

# Best Practices Study Mission in Intermediate and Long-Term Care (Japan)

12 February – 18 February 2017

Organised by:



SINGAPORE  
PRODUCTIVITY  
ASSOCIATION

## Programme Announcement

Singapore Productivity Association (SPA) is pleased to announce a Best Practices Study Mission in Intermediate and Long-Term Care to Japan.

### Background and Objective

**Intermediate and Long-Term Care refers to a range of services to support the needs of people who are unable to care for themselves for long periods of time due to chronic health conditions. Such care may include medical as well as non-medical services such as assisting with daily activities like feeding, dressing and toileting.**

**The Intermediate and Long-Term Care (ILTC) sector has gained much attention in recent years as the Singapore government prepares for a rapidly ageing population. It is expected that more elderly will require follow-up treatment and support after receiving medical services from hospital. The demand for aged care facilities and services in the community and at home will also increase.**

### Singapore

Singapore is an ageing society. It is estimated that by 2020, 25% of our resident population will be over the age of 65, with all the related implications for the provision of healthcare services. Amongst other initiatives, Singapore's 2020 Healthcare Manpower Plan, outlines three strategies to deal with this: equipping the healthcare workforce with relevant skillsets to prepare for the evolving healthcare needs of an ageing population; growing a strong local core by investing in fresh school leavers as well as mid-career entrants; and improving the work environment and patient experience with technology.

The strategy to leverage skills and technology to improve productivity in the sector includes partnering healthcare providers to improve processes, adopt new technologies, expand job roles and review rules and regulations.

Some of the technologies MOH envisions being incorporated into future healthcare wards are: RFID Tracker, Vendor Managed Inventory, In-Patient Recovery Robotics, Robotics Assisted Beds, Ceiling Hoist, Autonomous Transporter, and Clean Fix Robot.

### Japan

Japan is a leader in the field of assistive devices and robotics in the healthcare sector, with the unenviable position of the oldest society on earth and having to cope with the shortage of manpower in the healthcare industry. People over the age of 65 make up 25% Japan's population, and it is on track to reach 40 per cent. The top-heavy demographic creates huge challenges for the government and the economy, as the ageing population naturally causes a challenge in the healthcare industry.

Thus, Japan has been looking to develop more user-friendly technology such as elderly care robots amongst others.

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As said by Takanori Shibata, the chief senior research scientist at Tsukuba's National Institute of Advanced Industrial Science and Technology, "A lot of countries can learn from the Japanese situation and from our trials," Dr. Shibata says. "We've found many difficulties in introducing technology to the welfare sector – cost, training, acceptance. [But] we have a shortage of manpower, so we need innovation. And [new technologies] and robotics have a lot of potential."

### Mission Objective

Against this backdrop, our Study Mission objectives are to

- a. bring delegates to learn and see relevant concepts, automation and assistive devices, that can advance their work in Singapore;
- b. learn the best practices and have knowledge exchange with organisations that are using such technologies; and
- c. meet solutions providers at Medical Japan 2017, a mega trade show which covers all the products/services/technologies for healthcare, clinical testing, diagnostics and medicine. Delegates can use this to source and procure leading products and solutions with pre-arranged business matching meetings.

Participants will:

- a. Understand key issues and challenges faced by the ILTC sector in Japan and how these challenges were overcome.
- b. Study best practices, systems and technologies that Japanese companies adopt to cope with the ageing population.
- c. Learn more about the assistive devices available in the market that can help companies facing insufficient manpower.
- d. Network, share, harvest ideas and learn with peers in the healthcare industry.
- e. Discuss common issues and solutions.
- f. Gain good network contacts for future use.

### Target Participants

Managers and professionals who are responsible for driving their organisation's efforts to achieve better system and work processes in ILTC.

Participants will receive a complete reference kit of learning points from each training and company visit, and contacts.

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### Programme Summary

Visits may include:

- Best Practices Japanese Organisations
- Visit to Tsukuba (Robotics Lab)
- Visit to Hitachi for Assistive Devices
- Visits to Nursing Homes
- Medical Japan 2017 (with Business Matching Meetings)

The Study Mission will take place from 12 – 18 February 2017. The mission will have the following itinerary\*.

Day / Date		Programme
Pre-Departure Workshop	P.M.	Pre-Departure Briefing
Day 1: 12 Feb 17 (Sun)		Arrival in Tokyo
Day 2: 13 Feb 17 (Mon)	A.M. P.M.	Briefing by AIST Visit to Hitachi for Assistive Devices
Day 3: 14 Feb 17 (Tues)	A.M. P.M.	Visit to Robotics Lab (Tsukuba)
Day 4: 15 Feb 17 (Wed)	A.M.  P.M.	Visit to Nursing Home #1 Visit to Nursing Home #2  Transfer to Osaka
Day 5: 16 Feb 17 (Thurs)	Full Day	Medial Japan 2017 (Osaka)
Day 6: 17 Feb 17 (Fri)	Full Day	Medial Japan 2017 (Osaka)
Day 8: 18 Feb 17 (Sat)		Departure from Osaka, Japan to Singapore
Post-Mission Workshop	P.M.	Post Mission Workshop

\* Date and Itinerary may be subjected to changes

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### Study Mission Details

Date of Study Mission : 12 Feb – 18 Feb 2017

Minimum : 15 participants

Maximum : 25 participants

Study Mission Fee : S\$5,600 (SPA Members)  
S\$5,900 (Public / Non-member rate)

Fee covers including in-country travel, accommodation and programme-related expenses. Does not cover airfare to and from Japan.

Please contact Ms. Sng Joo Hwee DID: 6375 0939, email: [jooHwee.sng@spa.org.sg](mailto:jooHwee.sng@spa.org.sg)

#### **Turn your Expenses Into Savings!**

Businesses registering for the conference can enjoy 400% tax deduction or 60% cash payout and dollar-and-dollar matching cash bonus on registration fees, under the Productivity and Innovation Credit (PIC) Scheme\*

\*Subject to PIC Scheme's terms and conditions

# **Best Practices Study Mission in Intermediate and Long-Term Care (Japan)**

## **12 February – 18 February 2017**

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## **Singapore Productivity Association**

The Singapore Productivity Association (SPA) was set up in 1973 as an affiliated body of the Standards, Productivity and Innovation Board (SPRING Singapore). As a not-for-profit organisation, SPA's mission is to promote the active involvement of organisations and individuals in the Productivity Movement and to expedite the spread of productivity and its techniques.

The Association has a Governing Council which is headed by the Chief Executive of SPRING Singapore. The Council is responsible for laying down the policies and directions of the Association consistent with its objects. A Management Committee, comprising elected members from industry, approves the overall direction and programmes of the Association.

To upgrade the managerial skills of SPA members and others from the industry, short courses are organised under the Business Excellence and Benchmarking Series; Productivity and Quality Series; Innovation Series; and Service Excellence Series. Conferences, seminars and study visits are also organised to provide a platform for learning and sharing the latest productivity tools and techniques.

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## Registration Form Best Practices Study Mission in Intermediate and Long-Term Care

Please fill in **ALL** fields. **All fields are required for invoicing / registering with Ministry of Foreign Affairs (for Singapore Citizens & PR).**

Study Mission Fees: **S\$5,600 (SPA Members)**  
**S\$5,900 (Public / Non-member rate)**

**Closing Date:  
20 Jan 2017**

### Payment:

Payment is due upon registration and prior to the commencement of the programme.  
All cheques are to be made payable to:-

### Singapore Productivity Association

11 Eunos Road 8 #08-01 Lifelong Learning Institute Singapore 408601

Participant's Name: (Dr/Mr/Mrs/Ms): \_\_\_\_\_  
(As reflected in passport: Please **do not** include any Christian names or aliases that do not appear in your passport.)

*If there are more than 1 participant, please make copies and complete the section below for them*

Participant's Email: \_\_\_\_\_

Contact No.: \_\_\_\_\_ (Hp) \_\_\_\_\_ (O) \_\_\_\_\_ (Residence) \_\_\_\_\_ (Fax)

Designation: \_\_\_\_\_

Organisation: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Home Address: \_\_\_\_\_

Passport No.: \_\_\_\_\_ NRIC No: \_\_\_\_\_ Passport Expiry: \_\_\_\_\_

Nationality: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Medical Conditions (e.g. Asthma, allergies etc.): \_\_\_\_\_

Special Dietary Request: \_\_\_\_\_ Name of Kin (NOK): \_\_\_\_\_

NOK Contact: \_\_\_\_\_ Relationship with NOK: \_\_\_\_\_

### Terms & Conditions

Replacement of participant for those who are not able to attend is acceptable. In the event that a withdrawal is made after registration, cancellation or replacement fees will be imposed. Please contact the SPA Secretariat if it occurs. SPA reserves the right to cancel the event due to unforeseen circumstances.

### **Cancellation Policy:**

- 1) If cancellation is done 21 - 14 days before departure date, 30% of the programme fee will be charged.
- 2) If cancellation is done 13 – 7 days before departure date, 50% of the programme fee will be charged.
- 3) If cancellation is done less than 7 days before departure date, 100% of the programme fee will be charged.
- 4) The above cancellation charges apply if the air ticket is not issued. Once an e-ticket is issued, the air ticket will be added onto the cancellation charges (not inclusive of the 100% programme fee charge).