**National Healthcare**

**Innovation and Productivity Medals 2022**

Singapore’s healthcare system is transforming to better meet the needs of an ageing population and the increased prevalence of long-term complex health conditions.

Our Healthcare and Community Care institutions are determined to innovate and change to provide our population with better quality of life and health outcomes at a sustainable cost. Through care redesign, smart systems and technologies, and workforce redesign, we can better deliver value through innovation and productivity.

Supported by the Ministry of Health, the annual National Healthcare Innovation and Productivity (HIP) Medals provide an opportunity for Healthcare and Community Care institutions to acknowledge, showcase and celebrate excellence in healthcare innovation and productivity.

The National HIP Medals 2022 will be held in November 2022 at CHI Innovate 2022, an international conference organized by the Centre for Healthcare Innovation (CHI).

The National HIP Medals are sponsored by the Ng Teng Fong Healthcare Innovation Programme (NTF HIP)[[1]](#footnote-1) managed by the Tan Tock Seng Hospital (TTSH) Community Fund and CHI. The NTF HIP aims to drive healthcare innovation to benefit and enhance the health of patients and population through the sponsorship of innovation projects, training and development, and community enabling programmes.

The Medals recognise teams who achieve excellence in 4 award categories:

1. Care Redesign (CR)
2. Automation, IT and Robotics Innovation (AIR)
3. Workforce Transformation (WT)
4. Adoption ***[NEW IN 2022]***

For Categories 1 to 3, there will be two **Best Practice Medals** with awards of **S$1,000 each** for projects that have demonstrated successful innovation and productivity in that category.

There will also be an overall **Excellence Champion Medal** with an award of **S$2,000** for a project that has demonstrated exceptional innovation and productivity in more than one award category from Categories 1 to 3.

For Category 4, there will be one **Best Adoption Medal** with an award of **S$1,000** for a project that has demonstrated sustained adoption in any of the award category from Categories 1 to 3.

The selection committee reserves the right to award all or selective Medals.

# GUIDE FOR ENTRIES

The information below should be used as a guide to support you in submitting your entries for the National Healthcare Innovation and Productivity (HIP) Medals 2022.

Please read all the information provided before submission.

**Deadline for submissions**

All completed entries comprising the submission template and poster artwork (portrait orientation in high resolution) must be submitted to **nhip@chi.sg** by **22 July 2022,** **12pm**. All entries submitted after the deadline will not be entertained.

If you have any questions, please contact **nhip@chi.sg****.**

## Application Criteria

General

1. Applications are open to Singapore-based Healthcare and Community Care providers only. This includes and is not limited to Community Hospitals, Nursing Homes, Day Care/ Rehabilitation Centres and Home Care providers.
2. Applications are open for Team Awards only, including joint/ cross agency applications.
3. All National HIP Medal applications must be accompanied with the following **by 22nd July 2022, 12pm**:
	1. Submission Template
	2. Poster Artwork (A0 size, portrait orientation, in PowerPoint format with high resolution images). The poster will be displayed at CHI INNOVATE 2022 conference (virtually and/or physically) for the purposes of celebration of success and co-learning.
		* Please ensure that the poster does not contain any sensitive or confidential information, such as patient details, detailed financial data and etc.; and that your institution has deemed it suitable for public visibility.
4. Only fully completed applications will be accepted.

Eligibility Criteria for each category

1. **Best Practice Medal:**

For project submission to Categories 1 to 3 - Care Redesign (CR), Automation, IT and Robotics Innovation (AIR), and Workforce Transformation (WT):

* 1. The application should demonstrate at **least 6 months** of sustained outcomes of improved productivity and/or effectiveness (through manpower/man-hour savings, cost savings, cost avoidance, sustained improved care outcomes, etc.). Entries that do not sufficiently demonstrate sustained outcomes of at least 6 months will not be accepted.
	2. Project implementation and/or data collection with analysis must have at least taken place **after 1 July 2020**.
	3. If your project has demonstrated successful innovation and productivity in more than one area, please indicate up totwo Secondary award categories you are entering in. The secondary award categories are used by the selection committee to consider projects that have impact in more than one category for the Excellence Champion Medal.
	4. If your project has demonstrated sustained adoption, you are also eligible for the Adoption category (*refer to paragraph 6*).
	5. Past submissions to National HIP or other national-level award(s) that were not awarded are eligible to submit.
	6. Projects that have been awarded National HIP or other national-level awards will not be eligible to submit.
		1. Any concurrent project application for other national-level awards must be indicated. Should you receive another national level award between submission deadline and the judging period of National HIP, you will be withdrawn from the National HIP Medals. The applicant should keep the secretariat informed of the outcome of the concurrent national-level award application in a timely manner. All past award(s) for the submitted project must also be declared.
		2. National-level awards are defined as awards given by the Ministry of Health or other government agencies. For the purposes of eligibility, the definition of national-level awards will exclude awards given by healthcare clusters and institutions. The selection committee will have full discretion in determining the eligibility of any submission.
		3. Examples of some national-level awards include the Excellence in Public Service Awards (ExPSA), ILTC Excellence Awards, MOH Health IT Excellence Awards, National Infocomm Awards, National Healthcare Innovation and Productivity Medals etc.
1. **Best Adoption Medal:**

For project submission to Category 4 - Adoption:

* 1. The project submitted should demonstrate **at least 12 months** of sustained outcomes of improved productivity and/or effectiveness (through manpower/man-hour savings, cost savings, cost avoidance, sustained improved care outcomes, etc.). Entries that do not sufficiently demonstrate sustained outcomes of at least 12 months will not be accepted.
	2. The project submitted should provide sufficient evidence that the innovation has been anchored into routine clinical and/or operational workflows; have scaled or replicated to other units/hospitals or mainstreamed the innovation at the national level.
	3. Project completion / start of adoption must have at least taken place after **1 July 2020**.
	4. Project submitting for Best Practice Medal (CR, AIR, WT) are eligible to submit to this category as well.
	5. Past projects that have been awarded National HIP or other national- level awards will be eligible provided if it is not an Adoption or similar award.
1. Projects that have been awarded international-level awards are considered eligible. Examples of international awards are Asian Hospital Management Awards (AHMA), HIMSS etc.
2. You may use graphs, high quality resolution images and tables to enhance the submission. While these will not be included as part of the word count, they should not be used as a substitute for written words.
3. The total word limit for each entry is **2,500** words. There is no restriction on the word limit for the individual parts of the submission template. Entries that exceed the word limit will not be accepted.
4. The decision of the selection committee is final.

Publishing Rights

1. Shortlisted and winning submissions (posters) may be published on CHI Innovate 2022 and CHI websites and disseminated to the media for publicity purposes.
2. By contributing your content to the National HIP Medals 2022, you hereby agree to grant permission to the National HIP Medals 2022 Award Secretariat to contribute your content (limited to poster) to the CHI Learning and Development (CHILD) system. CHILD is a national platform that aims to provide the much-needed common space for burgeoning innovations where healthcare institutions, industry players and academia come together to “Do, Learn, Share”. This is to be achieved through two broad functions of the CHILD platform:
	1. Sharing - A live, central repository of information including but not limited to best practice stories, ongoing projects, tools and event updates, and
	2. Doing and Learning - A space where like-minded individuals and/or institutions connect with each other to work on cross institution collaborations, co-create innovation initiatives, as well as harness the collective knowledge of the community to make practice-based decisions.
3. As an author, you and/or your affiliated institution will remain the owner of all rights (including intellectual property rights, if any) to the above-mentioned content. However, by contributing above-mentioned content to CHILD you will grant permission to the CHILD administrative team to publish and store your material for viewing, downloading extraction of content in part or whole and/or downloading purposes for users of CHILD and the public.
4. As an author, you hereby acknowledge that all above-mentioned content submitted to CHILD does not contain any sensitive or confidential information, such as patient details, detailed financial data and etc.; and that your institution has deemed it suitable for public visibility.

**For shortlisted and winning submissions, you will be required to:**

1. Participate in a short video production by the organisers to showcase your project. The video may be presented at the Awards’ ceremony and used on the CHI Innovate 2022, CHI Learning and Development (CHILD) and other CHI websites.
2. Provide quotes and other information needed for media publicity purposes.
3. Potentially present the winning project in the exhibition area or at specific presentation sessions at stipulated timings.
4. Attend the CHI Innovate 2022 Conference, including the award rehearsals.

The selection committee reserves the right to disqualify any submission for non-compliance with any of the above deadlines and/or application criteria.

## Important Dates

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| **1** | 1 June 2022 | Launch of National HIP Medals 2022 applications |
| **2** | 22 July 2022, 12pm  | Deadline for entries of submission template and portrait poster artwork |
| **3** | 22 July 2022 – 9 September 2022 | Shortlisting of finalists and selection of National HIP Medals winners by selection committee |
| **4** | 12-18 September 2022 | Announcement of results  |
| **5** | 19 September – 28 October 2022  | Video Production for National HIP Medal Winners  |
| **6** | November 2022 | Poster Display National HIP Medals Ceremony at CHI Innovate 2022 |

## Submission Template

All entries must include a clear and concise response to each of the points in Part A, Part B and Part D. For applications submitting for Best Adoption Medal, please complete Part C as well. Please use the guide provided for each point, as judges will use this as their criteria for assessment.

Your full entry, including write-ups for each part, should not exceed 2,500 words. Use of graphs, high quality resolution images and tables are allowed and will not be included as part of 2,500-word count. Please use these with care as it should not be a substitute for written words.

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| **PART A**  |  |
| **1) Organisation Name(s)** |
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| **2) Team Leader’s Particulars**  |
| **Salutation & Name:**  |  |
| **Designation:**  |  |
| **Email Address(es):** |  |
| **Contact Number:**  | (O)  | (HP)  |
| **3) Team Members’ Particulars** |
| **Name** | **Designation** | **Organisation** |
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| 1. **Award Category**
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| **Best Practice Medal** |
| Please tick one Primary award category you are applying for:[ ]  Care Redesign [ ]  Automation, IT, Robotics Innovation  [ ]  Workforce Transformation  | If your project has demonstrated successful innovation and productivity in more than one areas, please tick up to **two** Secondary award categories you are applying for (if applicable): [ ]  Care Redesign[ ]  Automation, IT, Robotics Innovation [ ]  Workforce Transformation*The secondary award category is used by the selection committee to consider projects that have impact in more than one category for the Excellence Champion Medal.**If you have selected any secondary award categories, it is important that you elaborate how the innovation or improvement specifically relate to the secondary categories in Section B.* |
| If your project has demonstrated sustained adoption, please tick the Adoption category, should you wish to apply. [ ]  Adoption |
| **Best Adoption Medal***This section is applicable for past National Award winners submitting for Best Adoption category only.* |
| [ ]  Adoption | Please tick the area(s) that your solution is applicable for:[ ]  Care Redesign[ ]  Automation, IT, Robotics Innovation [ ]  Workforce Transformation  |
| **5) Declaration of previous or current submission for national award** |
| Have you previously submitted or are intending to submit the project for any national awards?  | [ ]  Yes / [ ]  No  |
| If the answer is yes, what is the name of the national award and which year was it?  |  |
| What is the status of the submission/ application? If the results are not yet known, when is the expected date of results?  |  |

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| **PART B** |
| 1. **Project Title**
* Please provide a succinct title for your project.
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| 1. **Project Summary**
* Please provide a brief overview / synopsis for your project including the problem, the cause, the change/ intervention strategy, and outcome / impact of the change (in 200 words max).
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| 1. **Brief Context**
* Describe the department or community where the work was done.
* Describe when the project started, was completed, or if it is still ongoing.
* Describe the composition of the team involved and the patient group that was the focus of your work.
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| 1. **Brief Outline of Issue**
* Outline briefly the specific issue/ problem or system dysfunction that you aimed to improve that was affecting patient care.
* Describe what was the plan to overcome the issue.
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| 1. **Assessment of Problem and Analysis of Its Causes**
* Describe how you assessed the cause and extent of the problem.
* How did you involve the relevant staff group(s) at this stage?
* What were the changes/ solutions needed to improve the situations?
* If you have selected any secondary award category(s), please elaborate how the problem and changes/solutions will bring about the change to the healthcare system.
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| 1. **Strategy for Change/ Intervention**
* Describe how the proposed changes were implemented to make improvements in care.
* How did you disseminate the analysis of the problem(s) to the staff and to the patient groups involved?
* Describe your proposed change(s) in sufficient detail so that others could reproduce it.
* What was the timeline for strategy to be executed? (Include a timetable for changes that took place).
* Outline the opportunities for the staff and patient groups involved to provide feedback.
* Elaborate how the proposed changes implemented relates to the secondary award category(s) selected (if any).
* *For those applying for Adoption category, more details will be required in Part C.*
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| 1. **Measurement of Improvement**
* Provide the baseline data and state the change after implementation
* Describe your approach to measuring the effect of the change.
* Elaborate how the approach of measurement relates to the secondary award category(s) selected.
* *Please state clearly if you do not have final results available, but indicate any preliminary and anticipated final results.*
* *Please note the project should demonstrate at least six months of sustained outcomes.*
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| 1. **Effects of Changes**
* What was the impact of your changes implemented?
* Describe how far this went to resolve the problems that triggered your work.
* Describe the benefits, actual or anticipated, to patient care.
* Outline the problems encountered during the process of change.
* *If you have selected any secondary award category(s), elaborate how the changes and benefits relates to the secondary award category(s).*
* *If you are presenting longer-term follow-up results, indicate the factors that have led to sustained or spread of improvement over time.*
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| 1. **Lessons Learnt**
* Outline the lessons about the implementation of change that you have learnt from this work.
* What would you have done differently if you were starting over again?
* *If your work is still in progress, indicate any anticipated challenges or obstacles for your project.*
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| **PART C** |
| 1. **Duration of Adoption**
* How long has the innovation been adopted i.e. being integrated into routine clinical workflows and/or operational workflows, or have scaled or replicated to other units/hospitals or mainstreamed at national level? Please indicate duration and month/year.
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| 1. **Implementation of Adoption**
* Describe how has your team implemented the innovation, e.g.
* Buy-in from senior management and key stakeholders, within and beyond the primary unit of implementation
* Training and capability building of staff involved in the changes
* Workflow changes required to implement the innovation changes
* Resources required (time spent, budget, manpower etc.)
* Please quantify the changes in your description, where possible.
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| 1. **End User Experience**
* Please indicate the end-user (e.g. staff, patient, NOK) of your solution/ innovation.
* Describe how has your team developed the end-user change management strategy and communication effort to improve the end user experience in adopting the new changes e.g. platforms for regular feedback, patient education material or aid manual to provide instruction, hotline or online support for the users etc.
* Please provide experience baseline data vis-à-vis the state after implementation of the change e.g. Patient Reported Experience Measures (PREM), or staff satisfaction, where applicable.
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| 1. **Extent of Scale-up**
* Describe how the proposed innovation has been adopted by other users (other than the primary unit of the implementation).
* Describe the current state of scale-up vis-à-vis the ideal state of scale-up
* E.g. Currently implemented in 6 Cardiology Clinics out of the maximum 8 Cardiology Clinics and 3 Endocrinology Clinics.
* This can be at the level of clinics / wards / department / institutions / clusters etc.
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| **PART D** |
| 1. **Message for Others**
* Describe the main message from your experience that you would like to share with others.
* Describe the impact of your changes for clients/ patients and for the healthcare system as a whole.
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| 1. **What does winning the National HIP Medals 2022 mean to you?**
* Please tell us what winning the National HIP Medals 2022 would mean to you/ your team/ your organisation.
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| 1. **Total word count for the project submission (maximum 2,500 words)**
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1. The Ng Teng Fong Healthcare Innovation Programme (NTF HIP) was set up through a donation from the family of the late Mr Ng Teng Fong to TTSH Community Fund. The programme aims to drive innovation in healthcare, to benefit and enhance the health of our patients and the population we serve. [↑](#footnote-ref-1)