



Singapore Healthcare Management 2018

Building Quality Improvement Capabilities



Ms Fiona Loh Siqi, Executive¹
 Ms Ratna Bte Abdul Rahman, Asst. Manager¹
 Asst. Prof Low Su Ying, Dir. Quality Improvement & Implementation²
 Assoc. Prof Tan Thuan Tong, Dir. Clinical Service Enhancement & Integration²
 Assoc. Prof Wong Kok Seng, Vice-Chair, Clinical Services & Improvement²

¹Division of Medicine, SGH, ²Medicine Academic Clinical Programme (Med ACP)

1. Introduction

Division of Medicine (Div Med) has **19 departments and 7 specialty centres**; contributing to around 50% of medical practitioners in SGH. With the formation of the Medicine Academic Clinical Programme (Med ACP) in 2012, the clinical, research and education aspirations were achieved through the integration of Div Med support. With the mission of providing quality care to patients through integrated clinical practice, medical innovation and lifelong learning, **Quality Improvement (QI) is crucial in delivering this promise to patients.**

2. Milestones

2015

4-6 Nov
Study Trip to University of California, San Francisco (UCSF)

Dec
Appointment of CPI Committee Co-chairs and members

2016

Jan
1st Clinical Performance Improvement (CPI) committee meeting

May
Creation of Div Med/Med ACP QI Database
Launch of Div Med QI Portal

2017 -2018

May 2017
Commencement of QI project scoping sessions for residents

Aug 2017
Presentation of inaugural QI Mentor of the Year Award

Sep 2017
Launch of Health Services Improvement – Clinical Innovation (HSI-CI) grant for strategic projects

Jan 2018
Revision of QI bonus payout criteria for senior doctors to incentivise QI participation

Mar 2018
Enhanced QI portal to improve search function and information management

3. Results

Resources

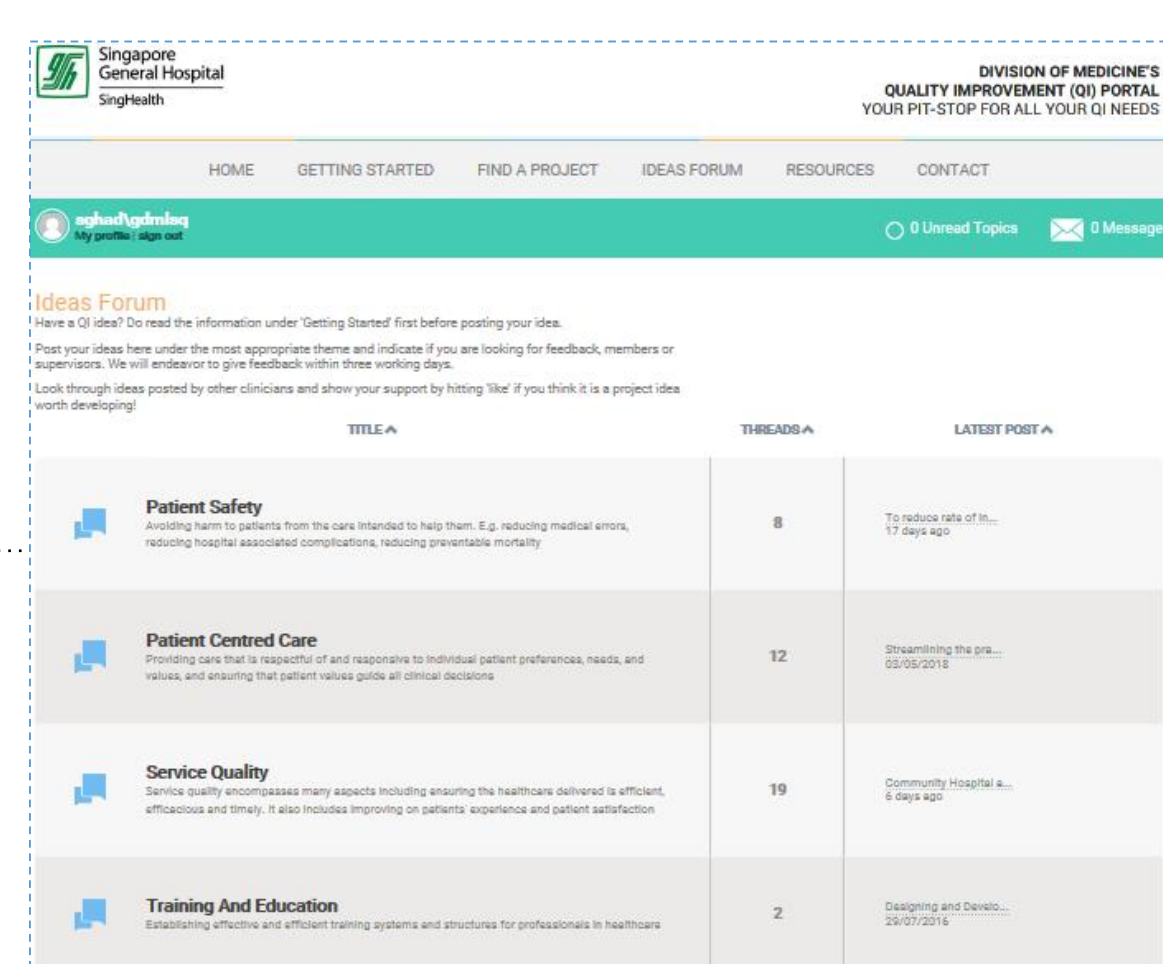
- 5 Funds for QI project awardees - Seed funding for pilot projects
- 1 HSI-CI Programme grant awardee - Funding for strategic projects
- Div Med QI portal - Repository and match-making platform
- Div Med/Med ACP QI Database - Projects database

CPI committee

- Align priorities & focus
- Provide thought leadership and direction that will ensure a sustainable quality framework
- Oversee, support and develop improvement initiatives
- Review improvement project proposals

Rewards & Recognition

- 6 Best QI Project Team awardees - To recognise a QI team-based approach in improving the overall quality of service to patients
- 1 QI Mentor of the Year awardee - To recognise excellence in staff effort to promote and champion quality initiatives



E.g. of data from Div Med/ Med ACP QI Database

Best QI Project Teams



Clinical Handover Project



Decrease Post-Op ALOS of Hip fracture patients Project



Stop Catheter Related Infections (CRI) Project

QI Mentor



4. Future Plans

The improvement framework will continue to evolve and steer towards driving quality strategic projects, inter-department collaboration and enhancement of engagement on the ground to foster a positive QI culture.

PATIENTS. AT THE HEART OF ALL WE DO.®