

Introduction

Residency Quality Improvement (RQI) was started in 2012 so as to capitalize on the opportunity to introduce Quality Improvement concepts to SingHealth Residents as a cohort.

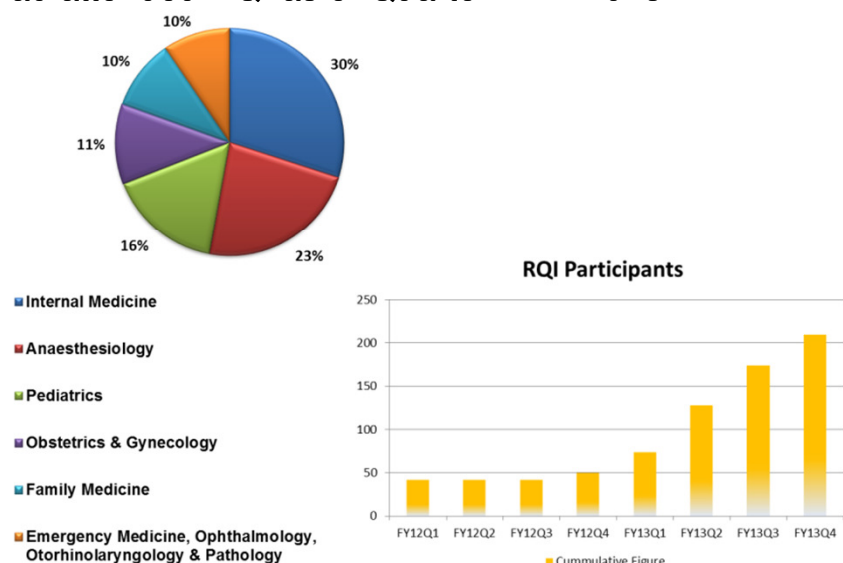
This is part of SingHealth's multi-pronged program known as **EPIC** which stands for **E**nhancing **P**erformance, **I**mproving **C**are.

Objectives

- To introduce the necessity of Quality Improvement to clinicians in the early stages of their career.
- Support a culture of continual learning for Quality Improvement
- Advocate continual improvement in SingHealth

Results

A total of 210 Residents from 9 Residency Program had attended RQI as of Quarter 4 FY 2013



Conclusion

The RQI program provides an unique opportunity for Residents to be exposed to the importance of Quality Improvement at the early part of their medical career so as to deliver better quality of care and also as advocates of continual improvement.

With the increasing number of Residents intake each year the challenge will be to have enough Faculty to support the program.

A possible solution worth considering is to develop senior Residents as Faculty in the spirit of "All Teach All Learn".

Methodology

The RQI curriculum consists of E-Learning modules from Institute for Healthcare Improvement (IHI) & Workshops conducted by SingHealth Faculty. Residents are required to be involved in a project work as part of the certification requirement at the end of their Quality Improvement (QI) journey shown in Figure 1.



(Figure 1)

This is a collaboration between the Innovation and Quality Management (IQM), Graduate Medical Education (GME) and various Residency Programs. **Figure 2** illustrate the engagement mode.

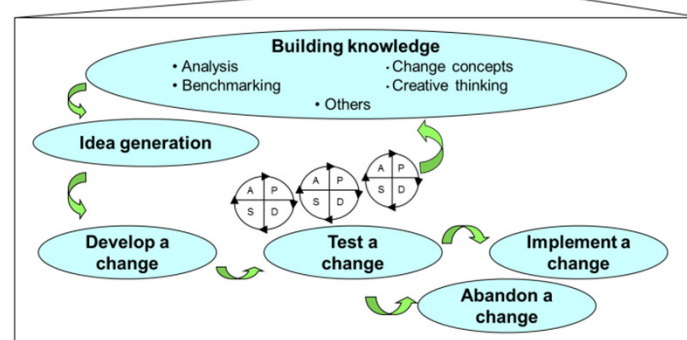


(Figure 2)

Workshops conducted focuses on Practice and Team Based Learning. QI Tools centered activities enable Residents to work on actual problems worth solving. Workshop contents are developed based on SingHealth EPIC QI Model shown in Figure 3 and IHI QI materials.

SingHealth EPIC QI Model

Problem worth solving → Mission statement → Improvement activity → Celebration and spread



(Figure 3)



Workshop Materials



Workshop conducted by Dr Chow, QI Faculty