



HIGHLIGHTS OF ICAP 2017 CONFERENCE

Over 100 high-level representatives from the different sectors of healthcare in the region including government agencies, healthcare stakeholders and industry players participated in ICAP2017.

Many delegates took the opportunity to network and share their ideas on the industry's myriad issues, challenges and emerging innovations on new delivery of care including robotics, artificial intelligence and automation.

Datuk Dr. Noor Hisham bin Abdullah, Director-General of Health, Malaysia in his keynote address highlighted the current scenario of dichotomous public and private sector that are unable to fully utilise existing resources due to finite financial and human resources constraints.



The
Innovating Care Asia
Pacific 2017 (ICAP)
conference was held
from 30 September
– 1 October 2017 in
Kuala Lumpur.

*Report by
Max Wong Wai Khuen*

He shared the broad perspective and bird-eye view of the framework at Ministry of Health, Malaysia (MOH) on innovation, collaboration and smart partnership in healthcare.

In his words, "Innovation is the ability to see change as an opportunity, not as a threat; translating the biggest of challenge into the best of opportunity for the organisation. At MOH, we are cognisant that health is everyone's business and all sectors are indeed health sector. With that in mind, we have embarked on many innovative collaborations in health, working together with all sectors for better health. While many others discussing the theory and philosophy of innovation and collaboration, at MOH we are focused on delivering. As result, we have initiated many innovations and collaborations in



healthcare by encouraging both bottom-up and top-down approaches, many of which has been successfully implemented.”

Dr. Noor Hisham continued, “Innovations in the delivery of care should be focused on attaining the objective of providing high quality equitable care to all citizens at affordable cost. Technology and processes would be the enablers to achieve these objectives. However, the most critical innovation needed in health is on how to transform the mindset of our public, to empower the individuals to take charge of their own health and promote health seeking behaviour. I am convinced that this is achievable with health education and by leveraging on game-changer

technologies already available now and will be available in the future.”

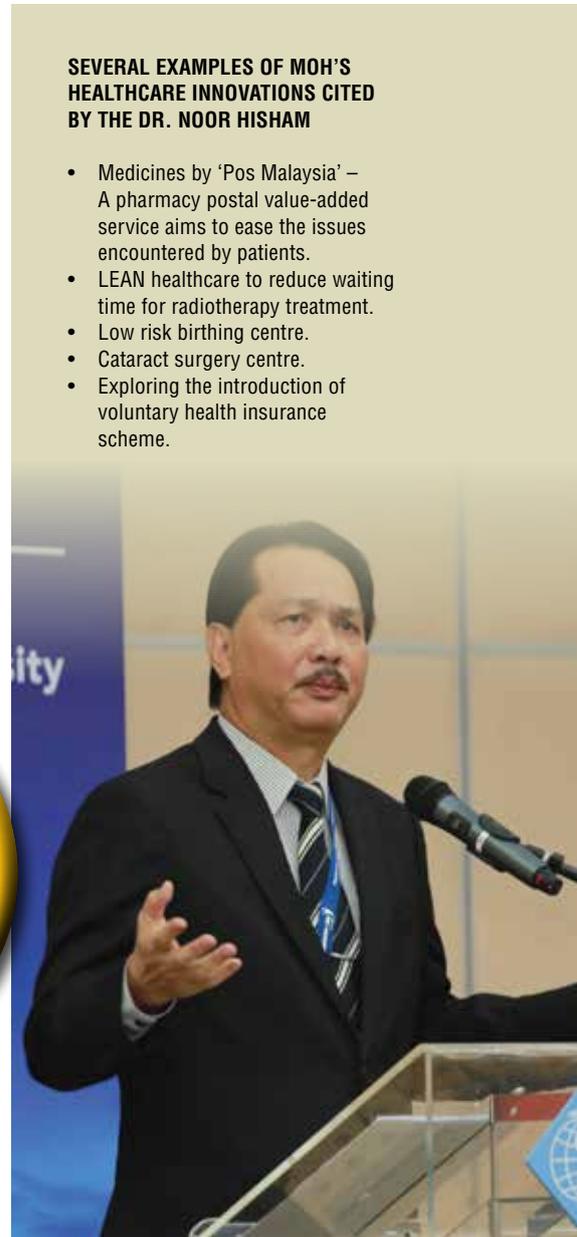
Dr. Noor Hisham was optimistic about the ongoing cross-border collaboration between Singapore and Malaysia particularly in the areas of disease control, financing partnership with Medicare and Malaysia’s rehabilitation arrangement for Singapore’s patients.

He envisioned that future healthcare development will be driven by quality and data, where patients will be empowered with accurate and timely information. Accordingly, acknowledged that innovation in leadership is vital in embracing new technology and regulation to facilitate industry’s innovation.

SEVERAL EXAMPLES OF MOH’S HEALTHCARE INNOVATIONS CITED BY THE DR. NOOR HISHAM

- Medicines by ‘Pos Malaysia’ – A pharmacy postal value-added service aims to ease the issues encountered by patients.
- LEAN healthcare to reduce waiting time for radiotherapy treatment.
- Low risk birthing centre.
- Cataract surgery centre.
- Exploring the introduction of voluntary health insurance scheme.

“Ministry of Health strives to deliver healthcare services which are high impact and low cost through innovation, collaboration and smart partnerships,” Dr. Noor Hisham.



MOH will work closely with innovators (via data monitoring) when implementing disease prevention community-based projects. Thus, he recognised the lack of regulation on home care services, and MOH is working towards passing the relevant act to regulate home care and nursing homes.

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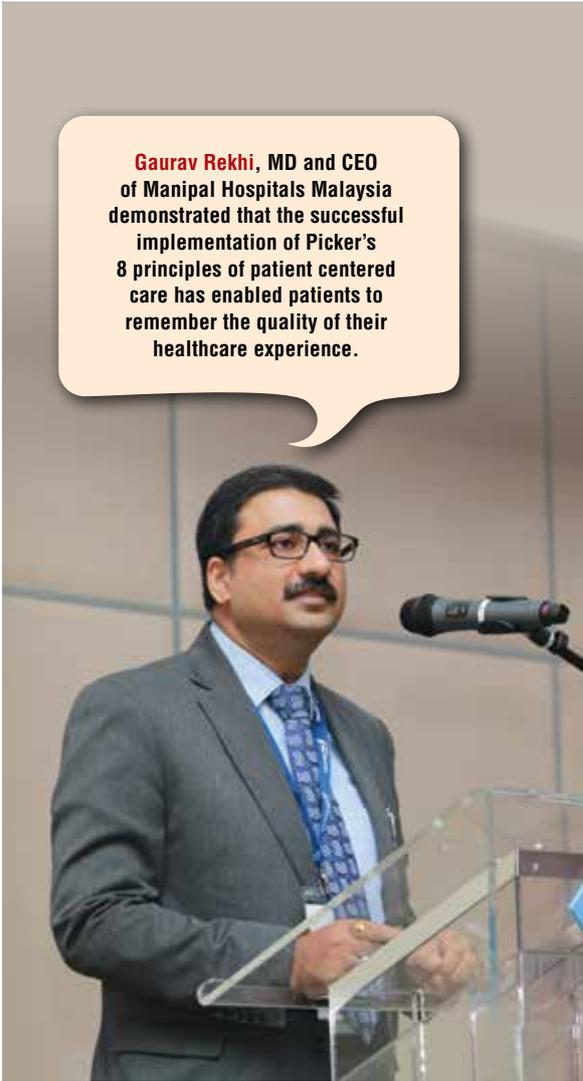


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Dato' Dr. Jacob Thomas, President of APHM in his opening address envisioned a culture of patient safety and the role of care providers and caregivers' commitment and respect for patient's interest which is always paramount.

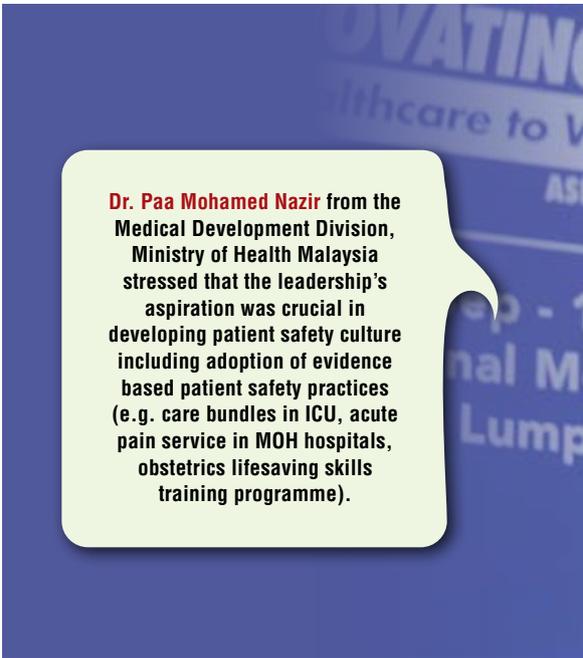


Gaurav Rekhi, MD and CEO of Manipal Hospitals Malaysia demonstrated that the successful implementation of Picker's 8 principles of patient centered care has enabled patients to remember the quality of their healthcare experience.



Dr. Vasuhi Murugiah, CEO of Subang Jaya Medical Centre (Malaysia) shared five lessons on "Achieving and Sustaining a Culture of Patient-Centric Care", namely:

- Emphasising human interactions with personalised care.
- Sharing universal responsibility amongst the staffs.
- Engaging/ involving the patients and their families.
- Striving for continuous improvement.
- Pursuing clinical outcome excellence ethically.



Dr. Paa Mohamed Nazir from the Medical Development Division, Ministry of Health Malaysia stressed that the leadership's aspiration was crucial in developing patient safety culture including adoption of evidence based patient safety practices (e.g. care bundles in ICU, acute pain service in MOH hospitals, obstetrics lifesaving skills training programme).



Dr. Ashish Kanakia, Director of Operations of Prudential Assurance Malaysia anticipates that the insurance industries will enhance collaboration with health innovators to provide value based care (e.g. healthcare promotion, health accounts) and targeted incentives to their clients, while acknowledging the need to closely monitor providers' performance outcome.



Steven Yeo, Founder and CEO of Innovating Care emphasised that the delivery of holistic elderly centric personalised care needs to incorporate the full spectrum of technology enabled care, from human interactive robots, assistive technologies to personal health ecosystem with focus on disease management and monitoring of post operation recovery.



Delegates put forth the following recommendations to MOH

- MOH will need to ensure patient safety culture is pervasively adopted by primary care providers, regardless of public or the private sector.
- A comprehensive disaster/ crisis plan should be readily available in the event of the occurrence of any natural disasters.
- Patient safety culture should be instilled to the practitioners during their training points.



Esther Lim from the Regional Health System SingHealth updated the delegates about Singapore's Esther Programme which aims to coordinate the efforts of different providers across the care continuum to address the medical and psychosocial needs of senior individuals so that he/she can live independently and confidently in the community.



Professor Nathan Vytialingam, the advisor of Malaysian Healthy Ageing Society heralded a new paradigm for modern ageing that will be bolstered by technological innovations which supplement future senior living lifestyles such as day care centres for senior, ageing in place or patient-centered medical home team.



Professor Fung Hong, CEO of CUHK Medical Centre and President of the Hong Kong College of Community Medicine stated that the Hong Kong Government is devising a more complex payment system to manage higher cost of private healthcare services. This includes the introduction of voluntary health insurance scheme and building of new private hospitals that will implement fixed fee. He emphasised four priorities for the industry to enhance health system innovation:

- Greater integration of medical-social service network.
- Central role of information systems.
- Patient experience to drive the design of future care.
- Build capacity.



Dr. Klaus Schuster, Market Access Director of Roche from Switzerland highlighted the potential benefits of big data utilisation in the healthcare sector where we will be able to access meaningful data (clinical trial and real-world data) that leads to insights for effective R&D and further improvement of personalised patient care.



Ng Sow Chun, Deputy Director of Nursing from the National University Hospital (Singapore) provided insights on her team's efforts in transforming care:

- Direct online referrals to dietitians.
- 'Intensive Care Liaison Programme' to provide seamless and safe transition of patients to ensure continuity of patient care.
- 'Care Beyond Hospital' initiative to reduce re-admission rate for moderate and high-risk patients.
- Introduction of hand elevator and urinary catheter anchorage device as part of quality and process improvement.
- Adoption of a mobile application by nurses for speedier updates on the latest ward/patients' situation.

Tamsin Greulich-Smith, Chief of Smart Health Leadership Centre under the National University of Singapore highlighted the various innovation opportunities shaping the future experience of healthcare service delivery including re-designing of health model, emergence of new players and cross boundary collaborative partnerships. She mentioned some of the innovative solutions currently on the market:

- **Klinify** - A simple application that assists doctors manage thousands of patient records.
- **Healint** - An advanced migraine headache diary and tracking platform.
- **Pellucid Mobility** - A portable system that turns a smartphone/ tablet into an eye examination tool.
- **OurHealthMate** - An electronic health record system for doctors and online marketplace for medical checkups.





Dr. Mehdi Khaled, Managing Partner of SEHA Singapore stressed the continuity of care in private setting needs to be anchored on value based thinking. He bemoaned about the chasm between providers' KPI and patients' differing expectations relating to outcome and cost. He propagated the promotion of bundled payment for cycle of care with guaranteed outcomes.



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Ivy Low, Managing Director of White Angel Caregivers Consultancy best summed up the future roles of nurses, "As we come into the age of technology, we need to remind ourselves that we are more than just a nurse but rather a life saver."



Professor Ong Kok-Hai, Head of IMU Cares illustrated the organisation's numerous staff-led projects in bridging the continuum of care across different communities including health and dental screening, health education, refugee learning centre, blood donation and annual charity run.



Look out for Innovating Care Asia Pacific 2018 Conference to be held from 12 to 13 September 2018 in Singapore.







Reported by
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