

INGOT KEY FACTS & FIGURES

What does IngoT stand for?

The term *IngoT* was coined to represent the opportunities and potential transformation that the use of information technology (IT) can have on nonprofits and non government organisations (NGOs). The letters 'NGO', embedded within the larger discipline of IT, demonstrates how the use of IT is stretching the potential and promise of NGOs to the fullest.

What is Project IngoT?

Project IngoT is a first-of-its-kind collaborative initiative to build an integrated healthcare Enterprise Resource Planning (ERP) system across 11 healthcare nonprofits.

The groundbreaking healthcare informatics project is conceived and driven by **The Lien Foundation**, with **PulseSync** as its solution architect and developer. The project will help optimise resources, raise productivity, improve patient care, assist in research and sharpen corporate governance. IngoT is also supported by software and hardware technology partner Microsoft.

The ERP system will comprise key areas such as accounting, financial and inventory management, human resources, donor management, management dashboard, patient administration, electronic medical record and clinical management.

When was the project started?

Work commenced in January 2007 and is target to complete by end 2008. In total, the project will span a period of about 18 months.

Benefits of Project IngoT

- Resource optimisation/cost savings
- Better patient care
- Unification of medical informatics standards
- Information sharing enable more efficient research capabilities
- Greater transparency, better corporate governance
- Improve NGO's acceptance and ability to harness IT to deliver better healthcare services

INGOT AT A GLANCE

The People Behind IngoT

IngoT was conceived & spearheaded by: **The Lien Foundation**

Solution Architect & Developer: **PulseSync**

Solution Adopters: (11 non-profits)

- **Home Nursing Foundation**
- **HCA Hospice Care**
- **National Kidney Foundation**
- **Tsao Foundation**
- **St Luke's Hospital**
- **Peacehaven Nursing Home**
- **Singapore Cancer Society**
- **Assisi Hospice**
- **St Joseph's Home**
- **Renci Code 4 (Home Care)**
- **TOUCH Home Care**

Technology Partner: **Microsoft**

Key Statistics of the 11 Non-Profits

- **Total no. of Doctors:** 46
- **Total no. of Nurses:** 716
- **Total no. of Patients Served:** more than 15,000
- **Total Annual Income:** \$127.4 m
- **Projected Return on Investments:** Targeted 20% increase in productivity per organisation

Key Financial Statistics

Total Project Investment (including partners): \$3.5 m

Comprising...

- **Lien Foundation:** \$1.6 m
- **PulseSync:** Technology know-how
- **11 Non-Profits:** \$1.85 m
- **Microsoft (IT Supporter):** \$50,000 (in-kind and in-cash) and charity pricing for software

INGOT SOFTWARE MODULES AND FEATURES

Module	Software Features
Financial/ Inventory Management	<p>This module includes financial features such as General Ledger (GL), Fixed Asset (FA), Account Payables (AP), Account Receivables (AR) and Inventory.</p> <p>Specially built add-on programs include:</p> <ul style="list-style-type: none"> ▪ Cost Allocation – to facilitate Activity Based Accounting and RAP 6 reporting ▪ Budget allocation and tracking ▪ Specially customized reports (as required by MOH, MCYS, NCSS, IRAS, etc)
Clinical Management	<p>This module allows each non-profit organisation to:</p> <ul style="list-style-type: none"> ▪ Manage patient’s referral, admission, discharge and transfer (RADT) information ▪ Maintain/manage Electronic Medical Record (EMR) for all patients. Broadly, it comprises: <ul style="list-style-type: none"> - Comprehensive/Full assessment of patient condition - Tracked treatment progress - Records like patient allergy, medication, prescription & any other problems ▪ Electronically schedule & track patient visits & appointments ▪ Generate reports (e.g. ad-hoc reports, memorandum, referral letter, discharge summary, etc) ▪ Capacity planning (between nurses & doctors) ▪ Extensible to Mobile platform (e.g. Point of Care or Home Medical) ▪ Electronic patient accounting (e.g. billing)
Donor & Fundraising Management	<p>This module manages/tracks fundraising campaigns, thus strengthening donor/sponsor relationship via the following features:</p> <ul style="list-style-type: none"> ▪ Detailed capture of individual/corporate donor information – including donation amounts and frequency ▪ Campaign leads management and performance tracking ▪ Report generation (e.g. analysis of donor/ sponsorship trends), data-mining and analysis
Volunteer Management	<p>This module strengthens volunteer relationships and manages volunteer programmes via the following features:</p> <ul style="list-style-type: none"> ▪ Detailed capturing of volunteer data and programme matching (based on individual skills, expertise, availability periods and preferences) ▪ Tracking & management of various volunteer programmes (e.g. costs, manpower allocation & other resources) ▪ Report generation, data-mining and analysis

Module	Software Features
Human Resource Management System	<p>This module is a specially developed, web-based employee portal which allows for:</p> <ul style="list-style-type: none"> ▪ Self-service leave monitoring, application & tracking ▪ Self-service claim submission, monitoring, application & tracking ▪ Tracking of training and appraisal (by employee and HR Manager) ▪ Integration of Payroll with Financial System ▪ Staff Resource Reports
Management Dashboard	<p>This specially customized web-based module provides a “helicopter” view for key decision makers (e.g. GM, CEO, Board Members) of each organisation. Key indicators include:</p> <ul style="list-style-type: none"> ▪ Patient Statistics (e.g. patient load, number of visits, patient admission & discharge, average length of stay, etc) ▪ Financial Information – Cash Flow, P&L and B/S, Ageing Reports ▪ HR/ Manpower statistics ▪ Income & Expenses (I&E) ▪ Donor and Donation statistics ▪ Fundraising Campaign statistics ▪ Management and Statistical Reports