2017 Healthcare Supplier Awards

- 2017 Healthcare Supplier Awards is organised by National Healthcare Group (NHG), in collaboration with National University Hospital (NUH), Health Promotion Board (HPB) and Agency for Integrated Care (AIC).

- The Awards aim to recognise Suppliers who have proactively driven improvements, initiatives and/or innovations on current processes, products or service quality which lead to enhanced patient care / patient safety, reduced operational risk and improve the overall operational efficiency and productivity.

- Suppliers are welcome to participate in the three Award Categories.
3 Award Categories

**Productivity Award**
This Award recognises Suppliers who **drive productivity and efficiency** within NHG and/or participating institutions and continuously drive positive outcomes to the value chain.

**Innovation Award**
This Award recognises Suppliers who **pioneer a new approach or care model or service design or technology** within NHG and/or participating institutions in the areas of processes, service performances and/ or quality of products.

**Continuous Improvement Award**
This Award recognises Suppliers **who are relentless in their efforts to continuously deliver improved performance** within NHG and/or participating institutions in the areas of processes, patient safety, customer service and/ or quality of products.
Poster Submission

Areas to take note

- The Poster template used **must be** provided by the organiser.
- Four areas **must be** addressed in the Poster:
  - (a) Background
  - (b) Execution Strategy
  - (c) Benefits / Achievements
  - (d) Spread & Scalability
- There are no limitations to the number of words submitted for the Poster.
- Poster content must be easy to understand and logical. Avoid using jargons.
- Text shall be Arial font, minimum 11pt
- Poster shall be submitted in high resolution, PowerPoint format
- Poster will be printed in A0 by the organiser.
Abstract Submission

Instruction

- Supplier has to submit an Abstract (in word document) as part of the Poster Competition Submission.
- The Abstract shall not exceed 500 words, providing a summary and highlighting the key achievements on the Project submitted.
- Text shall be Arial font, minimum 11pt
Suppliers who meet the following criteria are eligible to participate:

- Minimum 2 years of service with NHG and/or participating institutions;
- Must be an existing Supplier of NHG and/or participating institutions at the time of submission;
- No performance penalty imposed in the last 2 years and at the time of submission;
- For **Productivity and Innovation Awards**, project must be initiated/implemented within the last 2 years, i.e. from 2015 onward.
- For **Continuous Improvement Award**, the project can be initiated or implemented years ago but must demonstrate it is still on-going and there is continuous improvements in the last 2 years (i.e. from 2015 onwards).
- The project must demonstrate the desirable outcomes of **better, faster, cheaper and safer care** to the patients and hospitals/institutions as follows:
  - Productivity
  - Process Improvement
  - Patient Safety
  - Cost Saving
  - Customer Satisfaction
The Poster should state the following details:

1 - Background

- Provide an overview or context of the background.
- State the key business / operational challenges faced before Project was carried out.
- State clearly the aims and objectives of this project.
- Mandatory to state the year and duration of implementation.

2 - Execution Strategy

- Describe how planning / strategy is done.
- Describe method or deployment strategy and the steps or approach taken to deploy / execute this Project.
- Describe how you collaborate with key users to drive the project.
- State the challenges faced, if any.
- Describe how the challenges were overcome.

Note - Please provide quantifiable evidences of success in the form of graphs, photos and supporting documents to substantiate results.
3- Benefits/ Achievements

- Describe the key achievements to this Project.
- What are the new values / benefits created for the hospitals / institutions?
- How does this Project improve patients and hospitals / institutions overall experiences, productivity, process improvement, patient safety, satisfaction* and cost saving.
- Did the project achieve the desirable outcomes in better, faster, cheaper and safer care to patients and hospitals / institutions?
- Note:* Satisfaction can be in the form of patients and hospitals / institutions’ staff experiences from improved patient care, lower supply chain risk, timely delivery and meeting of KPIs etc.

4- Spread & Scalability

- How scalable is this project within the hospital / institution?
- How scalable is this project to other hospitals / healthcare institutions and its impact?
- Describe if the similar project / idea be implemented outside Healthcare and its impact.
Specific Areas to Address

Some pointers to consider:

Productivity Award
- Describe the key elements that drive productivity and process efficiency.
- Describe the change management such as use of automation and process re-engineering that lead to this productivity.
- Provide productivity indicators to substantiate this improved work rate or increased capacity etc.

Innovation Award
- Describe the innovation and how it creatively addresses the current challenge.
- Describe the uniqueness of the product / service / technology implemented. How does it change the current process?
- Provide innovation indicators and / or performance data to substantiate how the innovation improves the overall business and operation.

Continuous Improvement Award
- Describe the key elements of continuous improvements i.e. key changes made to drive improvements in processes, patient safety, customer service and/ or quality of products.
- Provide relevant data to substantiate the improvement made to the identified business challenges.
- Describe the system / process for measuring and monitoring the improvement – i.e. pre and post results.
Besides Poster Submission, Suppliers are encouraged to submit supporting documents to substantiate the submission. This can be in the form of:

- Survey results
- Tables / graphs
- Benchmarking results
- Photos
- Video clips

**Notes:**
* Key information (e.g. tables and graphs) must be presented in the Poster.

** Photos must be in high resolution, preferably at least 1920 x 1080 pixels at 300 dpi or file size is at least 2 MB.

*** When comparative or benchmarking data is used, please highlight how these information are used to improve the organization’s performance.
Poster Submissions

Award Ceremony

Theme: Collaboratively Creating Value in Healthcare

Date: 31 October 2017 (Tuesday)
Time: 2:00pm
Venue: Khoo Teck Puat Hospital Auditorium
Tower B, Level 1
90 Yishun Central
Singapore 768828

Dress Code: Smart Casual
Thank you for your Participation

If you have any questions, please email to
Healthcare_Supplier_Awards@nhg.com.sg