



Singapore Healthcare Management 2018

Driving improvement of Service Excellence Training with Visualisation Dashboard



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Delivering Care that Matters.

Introduction

CGH is a Workforce Skills Qualifications (WSQ) Approved Training Organisation (ATO), awarded by SkillsFuture Singapore. This credential qualifies CGH, through certified trainers, the capability to conduct WSQ training programs for our staff internally.

The WSQ is a robust and integrated continuing education and training (CET) system. As a provider under the WSQ framework, CGH ATO training programs are recognised to be providing courses that are based on a robust quality CET system. Hence, CGH ATO has the responsibility to continuously contribute to the quality of the CET system.

The visualisation dashboard enable the CGH ATO team to monitor the Service Excellence training programs, and track the learners' training pathways. The interactive data visualisation tools helps us analyse the training programs and share data and record with other stakeholders.



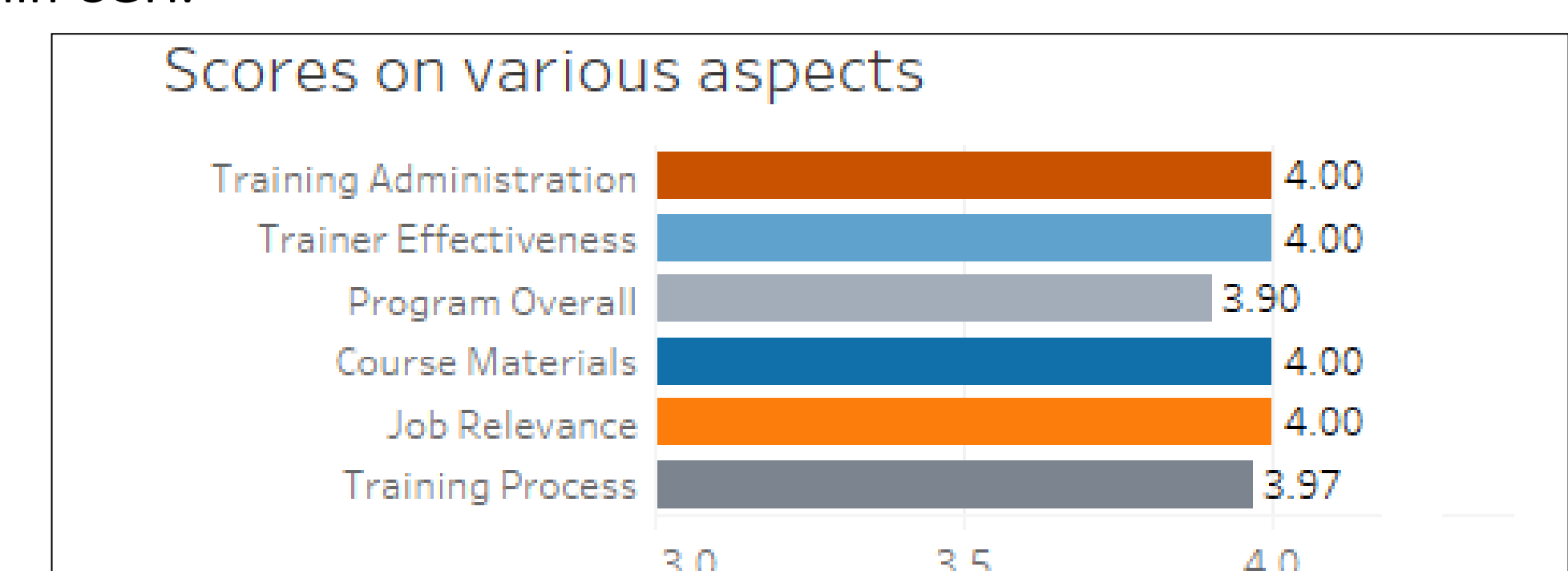
After 2 PDSA cycles over 3 months, we refined the dashboard structure and layout to reflect the measures of training effectiveness and key aspects of trainers and course content. And further adjusted, upon the users' requests and feedback, to enhance its functions and usability.

Results

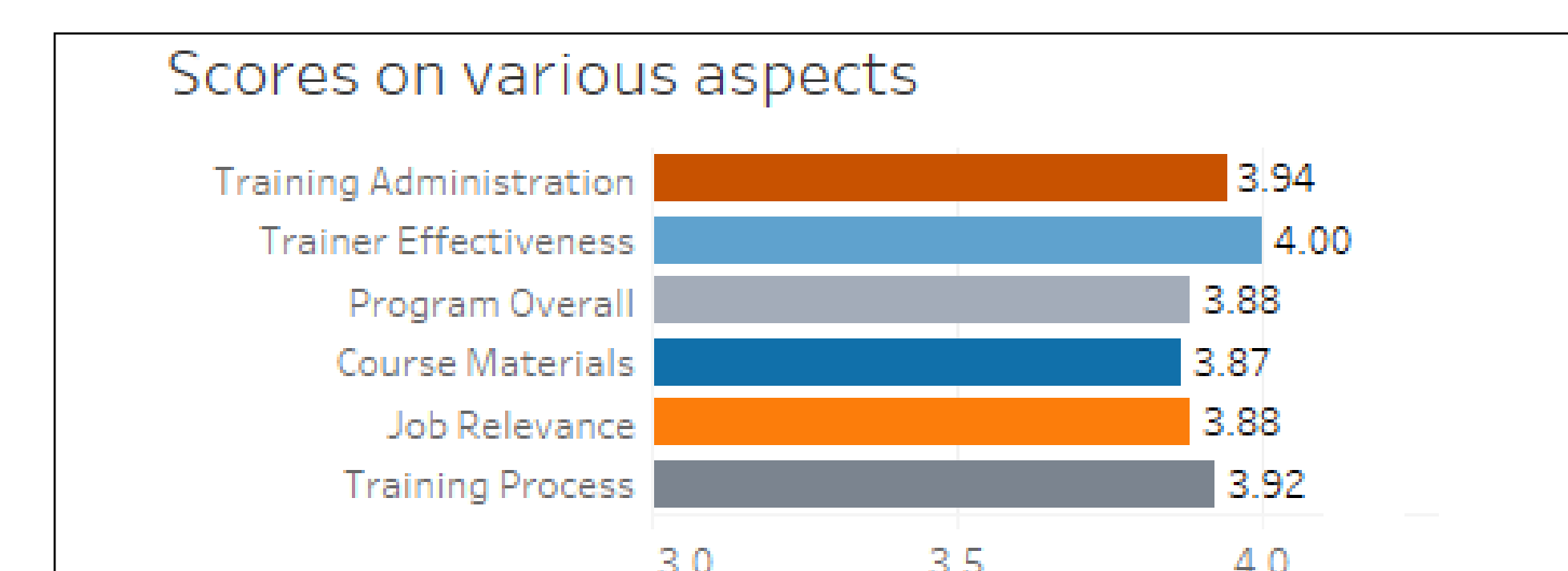
Periodic review of the training programs and learners' evaluation, enabled by the Training Dashboard, is useful for identifying areas for improvement - to address and meet the learning and learners' needs.

CGH department supervisors and managers who receive the data have reported that the dashboard is useful, and helps them in tracking their staff's training pathway in the WSQ Certificate in Service Excellence. The dashboard allows trainers to keep track of their training delivery, self-assess their area for improvement, and enhance the learners' experience.

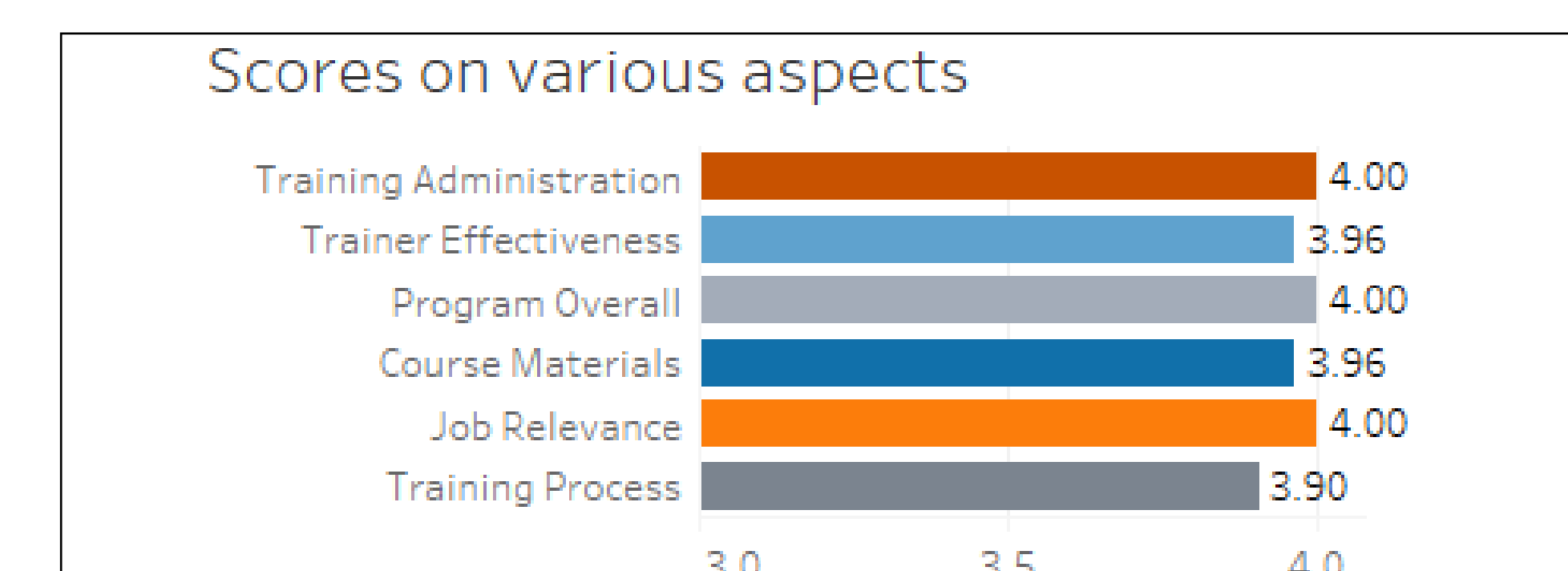
This dashboard design and concept can be extended to many other training programs being undertaken within CGH.



WSQ Demonstrate Service Vision - 2 April 2018



WSQ Provide Go-the-Extra-Mile Service - 7 May 2018



WSQ Respond to Service Challenges - 26 March 2018

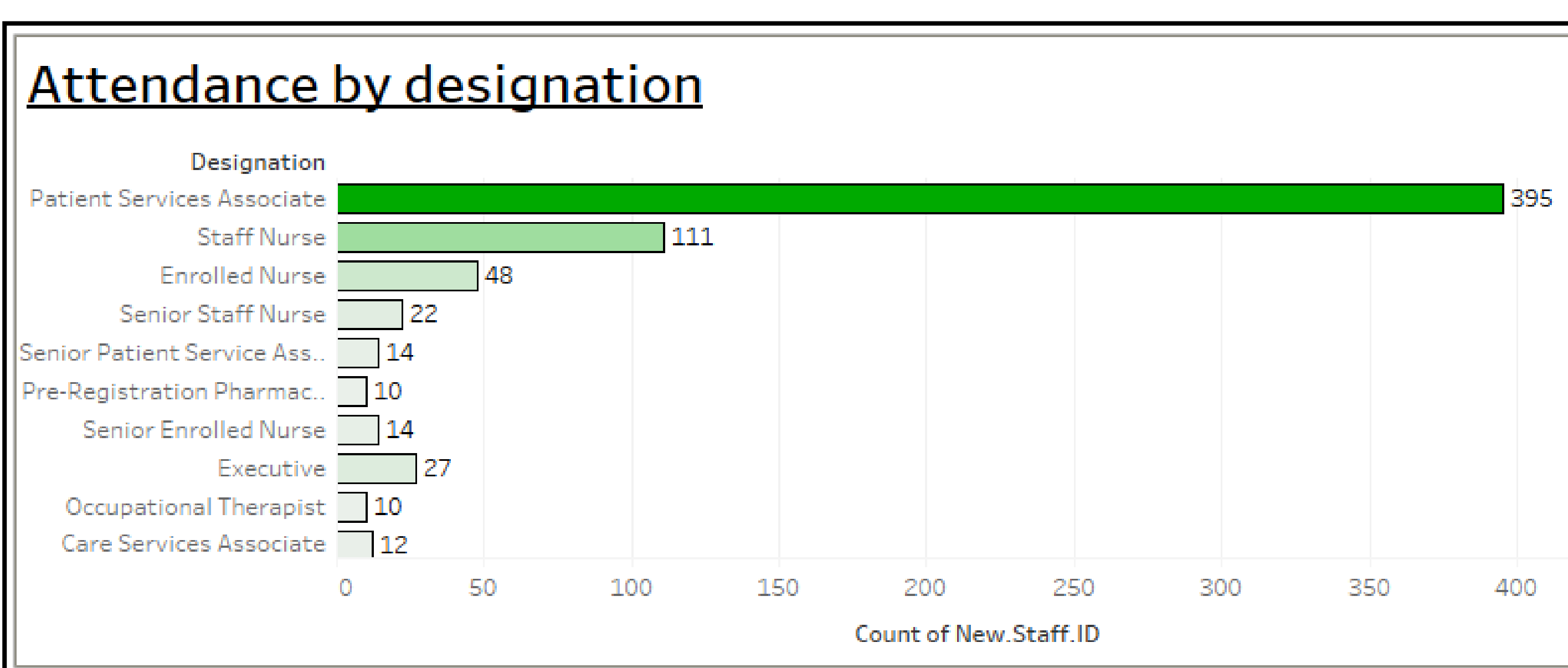
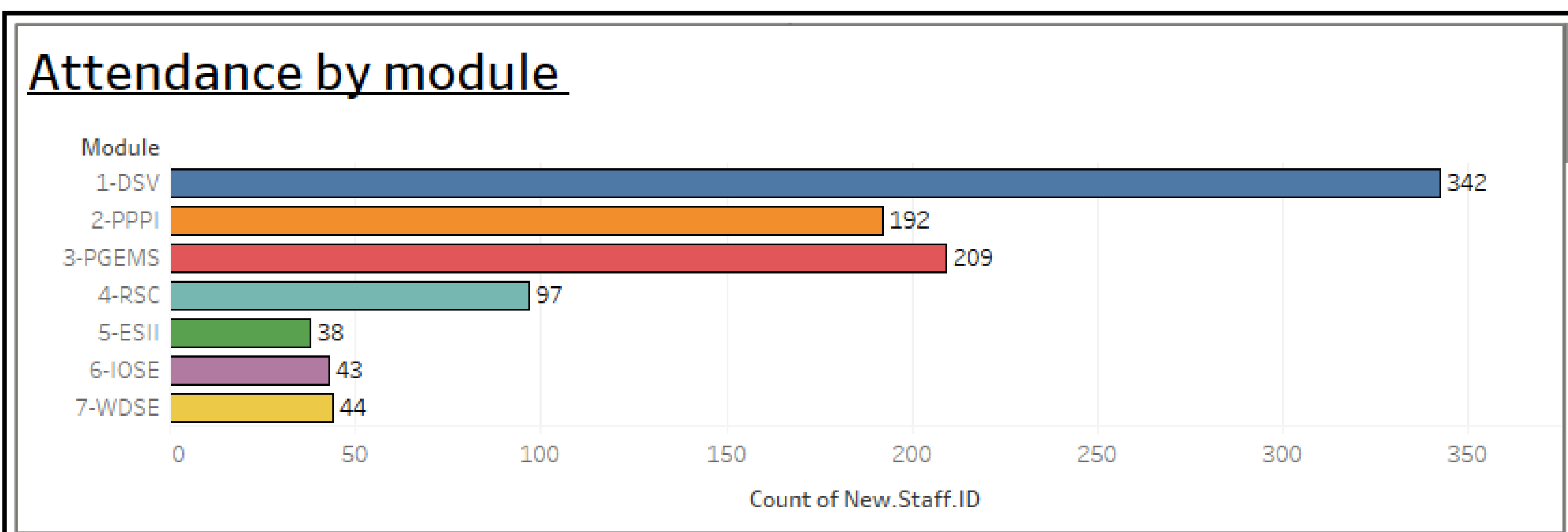
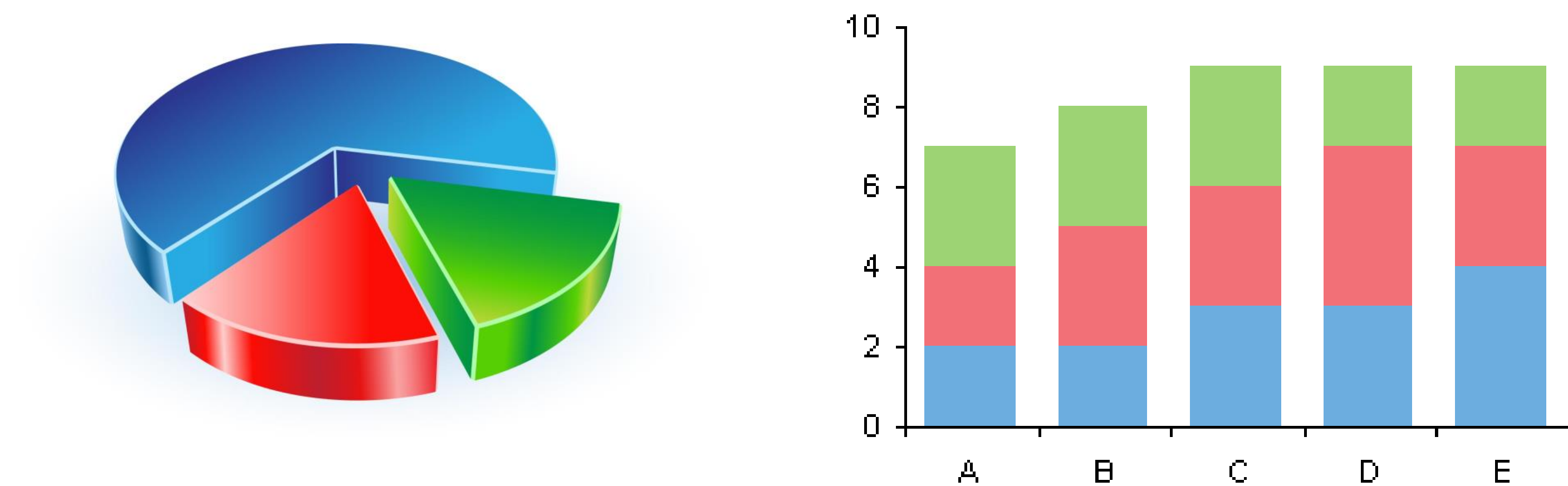
Conclusion

Visualisation dashboard for monitoring performance of training programs is a key technology enabler for strengthening the Service Excellence framework. Data drives actions to deliver the care that matters.

The dashboard supports our efforts to strengthen staff competencies in delivery service excellence, and improve patient experience.

Methodology

WSQ Service Excellence training for frontline healthcare staff is a continual learning journey. The dashboard tracks learners' training pathway towards the attainment of the WSQ Certificate in Service Excellence. Data is extracted and sent to different departmental supervisors monthly to track and encourage nominations for the trainings.



Learners' evaluation of the training program is crucial in improving the quality of the training content, delivery and administration. The evaluation data is collected after training, and uploaded into the Tableau software. The visualisation dashboard was designed based on the needs of ATO team, from Office of Patient Experience & Engagement, managing the WSQ ATO for the Service Excellence framework - to effect prompt actions to continually enhance the training program.

Regular updates to the dashboard can be done within a short processing time and the data can be accessed by authorised staff via a secure SharePoint platform.