

# Improving Allied Health Service Excellence Competency Framework

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## Background

Results from MOH Patient Satisfaction Survey 2012 showed widening service gaps for Allied Health Professionals (AHPs) in "Knowledge and Skills", "Care and Concern" and "Clear Explanations" categories.

## Aim

To narrow the service gaps and improve service excellence ratings in Allied Health Services by developing a service quality training video for Allied Health Professionals (AHPs).

## Methodology – Training video

A training video was developed specifically for AHPs and support staff, contents of which focused on registration and billing, procedures and counselling, with an emphasis on the AIDET (Acknowledge, Introduce, Duration, Explanation, and Time) principles modelled after Henry Ford Health System, United States.

The video was implemented in April 2013 with the aim for all existing staff to watch the video by October 2013, and all new staff to view the video within 3 months of clinical induction/work rotation.

### Registration & Billing

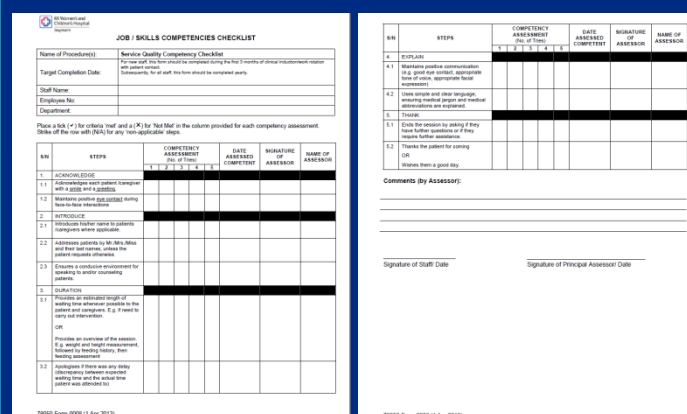
### Procedures & Counselling



## Methodology

### – Competency checklist

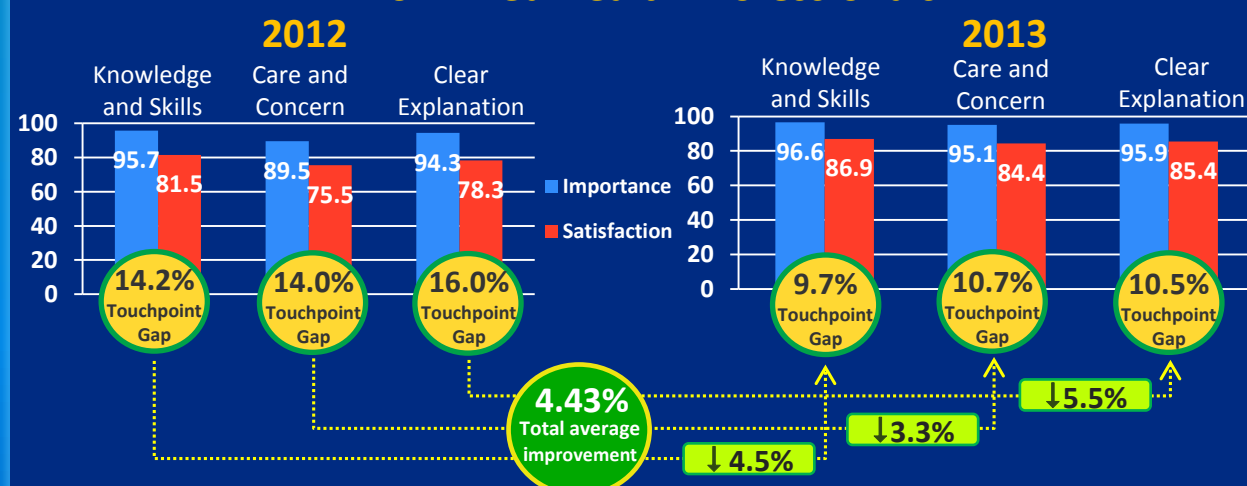
All AHPs were audited with the competency checklist and given 5 attempts to meet all criteria.



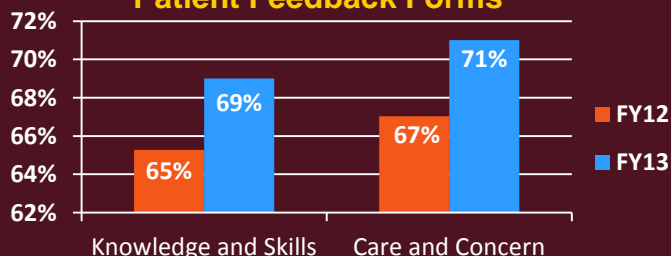
The form is titled "JOB / SKILLS COMPETENCIES CHECKLIST". It includes a section for "Name of Professional" and "Target Completion Date". Below this is a table with columns for "STEP", "COMPETENCY ASSESSMENT", "DATE", "SIGNATURE OF ASSESSOR", and "NAME OF ASSESSOR". The table has 12 rows for different steps. To the right of the table is a section for "Comments (By Assessor)".

## Results

### MOH Patient Satisfaction Survey Results for Allied Health Professionals



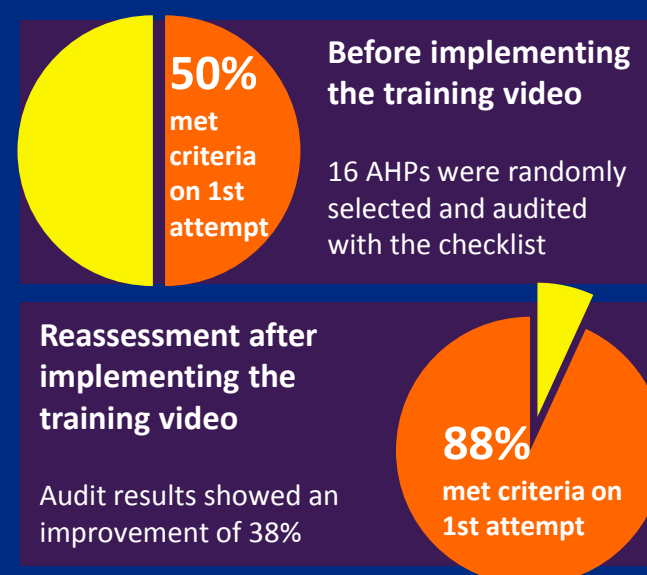
### Average Excellent Ratings from KKH Patient Feedback Forms



Based on feedback forms collated from patients in FY12 and FY13, there was an overall average increase of 4% in excellent ratings for both Knowledge and Skills and Care and Concern categories.

## Results

As of October 2013, 319 (90%) existing staff and 23 (58%) new staff have completed their learning. In total, 342 (87%) AHPs and support staff have watched the video.



## Conclusion

Creating a training video specifically for AHPs and support staff learning helped in service quality competency training. Demonstration of these competencies narrowed the service gaps and improved the overall patient satisfaction towards Allied Health Services. Discussions are in progress towards hosting the training video on SingHealth Blackboard to facilitate continual training of new staff.