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IT system cuts paperwork for nursing homes

By PRISCILLA GOY

A \$2.65 MILLION IT system is being introduced into nursing homes to cut paperwork and give staff more time to help residents, it was announced yesterday.

The system – which sees information stored in a “cloud” network – means medical staff can diagnose conditions and access patient data remotely without having to visit homes in person.

When completed, the project is expected to benefit more than 1,800 residents in seven nursing homes – or about one in five nursing beds in Singapore.

Local philanthropic group The Lien Foundation, which announced the project yesterday, has put \$2 million towards it, with the rest to come from the nursing homes themselves.

One home which started using the IngoT II system since early 2012 has seen around 140 types of forms and reports



Peacehaven Nursing Home staff using the new IngoT II system on a mobile workstation and iPad at a resident's bedside. The system allows medical staff remote access to patient data. PHOTO: LIANHE ZAOBAO

go paperless, freeing up staff time.

Nurse Winifreda Macatagan, who works at the 401-bed Peacehaven Nursing Home in Upper Changi Road North,

said: “Medical instructions are no longer handwritten so we don't have to spend extra time deciphering doctors' notes and can act on them quickly.”

The home's executive director, Madam Low Mui Lang, added: “Nursing homes are traditionally bogged down by paper-heavy and manual processes.

“Now our nurses are freed up from many tasks, allowing them to better focus on residents and giving valuable person-centred care.”

Lien Foundation CEO Lee Poh Wah said: “Nursing homes face intense demands for their services in an environment of capacity constraints and manpower crunch. Structural reforms and productivity growth are needed to meet escalating demands and increasing expectations for quality care.”

IngoT II – developed by local firm PulseSync – has also been implemented in Peacehaven Bedok Multi-Service Centre and will be rolled out to five other nursing homes run by voluntary welfare organisations by the first quarter of next year.

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