Livestreaming Education in AdMC via Remote Network (L.E.A.R.N)

Singapore Healthcare Management 2019

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Background
Admiralty Medical Centre (AdMC) started its operations in Jul 2017 with majority of the staff coming from KTPH.
Staff posted at AdMC misses out many learning opportunities from hospital events. (e.g. Book Review, Town Hall, Vision Alignment).

Aim
Livestreaming Education in AdMC via Remote Network (LEARN) was developed to help and encourage staff to stay connected, keep updated and pursue continuous learning.

Methodology
As-Is:

- AV Team records event session
- HRD collects video from AV Team
- HRD uploads to shared drive
- AdMC retrieves & playback

The whole process takes about 8-12 days after the actual event day (as shown in the As-Is workflow).

Problem: Playback sessions can only be done 1-2 times a month in AdMC meetings, resulting in information & learning delay.
The team brainstormed to solve it.

To-Be:

- AV Team connects to Zoom 10mins before event starts
- AdMC joins in Zoom and connects to view the lives session

Communication streamlined via creation of group chat

- AdMC team would send livestreaming reminder one day in advance to KTPH AV team.
- AdMC staff will be informed of events details via chat.

Impact
- LEARN was well-received by AdMC staff.
- Streamlined communication amongst AdMC, KTPH AV and HRD teams, reducing unnecessary emails.
- AdMC staff are able to receive timely updated information and gain knowledge for their learning development without having to travel back to KTPH.
- AdMC staff feels more involved and connected even if AdMC is apart from KTPH.

Productivity & Savings
- Time & transport cost savings achieved. A total of 2000 mins & $250 is saved per session.

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<thead>
<tr>
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<th>Time spent travelling</th>
<th>Transportation cost</th>
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<tbody>
<tr>
<td>AdMC to KTPH</td>
<td>20 mins per staff &amp; session</td>
<td>$2.50 per staff (assuming 4 staff shares a cab or each takes the MRT)</td>
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<tr>
<td>KTPH to AdMC</td>
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<tr>
<td><strong>Total savings</strong></td>
<td>40 mins per staff &amp; session</td>
<td><strong>$0.00 per staff &amp; session</strong></td>
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Results
- Good Staff Attendance - about 50 staff per session comprising doctors, nurses, allied health & ancillary.
- As of Mar 2019, there were 108 live streaming sessions

Sustainability
- Improve the video & audio quality by subscribing to Zoom software worth $12.49 per month.
- Explore Q&A interaction using TigerConnect.

Conclusion
LEARN is a cost-effective, fast & convenient system for AdMC staffs to continue their learning development and be updated with information at a timely manner.