



# Innovating to improve quality of care – creating a continuing culture of innovation and excellence

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## Abstract

The Organization is a hub of activity with various services and programmes for seniors. In addition to the Nursing Home and Senior care Centre, it is also the location with a number of community-based initiatives are currently in operation. Among these are,

- Integrated Home and Day Care service
- Go Respite programme
- Go To Dementia Point
- National Silver Academy courses
- Caregiver Training Courses
- Accredited Skillsfuture Centre
- Community outreach and interaction programmes

In an ongoing process, organization re-looked at various processes to identify 'pain points' with a view to improve efficiency and productivity. These 'pain points' are defined as steps in the processes that cause physical pain and discomfort, delays in delivery of service or in other ways hinder or affect the type of care given to the residents. To help with the identification of such pain points, discussions involved staff at all levels to learn pain points that they experience. The following were identified:

- Challenges during showering of wheelchair bound and bedbound residents
- Challenges in feeding of residents with NG tubes
- Challenges of maintaining high level of cleanliness with lesser manpower
- Challenges of transferring residents with limited mobility
- Challenges in use of rehabilitation systems /equipment for safer experiences and lesser manpower
- Challenges in making living spaces infection free for staff and residents

Through an indepth study of the ongoing processes as well as looking into suggestions from the various levels of staff involved in the activities, JNH created a time-bound plan to increase productivity, reduce 'pain points' and improve staff morale.

## Biography

Satyaprakash Tiwari works as Healthcare Professional with 30 years of experience in healthcare planning, advisory, project management and development. Experienced Non-profit leader, Management, Eldercare programmes and services. Proven record of being a community builder with a passion for serving elderly, people with disabilities with the use of innovation, technology and collaboration. He has spearheaded and operationalised three Voluntary Welfare Organisations (VWOs), piloted the first Home Help Service and Dementia Day Care Centre and developed numerous community-based programmes and initiatives in Singapore. He has been a Senior-Level Executive in VWOs for over 25 years. Has earned a formidable reputation concerning expertise in initiating and institutionalising significant programmes with highly capable management skills and ability to develop longstanding commercial, inter-agency and client relationships. Has proven track record in the eldercare market (and the wider VWO sector) coupled with stellar management skills have enabled me to catalyse significant organisational growth, implement costeffective strategies and remain at the forefront of the industry.

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