One Common Language for Quality Improvement

SingHealth — Defining Tomorrow's Medicine

Ken Lim Chee Seng, Dr Chow Mun Hong, Lee Fong Sin, Innovation and Quality Management, **SingHealth**

Dr Ling Moi Lin, Infection Control, **Singapore General Hospital**

Geoffrey Gui, CEO's Office, **Bight Vision Hospital**

Introduction

Currently there are several Quality Improvement (QI) training programs within SingHealth Cluster which offers a combined annual capacity of approximately 560 participants per financial year (FY).

This resulted in having different languages of Quality Improvement which is potentially confusing for staffs and limiting the opportunities for collaboration and scalability.

Objectives

- Develop a common platform for QI training at SingHealth
- Develop a pool of shared Faculty and Facilitators for building internal QI capacity within SingHealth
- Promote better collaboration and sharing of effective improvement ideas across Institutions
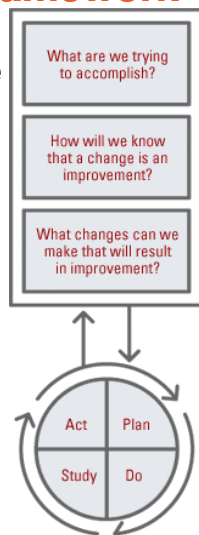
Methodology

Based on SingHealth's **E**nhancing **P**erformance **I**mproving **C**are (**EPIC**) Framework for Training and Workshops (*Fig. 1*), at the **Innovator level**, EPIC QI Workshop Program was developed.

Initial workshop development and pilot runs were a joint collaborative effort between SingHealth and SGH. The QI workshop curriculum was developed with the **SingHealth Improvement Framework – PDSA** as the core concept.

The workshop is **free and open** to all of SingHealth staffs across the cluster.

(Figure 1)

SingHealth Improvement Framework

P
- **Plan** – How to make the change
- How to evaluate the change
- Who, What, When, Where, How

D
- **Do** – Carry out the plan

S
- **Study** – Review the results

A
- **Act** – Decide what to do next

Langley, Moen, Nolan, et al The Improvement Guide, 2nd Ed. Jossey Bass

At SingHealth's **EPIC Innovator level**, EPIC QI Workshop Program focuses on Practice and Team Based Learning. It equips participants with QI Methodologies and Tools with the basic skill set to initiate an QI project.

The Program consist of a 3 days Workshop with a mid-point review and a final presentation. Participants will be working on an actual project, targeting problem worth solving. It allows the them gain practical experience working on QI projects as a team. Workshop and project facilitation will be supported by SingHealth internal Faculty and Facilitators.

Project teams will end their journey with a presentation of their work to the Faculty. It also serves as a platform for Institutions to develop Faculty at the Professional level of the EPIC framework. Existing staffs who have QI experiences are invited to observe the workshop to prepare for future work as Faculty or Project Facilitators.
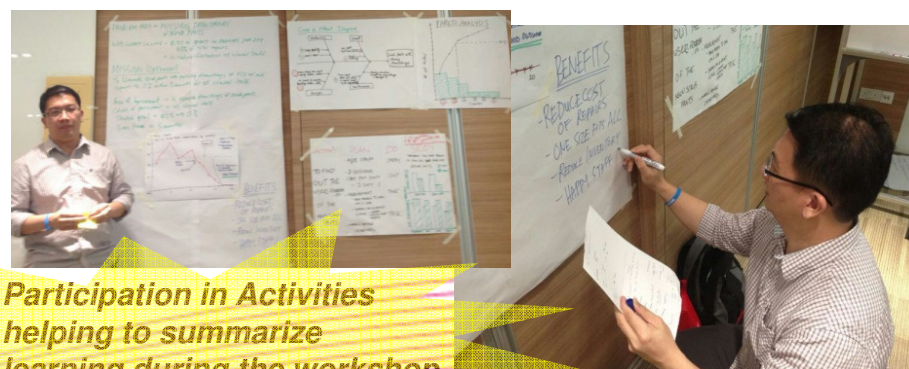
Results

Results are based on the 2 pilot runs conducted in Feb-Mar 2014

- Total of 35 participants
- Participation from **6 institutions** (60% reach across the SingHealth)
- **Positive feedback** from both participants and observers invited
- Successfully collaboration between SingHealth & SGH during the pilot runs

Feedback from Participants

- ✓ Better understanding of improvement tools and project concepts
- ✓ Discussion are thought provoking and stimulate deep thinking
- ✓ More examples shared enabled better understanding of tools and concepts
- ✓ Project Work helped to summarize all the learning throughout the course
- ✓ Developed a systematic way of problem solving

Participation in Activities helping to summarize learning during the workshop

Conclusion

Training Proposal approved by SingHealth Management for implementation for a common QI Framework for SingHealth on 5th June 2014.