

# EC Onboarding

年长者护理中心入伙及转型

# EC Onboard 入伙简报

A : Transformation 转型

B : Challenges 挑战

C : Counter Measures 应对

# A : Transformation 转型

WHY 为何 ?

As a **recognized** and **funded** EC under MOH, legislated by AIC that is structured nationally

成为在卫生部部属的一个被**认证**，及能得到官方**资助**的年长护理中心

# THE “A,B,C”S OF AGEING WELL

AAC provide a suite of ABC services for vulnerable seniors who require additional social support; and can make referrals for Care services when required.

AAC 提供一套 ABC 服务于弱势，需要添加社交支援又或者被推荐给额外关照的年长人士。

## **Active Ageing Programmes 活跃乐龄计划**

Provide and promote a variety of activities 提供一系列活动

## **Befriending & Buddying 乐龄之友，乐龄同伴**

Provide social support to seniors through house visits and phone calls  
提供家访及电话联系

## **Information and Referral to Care services 推荐举荐**

Provide information on schemes, grants and support

Raise referrals to appropriate services 提供方案，赞助，推荐

# B : Challenges 挑战

## B1: Desired outcome 期望得到的结果

Meet and Comply to AIC requirement in terms of deliverable  
迎合及遵守AIC定下的执行范畴

Quantity 数量, Quality 质量, Timeliness 准时

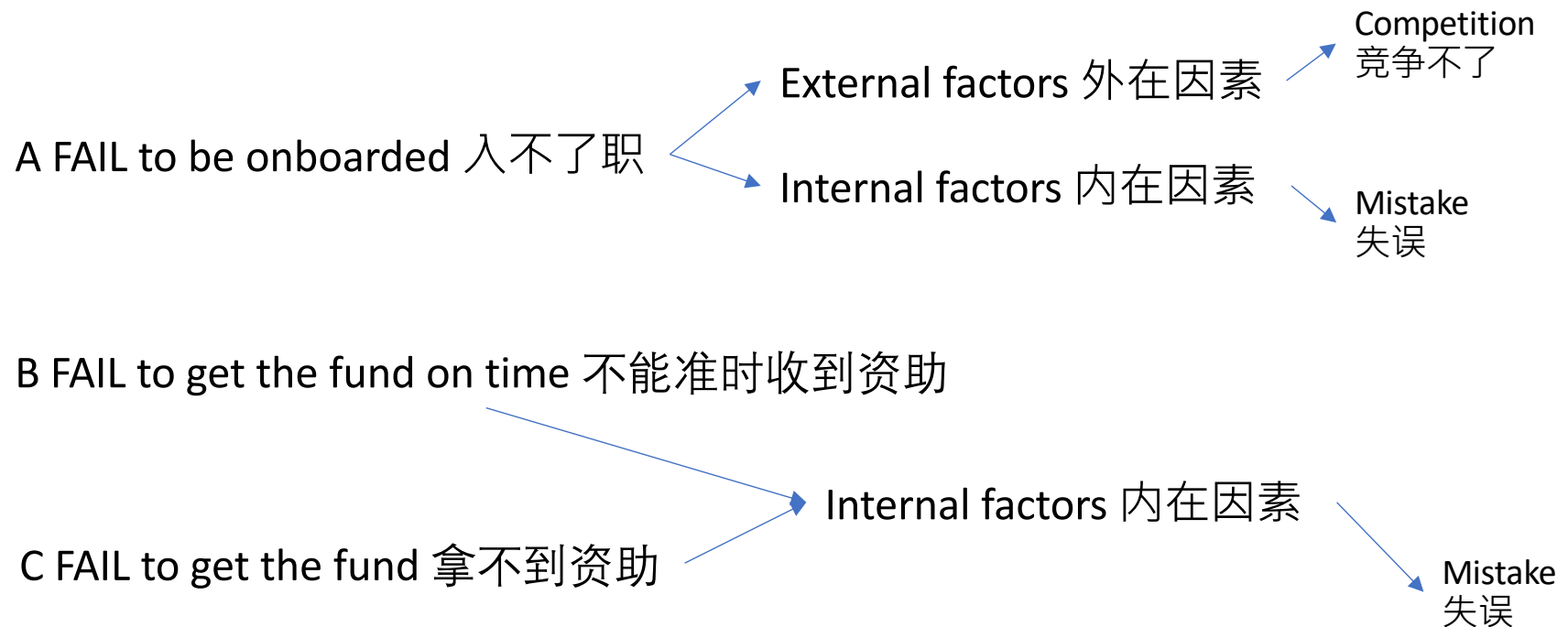
Receive 2 tiers of funding 可得2层资助

```
graph LR; A[Receive 2 tiers of funding] --> B[% engagement]; A --> C[% participation];
```

% engagement 加入  
% participation 参与

# Detail Matters 关键在细节 (1思危)

The devil is in the detail 成也细节，败也细节



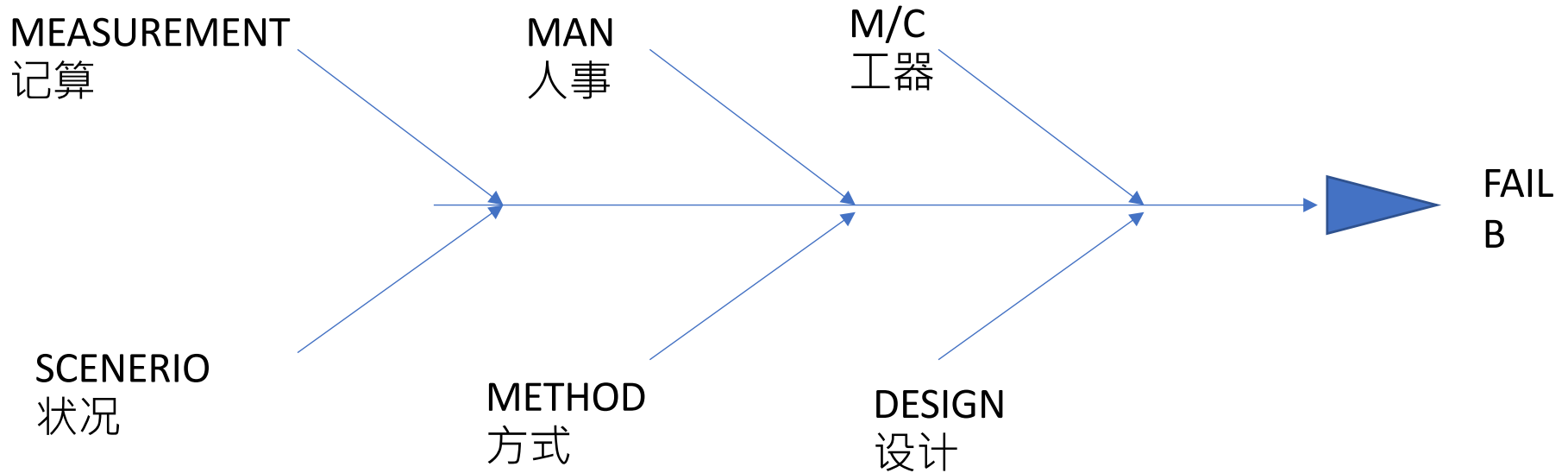
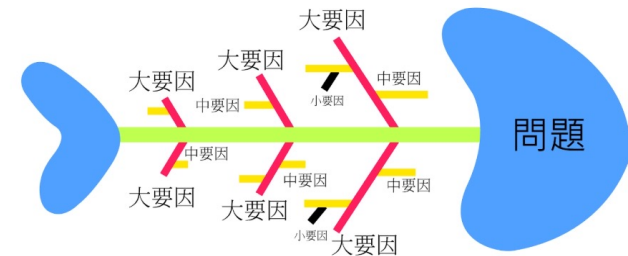
In control of the DETAIL, eliminate excuses.  
把握住细节，免除借口

# How We Would Failed 败笔在此 (2思退)

FAIL A to be onboarded 入不了伙

FAIL B to get the fund on time 不能准时收到资助

FAIL C to get the fund 拿不到资助



ROOT CAUSE ANALYSIS - 前因后果之分析

# ROOT CAUSE ANALYSIS - 抽丝破茧

		1 <sup>st</sup> LVL	2 <sup>nd</sup> LVL	3 <sup>rd</sup> LVL	4 <sup>th</sup> LVL	5 <sup>th</sup> LVL	
<b>Not receiving funding ontime</b> 没及时收到赞助资金	<b>Did not submit report ontime</b>  <b>迟交</b>	Long cycletime in 长时间 compiling the report  Many set of reports 过多 Staff taking off day 请假	Seeking others assistance along the way 找他人求助  Many entries to fulfill 过多题目  Long printing and filing cycle time 存 Spend time scanning and emailing 扫描	Unclear or complex takes time to fulfill 不清楚,复杂的回复	Spent time compiling into softcopy 归纳总结费事	Re-training 受训 Split the work 分工	<b>Man power, skills, tools</b> 人手·能力·工具
	<b>Submitted incorrect report</b>  <b>交错</b>	Many correction and re-do 过多错误	Wrong onsite data 错的数据 Incomplete data 数据不全 Wrong client 错对象	Skills gaps 技能不足 System error 系统失误	Re-training 再训 Re-assign 重选		

Peel the union ..... Keep asking whys until you get to the final causes !!  
 抽丝破茧, 一直问为什么, 追根溯源。

Why late ? Why seeking help ? Why Unclear ? Why compiling  
 Why do correction ? Why incomplete/wrong ? Why got gaps ?



# Counter Measure 对策 (3思变 以求新格局)

## Our strategy 策略 :

### 1: Defensive – 防守

Prevent the mentioned potential FAIL ( B,C )

防守先前探讨过的高机率的败笔

### 2: Offensive – 进取

Eliminate FAIL ( B,C ) will made us lead

立不败之地，以软实力成为优越的承包商？

# 思维决定出路 格局决定结局

# Our strategy 策略 (3思变 :以求新格局)

mindset

diversification

思维决定出路  
格局决定结局

landscaping

outcome

# SWOT Analysis

SWOT 分析是一种战略规划框架，用于确定个人或组织与竞争相关的优势、劣势、机会和威胁。它可以帮助你发现自己擅长什么，在哪些方面可以改进，并制定策略

## STRENGTHS 优点

- 1: 由于TK是民间慈善团体现有多方善心人士踊跃赞助
- 2: 管委会有强的意念，有志者事竟成
- 3: 拥有可用的内部系统

## THREATS 危机

对手有了先机，富裕



## WEAKNESSES 弱点

人力财力分配  
Change Mgmt 大风吹

## OPPORTUNITIES 机会

大牌3号有9成9的机会入职（有舞台）  
大牌123也不全无机会

## 知己知彼，取长补短、避实击虚

孙子·虚实：水之行，避高而趋下；兵之形，避实而击虚

# Work Responsibility - 工部职责

talented, skillful team

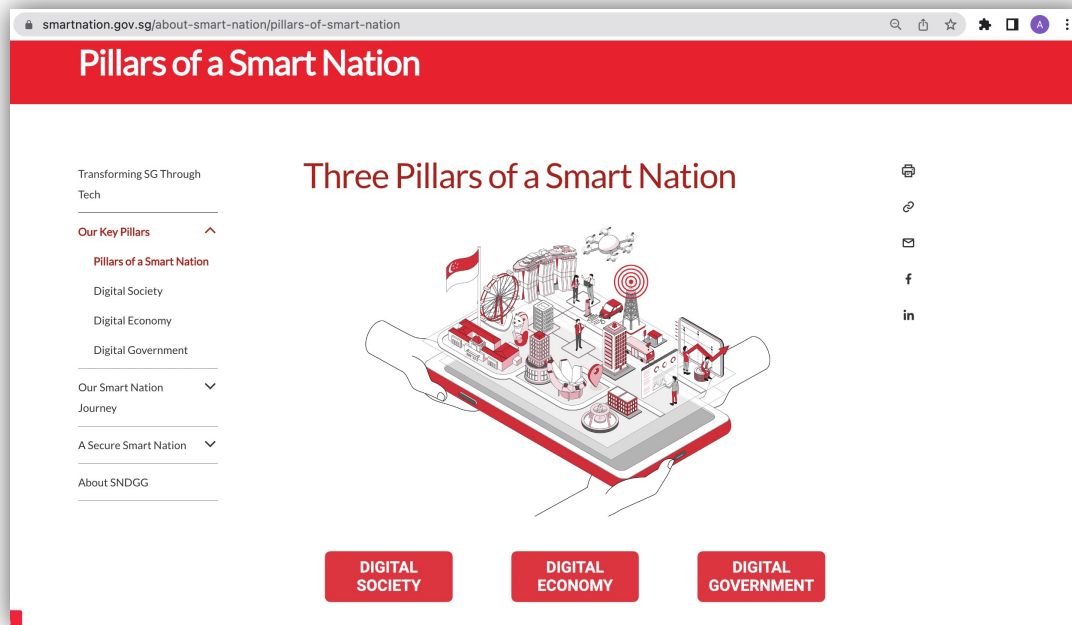
1: Clarity of Requirement & Workflows  
认清设备需求及工作流程

BOARD Governance - 管委监督	C.E.O 总裁 - Ng Long	Director 领导 - Anthony Teo	Team @ Center 中心团队	Admin 行政	Staff 职员	Sponsor 赞助	3rd parties 第3方	Volunteer 义工	Client/Senior 受益者
				Operation 运作	OnSite activity 内部活动	OffSite activity 外部活动	Cost Center 经费	Attendance 签到	Participation 参与
				Facility 设施	Safe keeping 妥善保管	Allocation 配给	Expansion 扩充	Utilization 使用率	ROI 投资回报
				Linkage	SGH, Health Facility 医院·医疗体系	CC, RC, 邻里·社区	HDB Town council 建屋局·市镇局	SAC·AAC 乐龄活动中心	Spiritual 信仰
			Team @ Case 个案团队	Research 研究	Needs alignment 对齐需要	Human Resources 人力资源	Tools Requirement 设备需求	Infrastructure 基础设施	Enhancement 增强
				Develop 制造	System Analysis 系统分析	Rapid change 快速变化	Split & scale 分组	PDPA·Security 隐私·保安	AI friendly 迎合人工智能
				Training 训练	Select Recruit 选僱	Train the trainer 训练头儿	Test & certified 测验·认证	Measure 评估 Communicate 沟通	Repeatability 可复制性
				Implement 实施	Ideology, landscape 新思路,格局	Expand boundary 突破界限、	Accountability 问责制度	Timeline based 时间轴	Sustainability 可连续性
							Financial, Capacity, Ability 财力·人力·能力		

招募悍将勇士，营造团队精神

# Digitalisation - 数码化

Simplify business complexities.  
把复杂的营运简单化



天时

Right Environment

地利

Right Place

人和

Right Condition

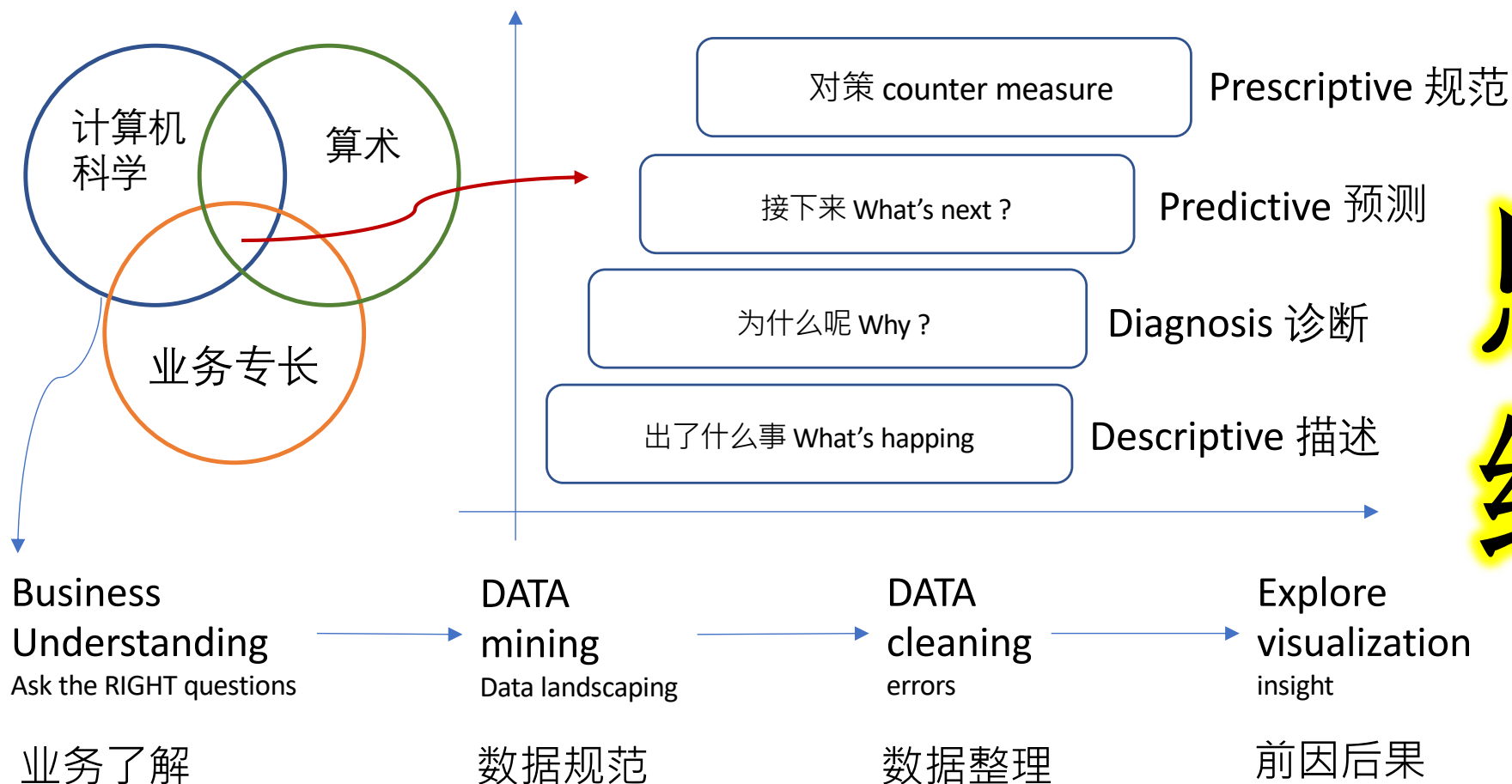
# In-progress, SAC Digitalization - 数字化近度

Case Managing Time Line

Scope of work	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
1 Research 研究							
2 Needs alignment 对齐需要							
3 Tools Requirement 设备需求							
4 System Analysis 系统分析							
5 Develop 开发							
6 Split & scale 分组							
7 PDPA · Security 隐私 · 保安							
8 Select Recruit 选俾							
9 Train the trainer 训练头儿							
10 Human Resources 人力资源							
Staffing 职员认知							
Volunteer 义工组合							
Tools purchase 购买设备							
11 Infrastructure 基础设施							
12 Test & certified 测验 · 认证							
13 Purchase tool 购买工具							
14 Documentatio 手册							

4: Transition Plan & Data Migration  
 过度计划  
 Parallel Runs 平行  
 Process POC 流程概念的核对

# DATA Science 数据科学



运筹帷幄之中，决胜千里之外 15

# Digitalisation @ SAC 数码化

C

Scope of eWork - 程序覆盖范围			
策 · 略 · 天 时 · 地 利 · 人 和 · 兵 器	策略 · 天时 · 地利 · 人和 · 兵器		
	个案 CASE	人事 PEOPLE ( Senoir, Staff, Volunteer, 3Rrd Parties == AIC / MOH / RC / NUH / VMO 事情 ISSUE ( Services, Offering, Turn-out, Stages, Trending, linkage, 5W1H, IPTE ) 状况 STATUS ( Open, In-progess, Severity, Urgency, Escalation, Elapse )	WHO  HOW  WHY
	日历 CALENDAR	中心 AAC      Activity, Event, Out-reaching, Expansion 受益人 SENIOR      CS, Participant, Invitation, appointment, referers, complaints, follow-up 员工 STAFF      Assignment, Set appointment, Feedback, Follow-u	TRACKING
	财务 ACCOUNTING	资助 Funding      准时 · 增长 · 减退 On-time, up-down trend 开支 Expenses      目的 · 原因 Purpose, justification	P & L
	<b>e-AAC</b> by TK for TK : Strategy , Timing, Locale, People, Tools		

工欲善其事，必先利其器 Confucius told us “If a worker wants his work well done, he must first sharpen his tools.”



# Digitalisation @ SAC 数码化

Its Real !  
真的 !

localhost/tksac/att/index2.php?r=

SAC Attendance on 8-2022 XLS		
Activity	COUNTS	HRS
#3 Card Game	1	1.0
#1 Exercise	1	1.0
<b>TOTAL</b>	<b>2</b>	<b>2</b>

SAC Attendance on 9-2022 XLS		
Activity	COUNTS	HRS
#1 Exercise	18	18.0
#3 Card	14	14.0
#4 RammyO	1	1.0
#9 MahJong	1	1.0
<b>TOTAL</b>	<b>34</b>	<b>34</b>

Excel Show 5

Sep2022	1 Th	2 Fr	3 Sa	4 Su	5 Mo	6 Tu	7 We	8 Th	9 Fr	10 Sa	Attn# / Call / Visit / rCare
<b>Chen Sai Gek</b> 61 sac rental 07-5055	1 3	. 3	. .	. .	. 3	. 3 4	. 3 9	. 3	. 3	. .	10
<b>Cheong Moy</b> 66 bb rental 04-4550	. 3	. 3	. .	. .	. 3	. 3	. 3	. 3	. 3	. .	7
<b>Fatimah Binti Sadakah</b> 64 sac rental 09-4044	1 .	1 .	. .	. .	1 .	1 .	. .	1 .	1 .	. .	6
<b>Habibah Bte Saini</b> 67 bf rental 11-3033	1 .	1 .	. .	. .	. .	1 .	1 .	. .	. .	. .	6
<b>Jit Kaur</b> 64 rc	1 .	1 .	. .	. .	. .	. .	. .	. .	. .	. .	5

1 Ex,2 Bingo,3 Card,4 Rm,5 Rnew,6 Cchat, 7 KOK, 8 Medi,9 MJ,A Lunch,B Diaper,C Rice

Showing 1 of 5 with total of 8

Attendance 报到  
Target date: 2022-9-2 1HR:  
Fatima Binti Ahmad  
Subject 项目 Hrs 小时 Min 分钟  
1 Ex 1 35  
2 Bingo  
3 Card 牌  
4 Rm  
5 Rnew 报纸  
A.C. 棋

previous 1 2 Next

- Instant Attendance# 及时报到数目
- Buddy call 电话交流
- Befriender 家访
- Care Referer 推荐

Activity Attendance, Participation Rate  
活动种类, 参与率

# Digitalisation @ SAC 数码化


C

localhost/tksac/needscheck/indexA42.php


### CARE NEEDS CHECKLIST @ TKAAC

Assessment Date : 2022-08-30 : V-002  
Current Date Time is 31/08/2022 - 13:00:39

Recommended Care Path == Active Ageing Program / Buddying & Befriending / Further assessment

 Chen Sai Gek 02-06-1950 Chinese M, Married, Hokkien, Mandarin Bk 3, #05-5050, S150003, T81880977 Sxxxx234H Pink	#05-5050 Diploma ShopKeeper HIGHEST EDUCATION PART OR CURRENT OCCUPATION STATUS OF RESIDENTIAL/LIVING STATUS LIVING STATUS AT TIME OF ASSESSMENT NOTE REASON FOR ASSESSMENT DATE OF ASSESSMENT REMARK
---	---

AUA 1 - 6 with social vulnerability:		Buddying & Befriending	
<input checked="" type="checkbox"/>	+0	E1A CLIENT IS LIVING ALONE OR LIVING WITH SOMEONE WHO DOES NOT PROVIDE HELP IN ANY WAY (AS GOOD AS LIVING ALONE) AND	<input type="checkbox"/>
<input type="checkbox"/>	+0	F2 LONELINESS ( CODE 3 AND ABOVE )	<input type="checkbox"/>
<input type="checkbox"/>	+0	E1B CLIENT IS A CAREGIVER LOOKING AFTER SOMEONE WITH HIGH CARE NEEDS	<input type="checkbox"/>
<input type="checkbox"/>	+0	E2 HAS NO INFORMAL SUPPORT FROM ANYONE	<input type="checkbox"/>
<input type="checkbox"/>	+0	F3 HAS LIMITED OR NO SOCIAL INTERACTION	*FOR F2 ALONE: MONITOR, ENCOURAGE A&P
AUA 3 to 6 or AUA 1 to 6 with any:		Further assessment	
<input type="checkbox"/>	2	B1 SHORT TERM MEMORY	<input type="checkbox"/>
<input type="checkbox"/>	3	C2 IADL CAPACITY	
<input type="checkbox"/>	2	D1 FALL RISKS	
<input type="checkbox"/>	4	B1 SHORT TERM MEMORY	
<input type="checkbox"/>	5	C2 IADL CAPACITY	
<input type="checkbox"/>	5	D1 FALL RISKS	
<input type="checkbox"/>	5	C2 IADL CAPACITY	
<input type="checkbox"/>	5	D1 FALL RISKS	
<input type="checkbox"/>	5	C2 IADL CAPACITY	
<input type="checkbox"/>	5	D1 FALL RISKS	



AUA  
3

DEXTERITY  
10

CHEERFUL  
10

INTELLIGENCE  
10

APPEARANCE  
10

RESIDENTIAL  
10

HAVING DIFFICULTY IN :

C1 Self ADL Performance

C1a Showering steps

Dispensing and using soap

Self Rinsing

Drying with towels

C1b Personal Hygiene Problem

Brush teeth

Wash, dry face & hand

C1c Problem Dressing Lower Body

Wait down clothing

Fasten/buckle/zip

Take off socks/shoes

Take off prostheses

C1d Trouble in Locomotion

Moves/wheels bet locations

**FUNCTIONAL DOMAIN - ADL**

HAVING DIFFICULTY IN :

C2a. Housekeeping

C2b. Transportation

C2c. Meal Preparation

C2d. Shopping

C2e. Managing medication

C2f. Managing finances

C2g. Telephone

**FUNCTIONAL DOMAIN - IADL**

Fall Risk last 6 mths

Difficulty in ADL last 3 mths

Weight Loss last 6 mths

Chronic disease not treated

Instability Conditions - ADL\_Mood

+0 Dyspnea

Self-reported Bad Health

**HEALTH DOMAIN**

B1 MEMORY RECALL PROBLEM - RECALL 3 ITEMS AFTER 5 MIN

B2 BAD DAILY DECISION MAKING

TROUBLE CHOOSING WHAT TO WEAR

NOT KNOWING WHEN TO EAT MEALS

NOT USING ENVIRONMENTAL CUES TO PLAN THE DAY

**COGNITIVE DOMAIN**

Living Situation

E1A. LIVING ALONE OR WITH SOMEONE DOESN'T HELP

E1B. IS A CAREGIVER LOOKING AFTER SOMEONE WITH NEEDS

E2. NO INFORMAL SUPPORT IF NEEDED HELP

E3. HAS RISK OF HARM TO SELF OR OTHERS

3A. EXHIBIT INAPPROPRIATE BEHAVIOUR CAUSES HARM

3B. LIVING IN AN UNSAFE OR UNHEALTHY SITUATION

3C. SELF REPORTED: "FELL UNSAFE OR AFRAID"

E4. REPORTED OVERWHELMED BY PERSON'S ILLNESS

**SOCIAL DOMAIN**

SOCIAL INTERACTION IS LIMITED DUE TO UNDERLYING FACTORS, SUCH AS PHYSICAL, DISABILITY, MENTAL HEALTH, AND UNDERLYING NEUROLOGICAL OR MEDICAL CONDITION.

**PSYCHOSOCIAL DOMAIN**

0000 CORDIAL

NOT SOCIABLE

SOCIABLE

AGGRESSIVE

**Relationship with Others**

0000 CORDIAL

NORMAL

REC STRONG SUPPORT

NO GOOD

**Relationship with Caregiver**

NO LIMITATIONS

WITH LIMITATION AS LISTED

USING MOBILITY AIDS

NO LIMITATIONS

USING MOBILITY AIDS

**MOBILITY**

HEALTHY

MALNOURISHED

NOT CHEERFUL

OTHERS

**GENERAL APPEARANCE**

HEALTHY

MALNOURISHED

NOT CHEERFUL

OTHERS

**GENERAL APPEARANCE**

HYPERTENSION

DIABETES

STROKE

HIGH CHOLESTROL

DEMENTIA

**Taking supplement**

**ON MEDICATION FOR CHRONIC DISEASES ?**

CLEAN

BARE MINIMUM

FALL HAZARDS

PRESENCE OF PEST

CLEAN and bright but no wind and neighbour is hounding

**GENERAL HOME ENV.**

CLEAN

BARE MINIMUM

FALL HAZARDS

PRESENCE OF PEST

CLEAN and bright but no wind and neighbour is hounding

**GENERAL HOME ENV.**

UNTIDY

CLUSTERED

FIRE HAZARDS

INSECT BITES

**GENERAL HOME ENV.**

**OPEN TO PARTICIPATE IN CENTER-BASED ACTIVITIES**

**Occasionally**

**The location is very far from his unit and many steps to take**

**REASONS REFUSES HELPS ?**

**Miko Lim**

**God son**

**working night shift**

**hard to be reached**

**NEXT OF KIN**

localhost/tksac/nee...

set TICK when having trouble  
受访者在困难才选勾 F3 F2.3

F1a  
自觉3天内忧郁  
Self Reported Mood: Last 3days Felt Sad Depressed Helpless  
自己感觉:3天内 感觉伤心, 忧伤, 无助 AUA

F1b  
自残于3月内

Ask technically, Self-Harm Past 3months ?  
AUA

F2  
自觉孤单感  
Self Reported: Degree Of Loneliness  
BPS

F2.1  
孤单感, 被特别情况引发  
Felt lonely only in Certain Situations or Triggered By  
BPS

F2.2  
孤单感, 偶尔有感  
Occasionally, Less Than Weekly  
BPS

F2.3  
孤单感, 每周有感  
Frequently : Weekly But Less Than Daily  
BPS

F2.4  
孤单感, 每天有感  
Daily  
BPS

F2.8  
孤单感, 不愿述说  
Person Could Not (would Not) Respond  
BPS

F3  
极少或无社交动向  
Has Limited Or No Social Interaction  
BPS

Set 设定

C1a  
自己洗澡  
**Showering**  
Tak Boleh Mandi Sendiri  
குளிக்க முடியாது

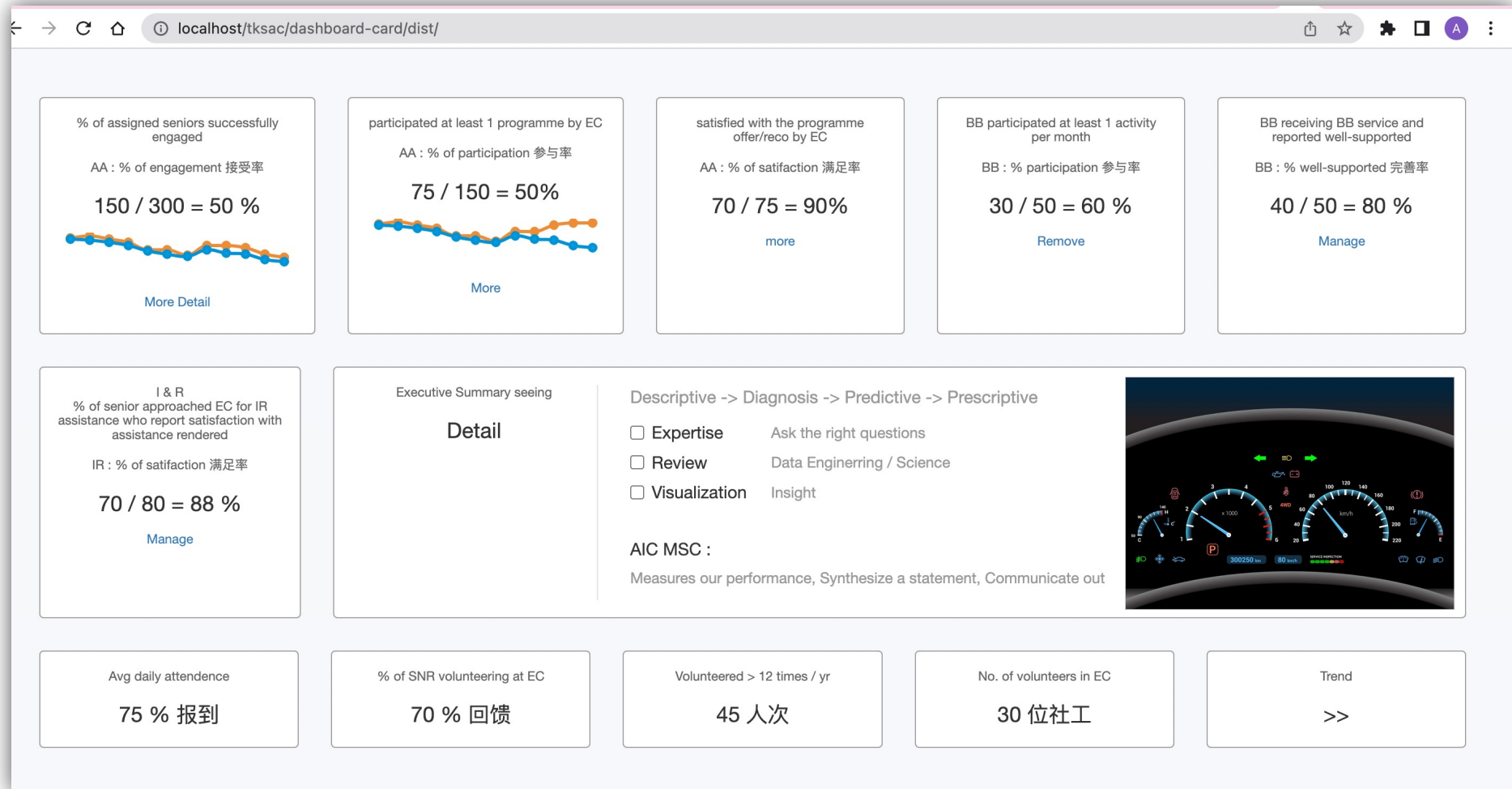
C1a1  
挤压沐浴露  
**DispensingUsingSoap**  
Tak Boleh Picit Sabun  
சோப்பு பிதியோகிக்க முடியாது

C1a2  
自主冲洗  
**SelfRinsing**  
Tak Boleh Cuci  
கழுவு முடியாது

C1a3  
抹干身体  
**DryingWithTowels**  
Tak Boleh Keringkan Badan  
தன்னை உலர்த்த முடியாது

# AAC Dashbord – 仪表盘

funding  
Performance表现



# Digitalisation @ SAC 数码化

## Peel the union 抽丝破茧

Trend up/down Popularity - 趋势 行情

Most popular 最受欢迎的 – 旺人气

Least popular 最不受欢迎的 - 删除？

Frequent Flyer 常来的 – 可有进展

Once awhile 偶尔 – 可否跟进？

Utilization, ROI 使用率, 投资回报

Improve, Enhance 改良, 增强

WHY NOT ?

WHAT ?

WHO ?

WHEN ?

HOW ?

# Brief Needs Matrix 需求

Needs Alignment 需求				
	What 那些	When 几时	Qty 数量	\$\$ / MTH 月
1	<b>INFRA &amp; TOOLS 设施和工器</b>			
	Cloud VPS 云伺服器 OpEX	Jan-23	2	
	Central Storage 中央储存机 CapEX	Jan-23	2	
	Tablet 平板电脑 CapEX	Jan-23	2	
	DATA SIM card 电信卡	Jan-23	2	
	PowerBank 充电宝	Jan-23	2	
2	<b>HUMAN RESOURCE 工作人员</b>			
	Staff as Case worker 个案职员	Mar-23	4	
	General Admin Assist 行政助理	Mar-23	1	
	Part Timers for A 活动中心兼职	Mar-23		
	Part Timers for B,C 友爱兼职	Mar-23		
	Volunteers 义工	Jan-23	8	

1 senior needs 2x home visit per month, i.e. 1.5 hours each ( PRE+POST+JOURNEY) , then will takes up 3 hours

50 seniors will needs 50 X 3 = 150 hours

**1 week has = 44 hours, 4 weeks == 176 hrs**

个人一个月有44个小时 · 4周就可以护理50位受益人士

**So, to take care of 50 seniors, we need 1 fulltime staff solely on BB**

If we need to handle 200 seniors needed BB services, then we need 4 C workers

**要是需要护理200位 BB 的，就要有 4 位 C职员。**

Taking 1 C-worker brings along 2 volunteers, then we need to upkeep 8 volunteers

**如果 1位 C职员要带领2位义工，就要有8位义工。**

Demo – separate session  
技术演示 – 另行安排