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Lien Foundation, PulseSync and 11 Healthcare NonProfits Pioneer S\$3.5mil IT Initiative

Groundbreaking enterprise resource planning (ERP) solution will raise healthcare level and corporate governance

1. The Lien Foundation and information technology (IT) solution provider PulseSync, is collaborating with 11 nonprofits to develop an integrated healthcare ERP system, titled **IngoT**. This comprehensive ERP system covers financial, inventory, human resource, donor and volunteer management as well as patient administration and management, including electronic medical records.
2. "IngoT has sparked off a whole new way for the non-profit healthcare sector to exploit IT. It is seminal due to the collective and collaborative way the ERP solution was created, and how we made the cost so affordable. The name IngoT was coined to demonstrate how IT is stretching the potential of non-government organisations (NGOs)," said Lee Poh Wah, Programme Director, Lien Foundation.
3. This is the first time that non-profit healthcare providers are collaborating to build a common integrated ERP platform across the sector to optimise resources, improve productivity, and raise patient care and corporate governance to new levels. They are: Home Nursing Foundation (HNF), HCA Hospice Care (HCA), National Kidney Foundation (NKF), Tsao Foundation, St Luke's Community Hospital, Peacehaven Nursing Home,

Singapore Cancer Society, Assisi Hospice, St Joseph's Home, Renci Code 4 (Home Care) and TOUCH Home Care.

4. Mr Lee added, "The Foundation initiated IngoT to demonstrate that strategic IT investment can help healthcare nonprofits turn world-class. IT needs to be the backbone of Singapore's integrated healthcare system. We convened this consortium with a common vision to extend their capabilities, raise the performance ceiling and achieve professional standards. This is especially important as these nonprofits are faced with increasingly expanded roles and responsibilities in service delivery as Singapore's healthcare needs escalate."
5. This S\$3.5m initiative is kicked off by a S\$1.6m funding from the Lien Foundation, with the rest of the amount coming from the consortium. Technology partner Microsoft provided charity pricing on their products, as well as an additional S\$50,000 in funding. Solution Architect and Developer , PulseSync provided the know-how to create the ERP system.
6. "To ensure that the IngoT system will fully serve the consortium's needs, two major workgroups comprising employees, volunteers and professionals from the 11 nonprofits were formed to look into medical informatics and best practices, and financial and corporate governance standards," said Ken Tan, Managing Director, PulseSync. He added, "This ground-up approach enabled us to diagnose and architect solutions to directly address the consortium's different organizational needs as they provide services ranging from intermediate to long term healthcare services, such as hospice care, home medical care, home nursing care, in-patient nursing care, geriatric outpatient care and dialysis services."
7. The HNF, HCA and NKF are amongst the first organisations to implement the ERP system. Mrs Fang Ai Lian, President of HNF and Chairman of The Charity Council said, "IngoT has replaced HNF's previously fragmented IT structure with a practical ERP solution that translates to better patient

records management, reduced waiting time and improved patient care.” She added, “The ingenious management dashboard module will boost transparency and accountability, giving charities like HNF a leg-up in corporate governance.”

8. This collaborative effort is a significant signal that nonprofits are serious about improving their capacity and accountability, thereby leading to an increased public confidence in this sector. NKF’s Chairman, Mr Gerard Ee said, “IngoT presented the perfect opportunity for NKF as we were looking for a new system for our operations. We are also excited to be part of the non-profit healthcare community pioneering this IT development. This ERP system gives us a chance to optimise our resources and create greater value. For example, IngoT’s donor & fundraising management module can give donors greater assurance with its reporting and tracking features, leading to improved donor relations for NKF in the long term.”
9. Work on IngoT started in January 2007 and is targeted to be completed by end 2008. Collectively, the 11 nonprofits serve more than 15,000 patients annually. When completed, IngoT will be ready to ‘connect’ with the government’s EMRX (electronic medical record exchange) system.
10. IngoT has two kinds of implementation models: On-premise Deployment or Hosted Solution. Organisations with bigger operations and large numbers of patients like HNF, HCA and NKF, will use the on-premise model where they will host and own their hardware servers as well as software solutions. The other option of the Hosted Solution is suitable for smaller organisations. A third party data centre will host the solution for an affordable monthly fee, saving them hefty upfront capital investment and allowing them to still benefit from the ERP system. IngoT’s seamless ERP system will create intra data integration, enable and facilitate information sharing across the consortium by standardisation and harmonisation of informatics and best practices. This will enable better

research and reduction of medical errors as well as higher productivity, faster decision making and ultimately, improved care delivery to patients.

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About Lien Foundation

www.lienfoundation.org

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 PulseSync

www.pulsesync.org

PulseSync Pte Ltd is a "purpose driven" company that specialises in improving of productivity, quality of care and efficiency of healthcare providers. The company provides software, technology and custom application development which brings about "purpose driven" results and positive ROI by leveraging on healthcare specific business process knowledge and state-of-the-art information technologies to bring about powerful and yet affordable process improvements and solutions.

PulseSync has a diverse range of solutions such as patient administration and management, electronic medical records, finance management, patient accounting and clinical management. These solutions cater to the dynamic needs of intermediate and long term healthcare providers offering services like hospice care, home medical and nursing care, convalescent care, nursing homes, rehabilitation, geriatric outpatient clinic and dialysis/renal care. PulseSync's key expertise also lies in implementing mobile healthcare solutions.