

Industry Development: Community Care in Singapore



Agency for Integrated Care (AIC)

The Challenge

The Agency for Integrated Care (AIC) is confronting a critical challenge in Singapore's healthcare landscape: the rapidly ageing population. With rising life expectancy and the government's focus on community-based care, demand for community care resources has grown exponentially. This increasing requirement for providing support to an ageing society, exacerbated by a declining birth rate, requires robust leadership to navigate the evolving complexities of the healthcare landscape, which requires constant innovation and change.

The Goals

To tackle this, AIC partnered with SMU Executive Development in 2018 to establish a series of developmental programmes to empower emerging and established leaders within the community care sector. The mission was clear: to forge leaders adept at navigating the present challenges and visionary in modernising the sector, fostering resilience, and pioneering innovative solutions. These leaders are envisioned to be instrumental in driving their organisations towards excellence, steering their teams with foresight and adaptability through anticipated and unforeseen hurdles.

The Solution

Tailoring a multifaceted suite of programmes, SMU Executive Development addressed the sector's nuanced needs through experiential learning, one-on-one coaching, insightful site visits, and engaging panel discussions with industry vanguards. These programmes were meticulously designed to instil a cohesive leadership vernacular throughout the sector, covering essential domains such as technological innovation, financial acumen, and adept change management, thereby equipping leaders with the comprehensive skill set required for the many challenges of community care.

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The course is very engaging and inspiring, giving me confidence to apply the skills when I go back to work.



The Impact

The partnership between AIC and SMU is multifaceted. Beyond curating these impactful sector programmes - we also continue to deliver bespoke internal leadership development programmes, co-developed and tailored to the unique challenges facing AIC's own growing organisation. AIC and SMU partnered to create transformative programmes for their internal leadership, providing the right tools and insights to spearhead innovation, navigate change with efficacy, and inspire their teams towards achieving higher care quality and resource efficiency benchmarks. As these initiatives continue into their sixth year, the consistently high ratings and affirmative feedback from participants underscore their transformative impact on Singapore's community care sector. Overall, this collaborative endeavour between AIC and SMU Executive Development has honed individual leadership prowess and significantly bolstered the sector's collective resilience and capacity for innovation. This paradigm shift is manifest in the tangible enhancements in care quality, the optimisation of resources, and the sector's fortified resilience in the face of ongoing and emergent challenges.

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