

# Home Nursing Foundation Case Study

## Situation

Home Nursing Foundation (HNF) was established in Singapore in 1976 to provide quality and affordable home nursing services for the needy, elderly and the sick. As a non-profit organisation, HNF provides heavy subsidies to its needy elderly patients. In FY 2005/06, HNF nurses made 30,416 home nursing visits, serving 4,341 patients.

Today, the complexity of the organisation's operations has grown as HNF expanded its scale of operations over the years. However, this was not mirrored in terms of its operational infrastructure such as IT and other systems. Many work processes continued to rely on manual documentation and updating, and basic excel spreadsheets or the use of off-the-shelf software.

IT investment was not strategic in nature. Purchases were often limited to stand-alone hardware and software equipment. This spawned fragmented systems that could not capture or share information well.

In 2005, HNF took a step forward by launching a new Mobile Patient Data System (MPDS), a special project initiated by Lien Foundation. The project's success totally transformed the way IT is viewed and used. Today, HNF nurses obtain, manage and update their patient records on-the-fly through their personal digital assistants (PDA) as the MPDS allows them to save time and be more productive. Their daily patient visits have almost doubled: from 3-4 per day, to 6-7 per day.

With growing patient load over the years and in anticipation of higher demand of home nursing services with Singapore's aging population, HNF has decided to move to the next level. Further leveraging IT to help them scale up their operations - making them more efficient, effective and raising the overall professional standards of their care delivery. With this in mind, HNF volunteered to receive a total revamp under Project IngoT.

## How Project IngoT will transform HNF

Like MPDS, Project IngoT will once again further revolutionise the way HNF operates. In replacing HNF's previous fragmented IT structure with a practical, cost-effective Enterprise Resource Planning<sup>1</sup> (ERP) solution, it allows for HNF to reap the following benefits:

### 1. Improved Productivity, Resource Optimisation and Cost Saving

---

<sup>1</sup> An ERP (which stands for "Enterprise Resource Planning") is an integrated all-in-one IT solution, very much akin to how an orchestra works, where every function such as human resources, accounting, finance, inventory management, clinical care will be able to see and work with one another, exchange information, flagging and giving cues to ensure everything move in tandem, in unity and in harmony.

- Workflow and processes will be transformed to reduce wastage, medical error, duplication and other human inefficiencies.

## **2. Better Patient Care**

- IngoT will allow HNF to better manage patient information and medical record access. With access to accurate and up-to-date patient information, nurses are able to make clear and informed decisions, leading to better and faster treatment, reduced waiting time for the patients, lower healthcare cost.

## **3. Greater Knowledge Sharing & Collaboration**

- IngoT will promote a collaborative culture within HNF. For example, nurses can now access the entire databank of patient information which is constantly updated. With timely patient psychosocial information, social workers can now work hand in hand with nurses to assist patients or families in need. Fundraising campaign information (e.g. cost, amount raised, sponsorship, activities/phone logs, etc) can also be shared with relevant personnel to drive and support campaign efforts.

## **4. Greater Transparency/Corporate Governance**

- IngoT comes with a powerful financial system that allows HNF to better manage financial and accounting needs such as patient billing/accounting. In addition, the financial system is configured and customized to facilitate activity based accounting and reporting (e.g. RAP 6) required by regulators, ministries and agencies.
- One of the most important IngoT features is the management dashboard that allows stakeholders, including board members, management, and staff, to view and analyse critical business and healthcare/medical information on demand.
- The system automates the way data is acquired, analysed and presented, providing timely information for management to make better and well informed decisions.

-- END --