# IngoT II set to boost eldercare services

By **AMANDA TAN**

INGOT II, a universally designed nursing home IT system hosted on a cloud is set to boost eldercare for one in five nursing beds in Singapore. IngoT stands for: IT stretching the capability, potential and imagination of NGOs (non-governmental organisations).

To date, the system has been successfully rolled out in Peacehaven Nursing Home and Peacehaven Bedok Multi-Service Centre.

The $2 million project, developed by PulseSync will increase labour efficiency and create time savings, which accounts for five hours a month per resident on updating the nursing care plan.

"IngoT II has enabled Peacehaven to save at least 10 per cent of our manpower needs by streamlining work flows and enhancing present capabilities," said Low Mui Lang, executive director, Peacehaven Nursing Home.

IngoT II is an enhancement of the "IngoT" project of 2007 which provided 10 healthcare NGOs with an IT system that enhanced productivity, patient care, and corporate governance.

Ingot II's technology will be focusing on cloud computing, mobility, and connectivity.

The cloud computing segment allows the staff to conduct diagnoses or access patient data remotely. Another feature is the Mobile Medication Administration Record (Mobile MAR) which allows nurses to record drug administration on point of medication serving and reduce medication error.

They can also view medication charts on tablets and update vital signs such as temperature and physical condition. This has led to better monitoring of the risks of potential infections within a ward which can now quickly be flagged for attention and action.

This has led to time savings of 5.5 hours a day during an epidemic period without the need to record and identify the fever cluster manually.

Clinical assessments are also recorded digitally into the new Bedside Mobile Workstations allowing staff



**Time saver:** *Clinical assessments are also recorded into the new Bedside Mobile Workstations allowing staff to view records and handover cases easily.* FILE PHOTO

to view records and handover cases easily, reducing the time and resources needed to transcribe, manage, and store the paper information.

"At a glance, I can see a patient's records, medical history, family details and doctors' notes and social workers' observations. The information is also constantly kept up-to-date electronically," said Winifreda Mancantangay, Peacehaven nurse.

The system also alerts relevant staff to follow up on their patients. For example, a physiotherapist can now access all residents' information online and make an immediate evaluation without having to visit the ward to access the report.

"Peacehaven's success shows how IT innovation can make significant productivity gains for nursing homes struggling to optimise resources.

"We hope this would encourage greater IT investment in the eldercare sector. Reviewing current policies to incentivise such efforts can help transform the future of eldercare for a fast greying Singapore," said Lee Poh Wah, CEO, Lien Foundation.

IngoT II will be fully implemented in Man Fut Tong Nursing Home by April 2013 and rolled out in four more nursing homes by the first quarter of 2014.