



Easy Online Learning E-Learning on Quality Management Standards

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**Singapore Healthcare
Management 2017**

A) BACKGROUND

Quality Management Standards (QMS) enables us to fine-tune performance and benchmark with the best in the industry. Knowledge of QMS enables staff to better plan and deliver consistent work processes to meet customer's requirements and institute corrective actions when there are gaps. Standards used in SGH consist of Joint Commission International (JCI), ISO 9001, ISO 14001 and OHSAS 18001.

QMS training is delivered in the following formats:

1. Understanding Integrated Standards Course → Online training and assessment
2. Integrated Internal Auditor (IIA) Course → Online pre-assessment and classroom training

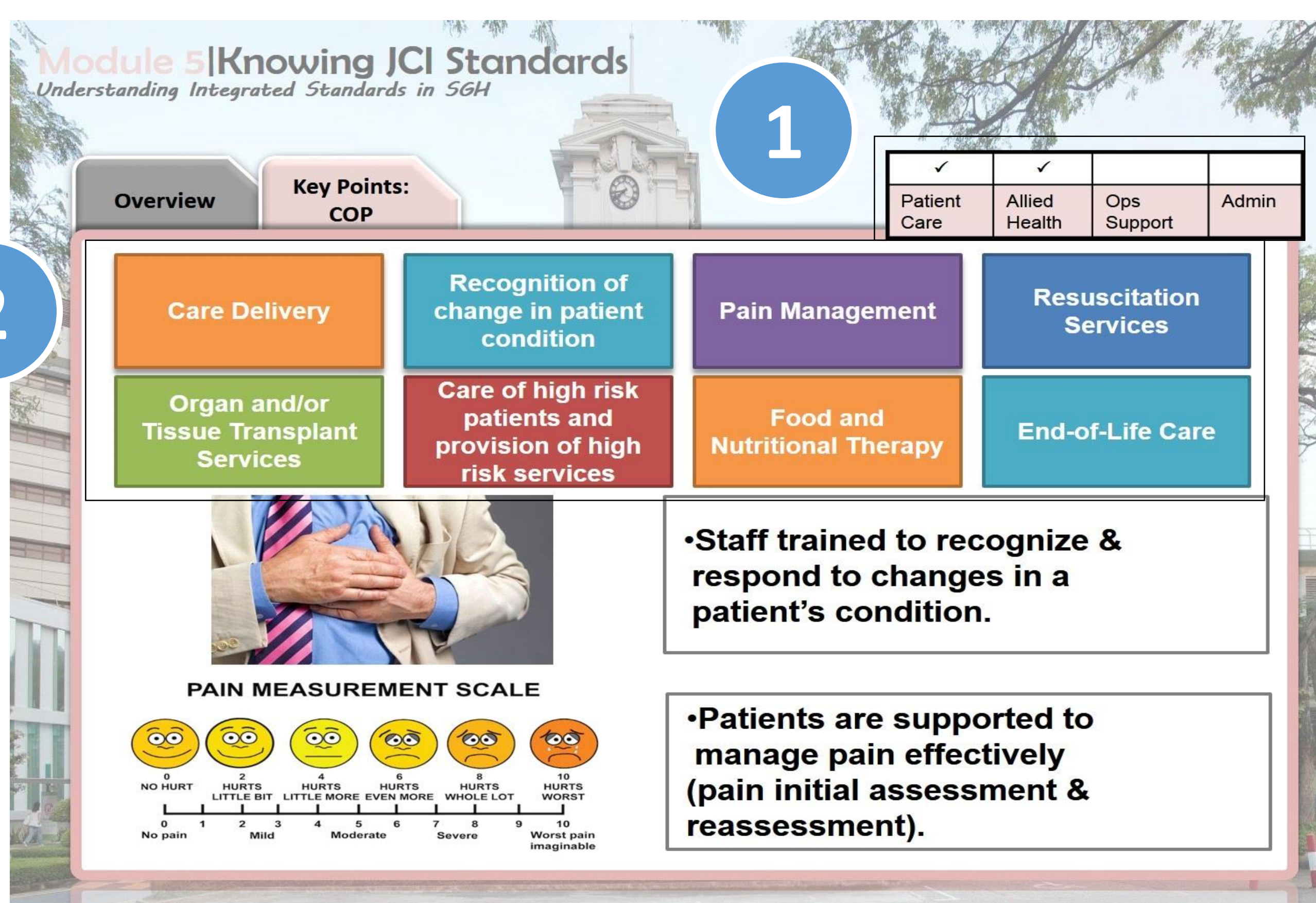
B) AIM

By delivering training on the e-learning platform, Blackboard, we aim to achieve the following objectives:

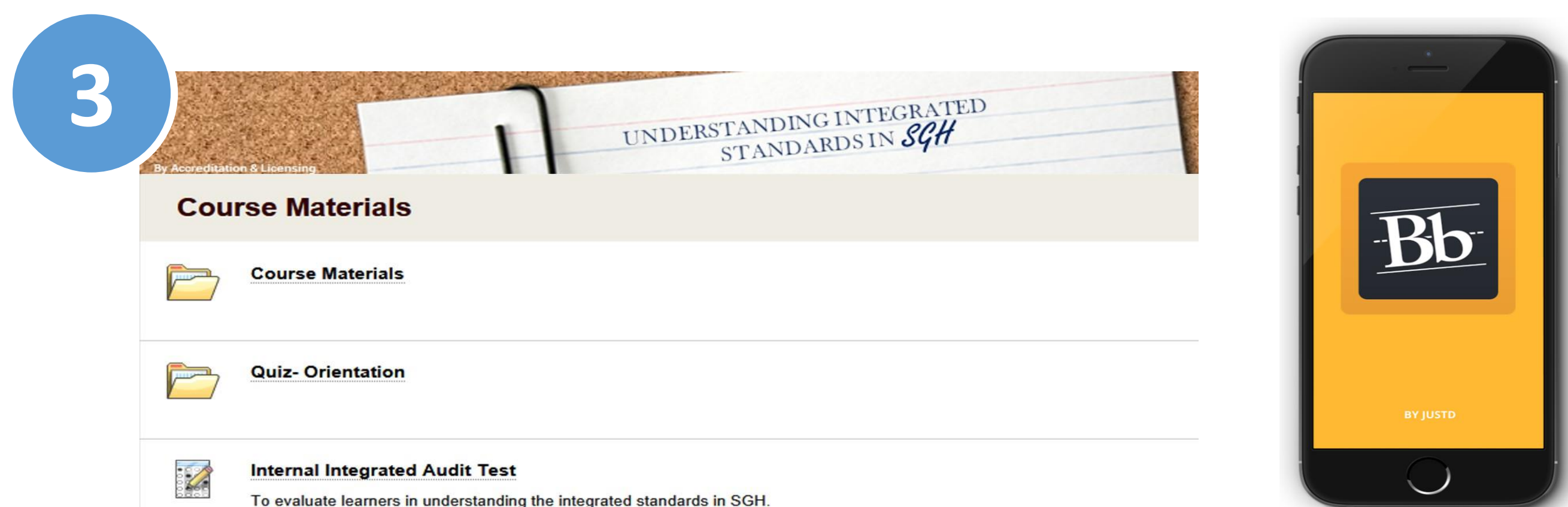
- Reach out to a wider range of audience
- Reduce classroom training and increase self-paced learning
- Enhance learning in our Integrated Internal Auditor course by preparing attendees with theory knowledge prior to class, to allow more focus on a more interactive classroom experience

C) METHODOLOGY

1. Standards are incorporated into simple animated slides for easy understanding.
2. Categorise and indicate on slides the relevant staff groups (i.e. Patient care, Allied Health, Operations Support, Administration) so as to direct learning.



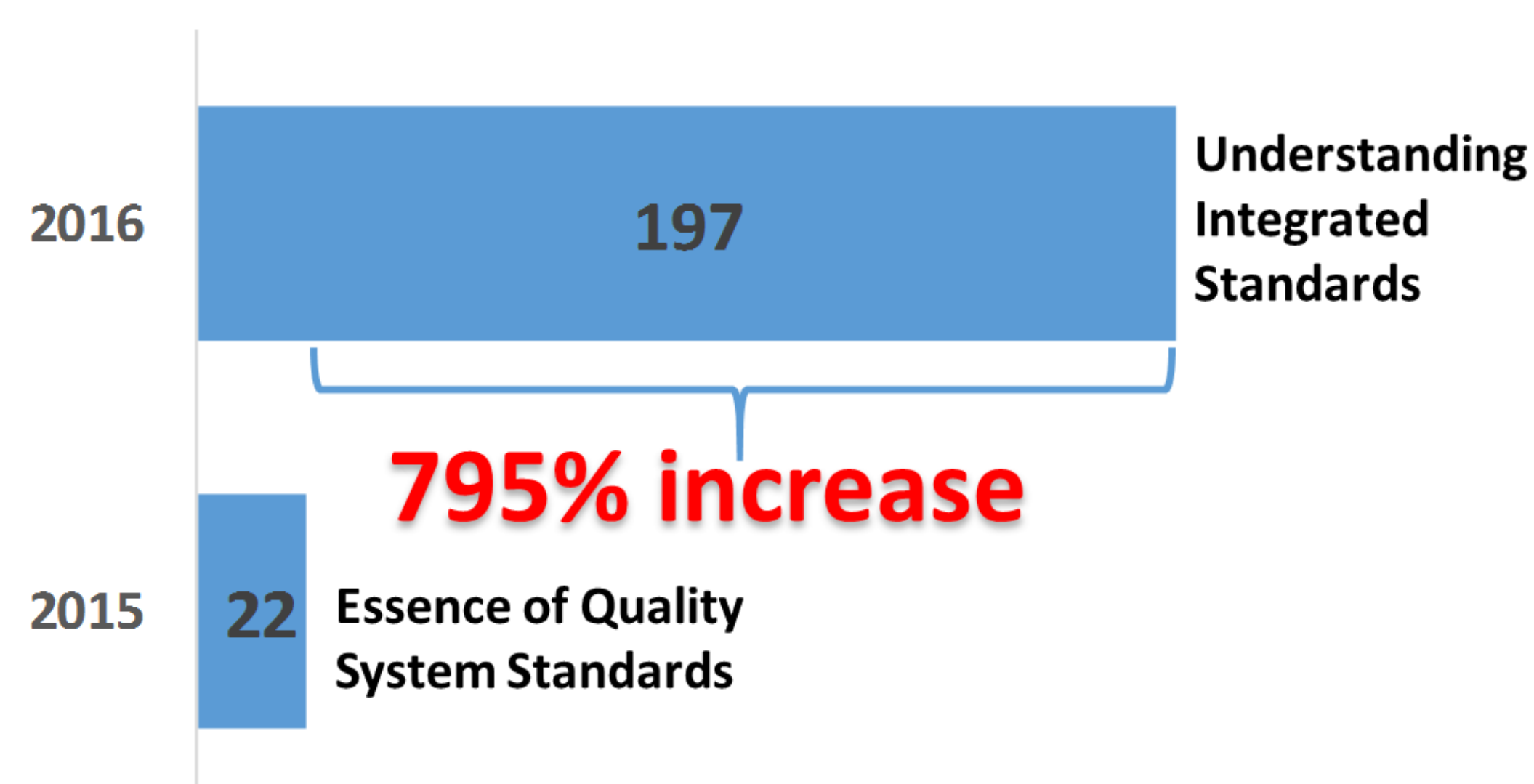
3. Upload training modules on e-learning platform with additional assessments for evaluation of learners' knowledge. The platform is also accessible through any internet browsers, including those on mobile devices.



4. Identified participants are new hirers (executive level and above) and nominated staff for IIA course.

D) RESULTS

1. A similar course conducted in 2014-2015, "Essence of Quality System Standards", had a total of **22** participants. With e-learning, **197** staff were trained within half a year (Jul 2016-Jan 2017), which is a **795%** increase. In addition, the target audience group had also been expanded from only assistant managers and above, to executive level and above.



2. With less theory and more activities in the IIA classroom training, feedback received from participants was highly favourable.



3. The e-learning implemented in 2016 also improved the quality of our internal auditor training. We received feedback from our auditee departments that their satisfaction with auditor competence increased from 86% (2015) to 98% (2016).

E) CONCLUSION

Converting classroom learning to e-learning has enabled our training to reach out to a wider range and number of staff. This was achieved without vast increase of manpower and resources.