



**PHILANTHROPIC EFFORT SCORES I.C.T BREAKTHROUGH FOR
NONPROFIT SECTOR, ADVANCING CAUSE**

The Lien Foundation and Xrgomics re-engineer home nursing and hospice care with the creation of a first of its kind e-mobile information solution

Productivity, new-found freedom and image boost for home care nurses and doctors

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1. The Lien Foundation today announced the successful deployment of the first of its kind e-mobile medical information solution developed for the nonprofit sector. Together with Xrgomics, a mobility solutions specialist company, The Foundation has conceived a mobile solution that enables medical staff to create, access, update, manage and synchronise their patients' health records via their Pocket PCs on-the-go. This solution will eliminate the thick medical files and needless paperwork that the medical staff used to put up with.
2. The HCA Hospice Care (HCA) and the Home Nursing Foundation (HNF) are the adopters of this technology while Xrgomics created the mobile information solution. *(Read more about the solution in the annex)* Convened and initiated by the Lien Foundation, the entire collaborative effort between these parties aimed to re-engineer processes for greater portability, efficiency and effectiveness, hence leading to an increase in the capacity for service to the community.

Strengthening the nonprofit sector

3. "This development is a significant trailblazer for the nonprofit sector which is often associated as a technology laggard," said Mr Lee Poh Wah, Programme Director, The Lien Foundation, "The main reasons for their weak technology adoption are financial constraints and the lack of know-how. This often leaves the nonprofit sector constantly behind the business and government sectors."

4. He added, "The strategic use of ICT (information and communications technology) can enhance the capacity of nonprofits to effectively serve their communities." For example, recording and updating patient information were extremely tedious for HCA and HNF. This sucked away precious time from patient care. Medical staff had to carry heavy loads of patient files as well as medicine from one home to another. With this new e-mobile solution, substantial time is saved, productivity is improved, efficiency is increased and unnecessary burdens removed. All these factors help the nonprofits to further their cause more effectively.

Positive change in mindset towards technology

5. To implement the e-mobile information solution, work cultures had to be transformed and processes streamlined. "It was a challenge to overhaul many years' of established procedures," shared Mr Ken Tan, CEO and Founder of Xrgomics "But the staff at HCA and HNF were extremely forward looking. They did not resist the change but embraced the new possibilities that the new solution could bring them."

6. Dr R. Akhileswaran, Medical Director, HCA Hospice Care reiterated the enthusiasm shown by HCA staff, "Although some of the staff were not

IT-savvy, they were very fast in learning how to operate the Pocket PC. Even our 70-year old nurse mastered the use of the device very quickly and is singing its praises. They are now free from their heavy loads of patient files that they had to carry to patients' homes." He added that, "The ICT solution has ensured that all the doctors and nurses can have the most recent information of the patient's clinical condition and management 'at hand' which improves decision making and translates to better care of patients and their caregivers." All of HCA's staff of 23 nurses and 6 doctors is using this new solution.

New-found freedom, benefits and increased efficiency

7. The Home Nursing Foundation is currently revamping its processes to implement the mobile information solutions in 2 to 3 months' time. "This solution will translate to greater efficiencies and time savings. For example, the nurse or doctor will have all the latest information about the patient at their finger tips. Information can be accessed and shared between doctors and nurses, making it easier to look after the patient as a team, ensuring better care and service," said Mr Tee Soo Kong, General Manager, HNF.

Significant ROI – tangible and intangible

8. The Lien Foundation has provided the total project cost for both HCA and HNF, amounting to S\$280,000. Mr Lee from The Lien Foundation estimated that the e-mobile solution would increase the organizations' overall productivity by at least 10%. In addition, there would be substantial cost savings as processes such as document archiving, form printing, paper-based entries are eliminated. He said, "Based on a 3-year ROI analysis, we estimate the financial 'returns' from increased productivity and cost savings to exceed our total investment by about 200%."

9. Some of the intangible returns on investment include greater staff morale as they take pride in the adoption of cutting edge technology, a more professional image for health workers in the nonprofit sector, and seamless knowledge sharing amongst doctors and nurses.

Advancing the needs of society through technology

10. The deployment of ICT by the nonprofit sector in this instance sets an example that nonprofits can successfully harness technology in a cost effective manner to enhance their services and mission. With this successful solution, the Foundation hopes to:

- inspire greater adoption of technology by the nonprofit sector;
- change current views of how technology can be utilized by the nonprofits; and
- encourage more players, whether from the nonprofit, private or government sector to collaborate on such projects.

This will bridge the digital divide to bring greater benefits for society.

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About Lien Foundation

The Lien Foundation was founded by Dr. Lien Ying Chow, an eminent business leader, banker and hotelier. His influence extended beyond the private sector and Singapore, as a community leader, diplomat and philanthropist.

Today the Lien Foundation continues Dr Lien Ying Chow's legacy of good work in helping the needy and deprived in our society. The Foundation drives institutional capacity building to address crucial community needs, and empowers individuals to reach their full potential. It is pioneering new ground for organized philanthropy in Singapore by convening strategic partnerships and catalyzing action on social and environmental challenges.

Besides championing excellence in eldercare, the Foundation also seeks to enhance educational opportunities for the disadvantaged and the development of nascent fields of studies; and promoting environmental sustainability in water and sanitation.

About Xrgomics

Xrgomics is a Singapore based company specializing in mobile technology. Xrgomics' vision lies in the fully networked world with mobility and communication being the crux of that vision. Xrgomics believes that one of the keys for mobility applications to proliferate, be more useful and indispensable, would be to improve the usability of much of the existing devices - especially in core and fundamental functions like text inputting.

About HCA Hospice Care

HCA Hospice Care was registered as a VWO in 1989. It runs a Hospice Home Care programme that supports patients with life-limiting illnesses and their families. It looks after more than 650 patients all over Singapore at any given time. It provides 24-hour medical coverage, nursing services, counselling for the family and the patient, and equipment loan. It also runs a Day Care Centre.

About Home Nursing Foundation

Home Nursing Foundation (HNF) was established in 1976 to provide quality and affordable home nursing services for the needy elderly sick in Singapore. As a charitable, non-profit organisation, HNF provides heavy subsidies to its needy elderly patients. Today, HNF runs 12 home nursing centres island-wide from its Toa Payoh Headquarters.

Developing the first of its-kind e-Mobile Medical Information Solution for Home Care

Conceived by	The Lien Foundation and Xrgomics
Beneficiaries	HCA Hospice Care & Home Nursing Foundation
Project Cost	S\$280,000 provided by The Lien Foundation
When it started	Oct 2005
When fully deployed	HCA – June 2006 HNF – officially started in April 2006, ongoing development; target deployment by as Sep/Oct 06.
Technical requirements	Hardware: <ul style="list-style-type: none">- Acer n311- Dopod 838- Tablet PC HP TC4200 Software: <ul style="list-style-type: none">- PC/desktop (client)- Pocket PC Backend/ Technology: <ul style="list-style-type: none">- C++/Windows Mobile 5.0/ Web Services
Why the need for an e-mobile information solution	The solution was designed to address some of the core issues faced by HCA and HNF: <ol style="list-style-type: none">1. Doctors/nurses while visiting patient homes, carry bulky medical docketts (in addition to nursing bags) making it difficult for travel, unscheduled patient visits and performing after-office hours standby duties;2. Many man-hours are wasted on journaling/duplicating medical information; handwritten notes scribbled quickly tend to be often illegible;3. Medical records are not digitised, making patient information only accessible via physical forms;4. Hefty cost to archive (scan/store) old medical records;
How system works	The e-Mobile Medical Information is a client-server type application where:

	<ul style="list-style-type: none">- A user can wirelessly synchronise/download latest patient information (prior to home visits) to their mobile devices (i.e. Pocket PC or Tablet PC);- Key in medical data/reports on-site on mobile devices;- Synchronise/upload these data collected to servers wirelessly when they return from their patient visits <p>Besides using these for medical related tasks, the solution also allows the nurses/doctors to manage their own appointments, transport claims, broadcast messages.</p>
<p>Summary of Key Benefits</p>	<ol style="list-style-type: none">1. Cost savings in terms of time, resources (like paper) and manpower as information is now digitised;2. Man-hour savings with the simplification of data retrieval and update, reduction in paperwork, improvement in workflow3. Reduction in human errors (e.g. due to legibility of handwriting) and time taken to rectifying errors;4. Better working condition for nurses and doctors – no need to carrying bulky medical/patient medical records in addition to medication and nursing bag.5. Improved flexibility and responsiveness - nurses can now respond quickly to unscheduled appointment requests;6. Ease in research and analysis as data is digitised7. Greater knowledge sharing and collaboration among nurses8. Improved professional image of healthcare workers in the non-profit sector