng Research Centre has recently been established as a Phase 1 clinical trial partner, with ICON plc.



A warm welcome for Ambassador Sarah McGrath by A/Prof Tan and team.

Part of the conversation with A/Prof Tan Cher Heng (Executive Director, CHI), Chao Siew Mien (Director, CHI's Centre for Research Innovation Office), Dr Jens Samol (Director for Clinical Trials and PHRC), and Larisa Nagra Singh (VP, Business Development, ICON) included driving the implementation of innovations in clinical trials (such as wearables and medical devices), and strengthening Singapore's position as a preferred site for clinical trials.

CHI also has a collaborative relationship with Enterprise Ireland, who is a supporting partner for the upcoming global innovation challenge, Healthcare InnoMatch 2023. We look forward to even more collaborations with Ireland in taking healthcare forward!

[Click here for more.](#)



A/Prof Tan sharing more about the work done at the PH Feng Research Centre during a walkabout.



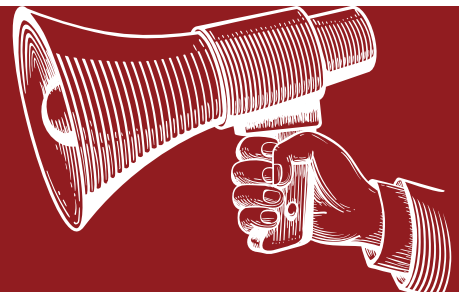
AMPED

The official podcast of the
Centre for Healthcare Innovation

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.

UPCOMING EVENTS



CHI INNOVATE 2023

28 JULY 2023



Get your tickets to CHI INNOVATE 2023 now!

Be part of the conversation themed “Building Bridges: Health & Social Care”, which will galvanise us to breach traditional boundaries and work with community partners to catalyse health and social changes, ultimately creating more sustainable healthcare and healthy communities. A robust programme has been put together to enable continued in depth discussion with leaders from both health & social care sectors, along these metaphoric themes:

Looking Across the Bridge

As we enter a new age of healthcare in Singapore, CHI INNOVATE kick starts our annual conference with **engaging conversation starters – in the form of a 5-persona panel** - set to help you **understand, connect and build bridges** between the health and social sector!

Bridges that Have Been Built or Burnt

We bring to you inspiring tales of how **differences are bridged, breakthroughs are formed** and **possibilities are created** – to drive meaningful change, movements and innovations. Join us for an afternoon of thought-provoking conversations, where the brightest minds in and outside of Singapore will peel back the layers of conventional thinking, challenge your beliefs and inspire you to transform illness-centric care to wellness-centric care.

How Can You Build the Bridge

For the grand finale of CHI INNOVATE, we have curated a closing segment that will arm YOU, as stewards of tomorrow, with practical tips and strategies to **Think Boldly, Act Decisively and Build an Impactful Change/ Bridge** as we journey towards HealthierSG.

Sign Up Now & Get Connected with like-minded individuals determined to make a lasting impact!

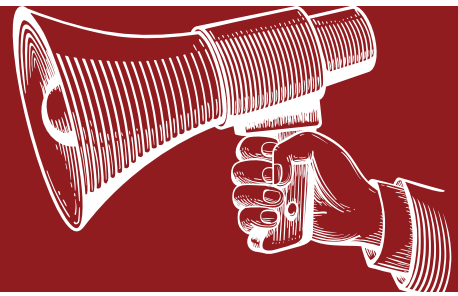
Visit our website for the full programme and speakers at: chiinnovate2023.klobbi.com.

For sponsorship and exhibition opportunities, connect with us at: conference@chi.sg



Early Bird Tickets
available till 19 June

UPCOMING EVENTS



CHIT-CHAT THURSDAY + MEDTECH ACTUATOR DEMO DAY

22 JUNE 2023

SUPPORTED BY **Enterprise Singapore** **CENTRE FOR HEALTHCARE INNOVATION**



The MedTech Actuator Ascend Demo Day 2023 will introduce you to founders and their ventures as we showcase the achievements of the startup cohort from the Singapore flagship Ascend programme.

This event will be held in conjunction with the CHIT-CHAT series by CHI. In line with the theme for CHI INNOVATE 2023, a panel will discuss “Enhancing Social Care with Healthcare Innovation”, sharing their perspectives on how we can collectively work towards improving the delivery of care, ultimately leading to better health outcomes and enhanced well-being for individuals and communities. [Click here to book your spot.](#)



Scan the QR code to book!

NG TENG FONG HEALTHCARE INNOVATION PROGRAMME: INNOVATION GRANT

Deadline: 28 Aug & 27 Nov 2023

CALL FOR APPLICATION

Category 1
Innovation

Up to
\$100K
per project

Category 2
Clinical Research

Up to
\$100K
per project

Category 3
Pitch For Fund

Up to
\$20K
per project

NTF HIP is a competitive grant and the amount is subjected to the availability of funds each FY.



Pre-Application
Consultation

**FY23 Grant Call
Closing Dates**

- 28 Aug
- 27 Nov



Download
the Info Pack &
Application Form

The Ng Teng Fong Healthcare Innovation Programme (NTF HIP): Innovation Grant, is now open for applications!

The competitive, year-round grant, is accepting applications for 3 categories: Innovation, Clinical Research, and Pitch for Fund.

If you would like to find out more or consult us in person, sign up for a pre-application consultation session with the QR code on the left.

The NTF HIP Grant aims to drive innovation in healthcare to benefit and enhance the health of our patients and the population we serve.

NTF HIP serves as a financial lever of innovation, and help funds the innovation work and programmes facilitated by CHI.

Contact us at NTF_HI_Program@ttsh.com.sg for any further enquiries.

NEWS FROM OUR PARTNERS



SIT BOOK LAUNCH: BUILDING EFFECTIVE SUPERVISORS AMONG OCCUPATIONAL THERAPISTS

5 April 2023

Fuelled by the desire to support allied health professionals, Associate Professor Karina Danzca, from the Health and Social Sciences Cluster of the Singapore Institute of Technology (SIT), drew on her experience as an occupational therapist to author the book "Supervision for Occupational Therapy: Practical Guidance for Supervisors and Supervisees".

A/Prof Danzca, who has over 20 years of work experience as an occupational therapist, understands the importance of being a good supervisor and what it takes to be an effective mentor and coach. She shares: "Other than discussing casework, effective supervisors are concerned about our career development and overall well-being. However, being an effective leader is challenging as this takes time, guidance and experience."

Determined to help both healthcare workers and their supervisors achieve a positive outcome at work, A/Prof Danzca (left) and her co-editors Anita Volkert and Stephanie Tempest, along with 30 international contributors pooled their expertise to come up with a practical guide.

The step-by-step guide explains 'the 3Cs for Effective Supervision' (connections, content, and continuing development), and how supervisors can frame their supervision practices. The book covers concepts regarding supervision, tips on improving conversations with supervisees, preparing and developing as a supervisor, and tackling common supervisory challenges in a healthcare setting experience."

The book's chapters also include personal anecdotes from the author and contributors, illustrative examples, reflective questions and evaluation tools – which make the content relevant and easy to follow. In addition, the book examines topics such as workforce issues, diverse populations, cultural differences, and how these factors can impact supervision, which are relevant to occupational therapists and other allied health professionals.

The book, launched earlier this year, is now available at major bookstores.

[Click here for the sharing from our partner.](#)



A/Prof Danzca (in red) and colleagues celebrating the book. (Image from source)

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