

NUS-ISS introduces Four Digital Initiatives as tributaries to Yishun Health's River of Life blueprint

The synergy envisions a confluence of the health and social ecosystem driven by digital tools and training to thrive in the new normal

SINGAPORE, 18 September 2020 – Yishun Health is partnering with the Institute of Systems Science at National University of Singapore (NUS-ISS) to digitally transform its organisational processes and equip its staff with skills to manage data and cybersecurity issues, and harness software applications to deliver healthcare in new ways to meet changing demands. The Yishun Health and NUS-ISS Memorandum of Understanding Signing Ceremony held today, is a convergence of collective strengths to meet the evolving needs of healthcare and address national challenges by improving health outcomes and delivering tangible value to stakeholders and its community.

Said Mrs Chew Kwee Tiang, CEO of Yishun Health and Khoo Teck Puat Hospital, “The ability to manage data and harness digital tools helps us deliver care in a smart and efficient way. By imbuing this into the DNA of Yishun Health’s Unified Care Model, we can achieve hassle-free, value-driven care in the inpatient, outpatient and community settings for patients, customers and partners. The collaboration with NUS-ISS elevates our transformation agenda, helps us develop in-house change agents for transformation and digitalisation, and brings about new and innovative ways to deliver integrated care.”

Said Mr Khoong Chan Meng, CEO of NUS-ISS, “Over the past few years, our Smart Health Leadership Centre at NUS-ISS collaborated with Yishun Health in transforming the model of care delivery for the community in the north. With the new model of care now entering its next phase of implementation, NUS-ISS is very honoured once again to partner with Yishun Health to digitalise the care delivery ecosystem and foster a culture of learning and innovation across the Yishun Health workforce and community. Through a holistic combination of skills training, hands-on practice, experimentation and talent acquisition, I am confident that our next phase of collaboration will inspire exciting and high-impact sailings to health and wellness in the river of life.

The collaboration covers the following closely interlinked areas:

- 1) Data Driven Smart Health Programme** – A Digital Competency Training Roadmap will enable all Yishun Health staff across the entire care continuum – from clinical to operational – to understand and appreciate the role that data, technology, and design plays in organisational and care model transformation and build up capabilities to be future-ready. To drive Yishun Health’s transformation journey, each individual will adopt and apply essential skills in five key areas, namely, data analytics, innovation and human-centred design, business process transformation, digital technology planning and systems thinking. For key staff, the contextualised NUS-ISS Professional Diploma in Smart Health Leadership is an enhanced learning roadmap option with a capstone project component that leads to an NUS certification upon completion. Trained subject matter experts will also provide a supply of teaching adjuncts at NUS-ISS and its Smart Health Leadership Centre.
- 2) Addressing and Supporting National Challenges** – NUS-ISS will also work with Yishun Health on the SGUnited Skills (SGUS) programme to upskill and empower career transformation for

jobseekers affected by Covid-19. Through the Smart Health Pathway, trainees will take on a six-month full-time train and place programme to gain digital skills and workplace immersions to work on industry projects that fulfils Yishun Health’s business needs. Yishun Health can also tap on the Skills for Transformation Programme, a full-suite skills development programme that actively links subsidised individual training plans to organisation goals.

3) Pilot Projects

Two exciting pilot projects underway are Artificial Intelligence (AI) in Customer Relationships Management to analyse pain points for an optimised patient experience; and the Empathy and Value-stream Mapping that uses data to develop enhanced customer journeys by gaining insights around patient and staff sentiments. These projects would help identify pertinent opportunities and enhance the overall end-to-end experience of patients.

4) Living Learning Laboratory – Anchoring the collaboration is the Living Learning Laboratory, a co-investment between NUS-ISS and Yishun Health. Boosting a hybrid format, the Living Lab is a platform for players in the ecosystem to experiment, develop joint research, prototype; and implement new technology solutions in both a live medical environment and virtual space that is safe and accessible. Continuous learning applications are encouraged through tailored advisory and mentorship by NUS-ISS lecturers, alongside creative and industry relevant inputs from various partners including DesignSingapore Council, IT companies and start-ups.

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About National University of Singapore (NUS)

The National University of Singapore (NUS) is Singapore’s flagship university, which offers a global approach to education, research and entrepreneurship, with a focus on Asian perspectives and expertise. We have 17 faculties across three campuses in Singapore, as well as 12 NUS Overseas Colleges across the world. Close to 40,000 students from 100 countries enrich our vibrant and diverse campus community.

Our multidisciplinary and real-world approach to education, research and entrepreneurship enables us to work closely with industry, governments and academia to address crucial and complex issues relevant to Asia and the world. Researchers in our faculties, 30 university-level research institutes, research centres of excellence and corporate labs focus on themes that include energy, environmental and urban sustainability; treatment and prevention of diseases common among Asians; active ageing; advanced materials; as well as risk management and resilience of financial systems. Our latest research focus is on the use of data science, operations research and cybersecurity to support Singapore's Smart Nation initiative.

For more information on NUS, please visit www.nus.edu.sg

About the Institute of Systems Science (NUS-ISS)

Established in 1981, the Institute of Systems Science at National University of Singapore (NUS-ISS) develops digital talent for the industry through graduate education, executive education programmes, consultancy and research services. NUS-ISS is widely recognised as a champion of the national SkillsFuture movement, enabling a digital economy that is always learning and always leading.

NUS-ISS has implemented a unique portfolio of multiple learning pathways, with a wide spectrum of programmes in critical industry disciplines, such as software development, data science, artificial intelligence, cybersecurity, smart health, digital government and digital innovation.

To date, close to 143,525 digital leaders and professionals, 7,440 corporate customers and 6,560 post-graduate alumni have benefitted from NUS-ISS's suite of services. Its programmes are delivered by NUS-ISS staff with an average of more than 20 years of industry experience.

For more information on ISS, please visit www.iss.nus.edu.sg.

About Yishun Health

Yishun Health is a network of medical institutions and health facilities of the National Healthcare Group in the north of Singapore. It comprises Admiralty Medical Centre, Khoo Teck Puat Hospital and Yishun Community Hospital. It also includes extensions such as Wellness Kampung.

About Khoo Teck Puat Hospital

Khoo Teck Puat Hospital (KTPH) is a 795-bed general and acute care hospital, opened in June 2010. Serving more than 550,000 people living in the northern sector of Singapore, KTPH combines medical expertise with high standards of personalised care, set within a healing environment, to provide care that is good enough for our own loved ones. From intuitive wayfinding to logical clustering of services, KTPH's design is focused on providing a hassle-free experience for patients. The hospital has been designed with patients' comfort in mind. Since its opening, the building has garnered numerous awards for its green and energy efficient design. Patients can enjoy comfortable accommodation in different categories of wards with views of greenery and naturally cool air from improved ventilation. KTPH also provides a wide range of outpatient specialist services.

For more information on Yishun Health and KTPH, visit www.ktph.com.sg.

Read about NHG and Yishun Health's River of Life blueprint [here](#).