

# AM-EPIC: SingHealth Duke-NUS Cluster Wide Competency Framework for Patient Safety and Quality.

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## Background

Patient Safety and Quality (PSQ) are top priorities for SingHealth, the largest health cluster in Singapore with a combine staff strength of 28,000. Previously, SingHealth did not have a coordinated structure for the various PSQ competency & roles requirement of staff and there is poor professional recognition for staff contributing to the PSQ effort within cluster.

## Aim

This poster shows the development of the Academic Medicine-Enhancing Performance, Improving Care (AM-EPIC) framework and the results & the achievements from its establishment.

## Methodology

Literature reviews were conducted including the SHINE National Curriculum Guide, The Safety Competencies from the Canadian Patient Safety Institute as well as Duke's model on PSQ training.

The previous framework for quality improvement was reviewed and expanded to include additional domains of patient safety, risk management, innovation and patient centeredness. A sustaining multi-level professional recognition path for staff & faculty supporting PSQ work was added. All of the programmes were assigned into the various domains and levels after thorough deliberation on their learning outcomes.

New workshop and courses were aligned across the cluster, convened and developed under this framework. The learning outcomes for some of the programmes currently offered by the various SingHealth institutions were reviewed to see how some programmes should have common core learning outcomes e.g. Introduction to Quality & Safety

## Result

A 4-Level PSQ competency framework (Foundation & Activist levels to Professional and Champion levels) has been created. (See Fig 1)



Fig.1 AM-EPIC competency framework for PSQ

New domains were created and many PSQ courses have been or are being developed and aligned to the 4 level PSQ framework stated in 4.1. (See Fig 2 & 3)

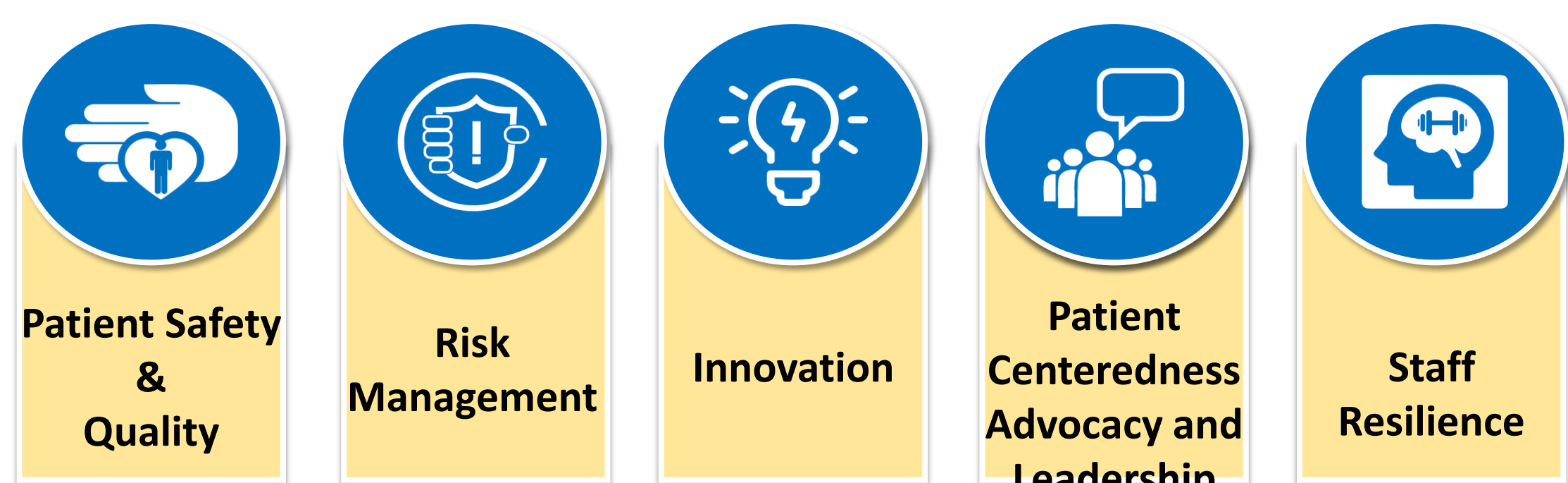


Fig.2 AM-EPIC domains

A multi-level professional recognition path for staff supporting PQS work was established which enhanced faculty sustainability. (See Fig 4)

Domain	Course Offerings	Champion	Professional	Activist	Foundation
Patient Safety & Quality	Introduction to Quality and Safety (Quality Improvement Workshop w/ Project) [2 day]			x	
	Overseas Improver Training [1 day]				x
	Effective Improver Training w/ Project: Workshop [2 day]			x	
	Essential Human Factors for the Healthcare Worker (E.H.F.) [1 day]				x
	Lean TeamSPEAK [1 day]				x
	TeamSTEPPS [1 day]			x	
Risk Management	Enterprise Risk Management (ERM) [1 day]		x		
	Design Thinking Workshop [2 day]				x
Innovation	Introduction to Design Thinking Workshop [0.5 day]				x
	Design Thinking Workshop [0.5 day]				x
	Creative Solutions for Quality Improvement [2 day]			x	
	Enterprise Risk Management (ERM) [1 day]		x		
Patient Centeredness Advocacy Leadership	Esprit Network Singapore Train the Trainer Class		x		
	Esprit Network Singapore Coach Class			x	
Staff Resilience	Assisting Individual in Crisis (Mental Health First Aid) [1 day]			x	x
	Building Resilience and Avoiding Burnout [2 Day]				x

Fig.3 Courses listed within various domains

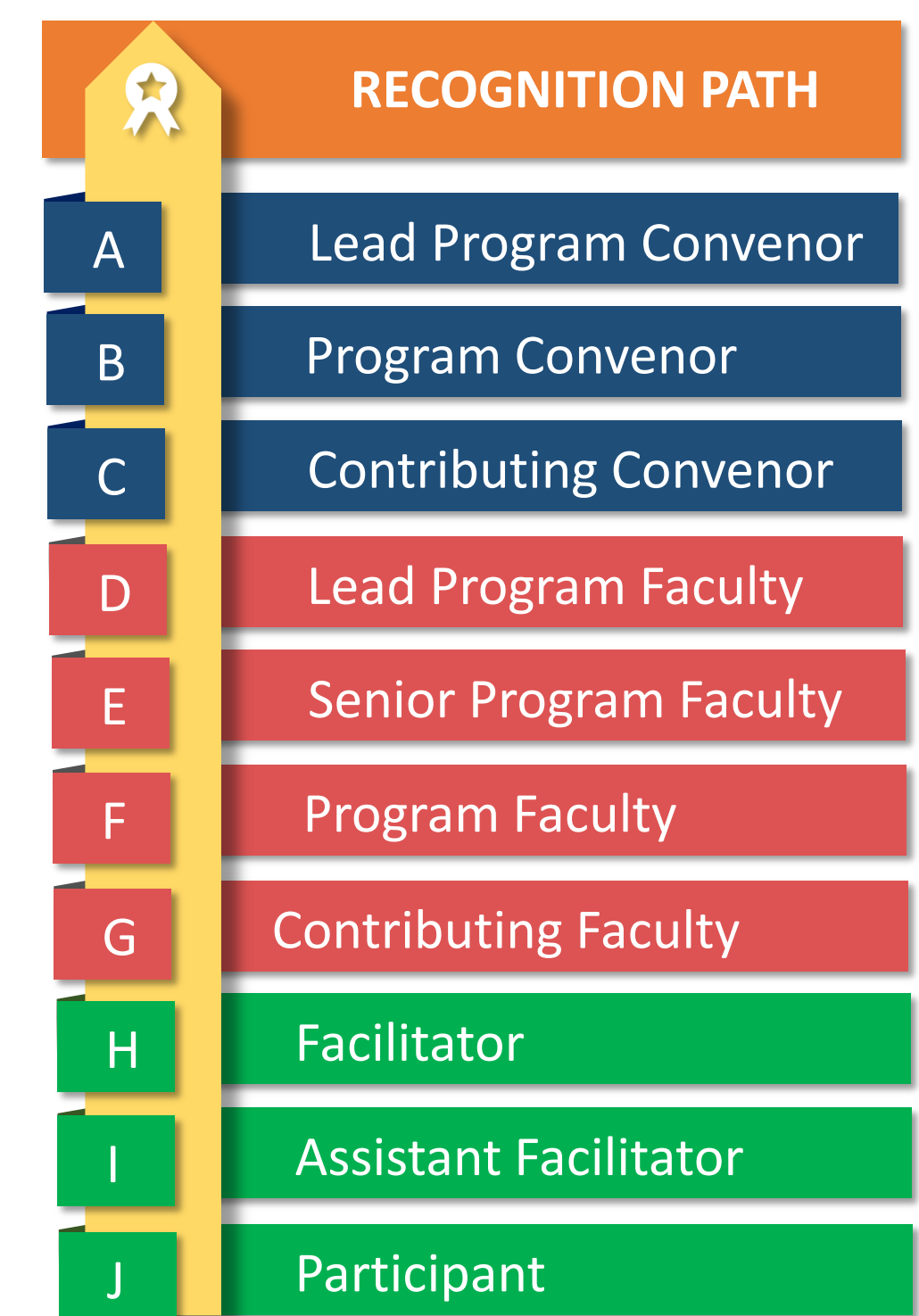


Fig.4 Professional Levels in AM-EPIC Framework

45 appointment letters issued under the recognition path as of 1 Jun 18.

Cross sharing of training manpower, resources and facilities at cluster level has been established. (See Fig 5,6,7,8)



Fig.5 QI Workshop



Fig.6 TeamSPEAK



Fig.7 Introduction to Design Thinking Workshop



Fig.8. Essential Human Factors for the Healthcare Professional

## 5. Conclusion

The establishment of AM-EPIC Framework has been successful and has strengthened patient safety and quality in SingHealth.