



**Singapore Healthcare
Management 2019**

The SingHealth Patient Safety and Quality Improvement Networking Forum (PSQI Forum): Professional Affiliation for the PSQI professionals in SingHealth

SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE

**Institute for
Patient Safety & Quality**

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1. Background

Since its launch in June 2017, the SingHealth Duke-NUS Institute for Patient Safety and Quality (IPSQ), has been active in integrating cluster wide efforts in patient safety and quality within the SingHealth Duke-NUS Academic Medical Centre (AMC).

IPSQ reviewed existing engagement process between institutions and has started the SingHealth Patient Safety and Quality Improvement Networking Forum (PSQI Forum) - an engagement framework that fosters best practices sharing and opportunities for collaborations for all patient safety & quality professionals especially the middle management leaders.

2. Aims

Regular dialogues can help to cascade initiatives through established rapport and trust. It also provides a platform to generate robust sharing to guide strategies, developments and collaborations.

This poster aims to demonstrate how the engagement framework was successfully introduced through the IPSQ Council and Patient Safety Quality Improvement (PSQI) Networking forum for valuable communication of strategies, advice and information across PSQI issues.

3. Methodology

IPSQ reviewed existing engagement process between IPSQ and Institutions, and the following gaps were identified:

- Communication between IPSQ and Institutions is at Senior Management level via IPSQ Council
- No structured platform for regular dialogues with the PSQI representatives from respective institutions to share initiatives, plans and to seek inputs

Hence, the PSQI Networking Forum was started by IPSQ with the objective of (Figure 1) :

- Provide opportunity for PSQI representatives to network.
- Help PSQI professionals to establish rapport and build trust among peers in SingHealth.
- Share ideas/suggestions through the discussion of various initiatives related to PSQI.
- Promote cross-learning by sharing of best practices among institutions to support the objective of Rapid Engagement for Results.
- Provide opportunities for collaborations among Middle Management (members of the PSQI Forum), who are the ones co-executing IPSQ's initiatives.
- Provide a form of professional affiliation for the PSQI professionals in the SingHealth cluster, eventually scaling up Nationally and Internationally.

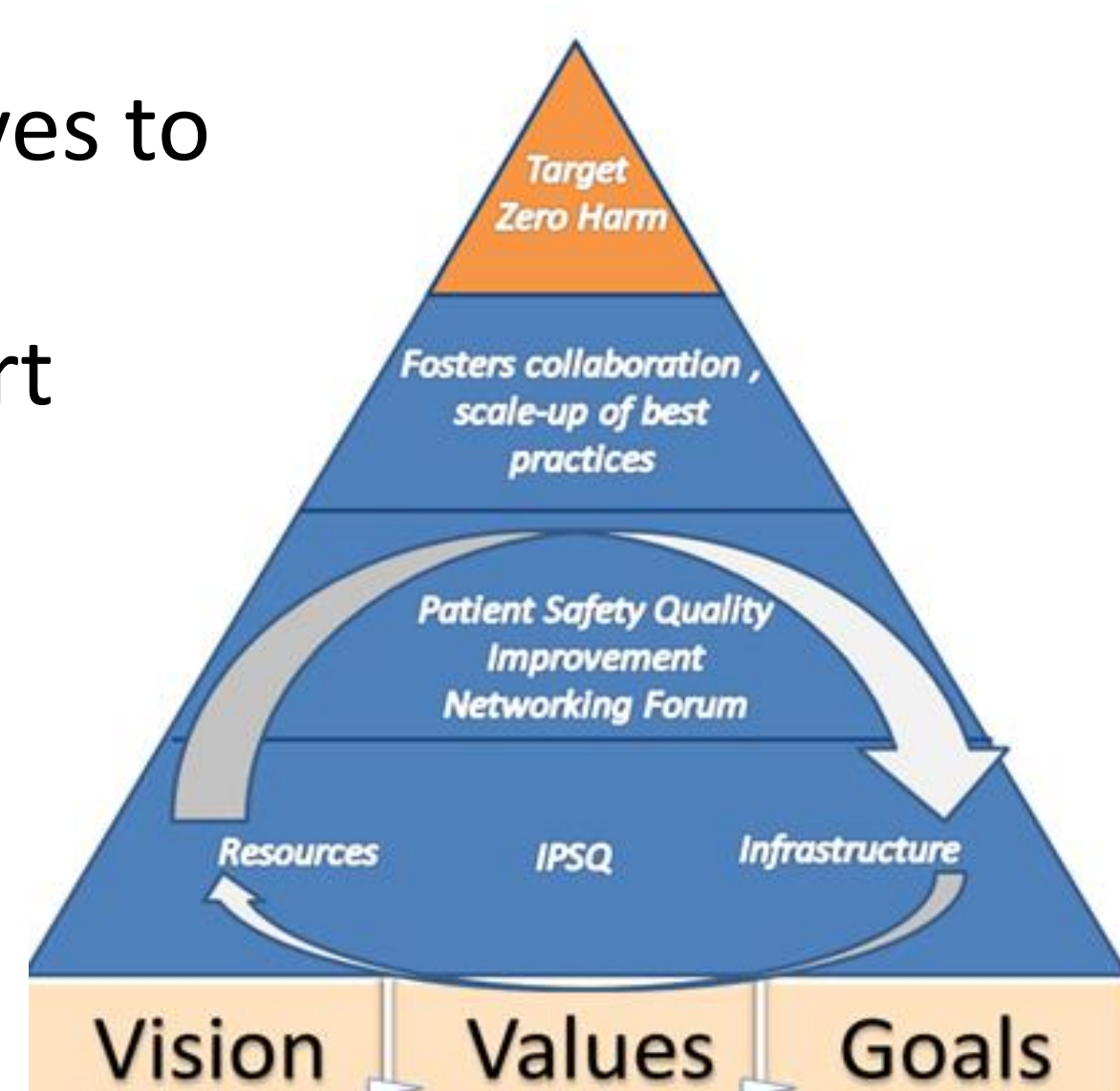


Figure 1

4. Results

The inaugural forum was successfully held on 3rd April 2019, and was well attended by the Institution PSQI representatives. The session was very interactive; with members forth coming with suggestions and ideas to the initiatives presented.

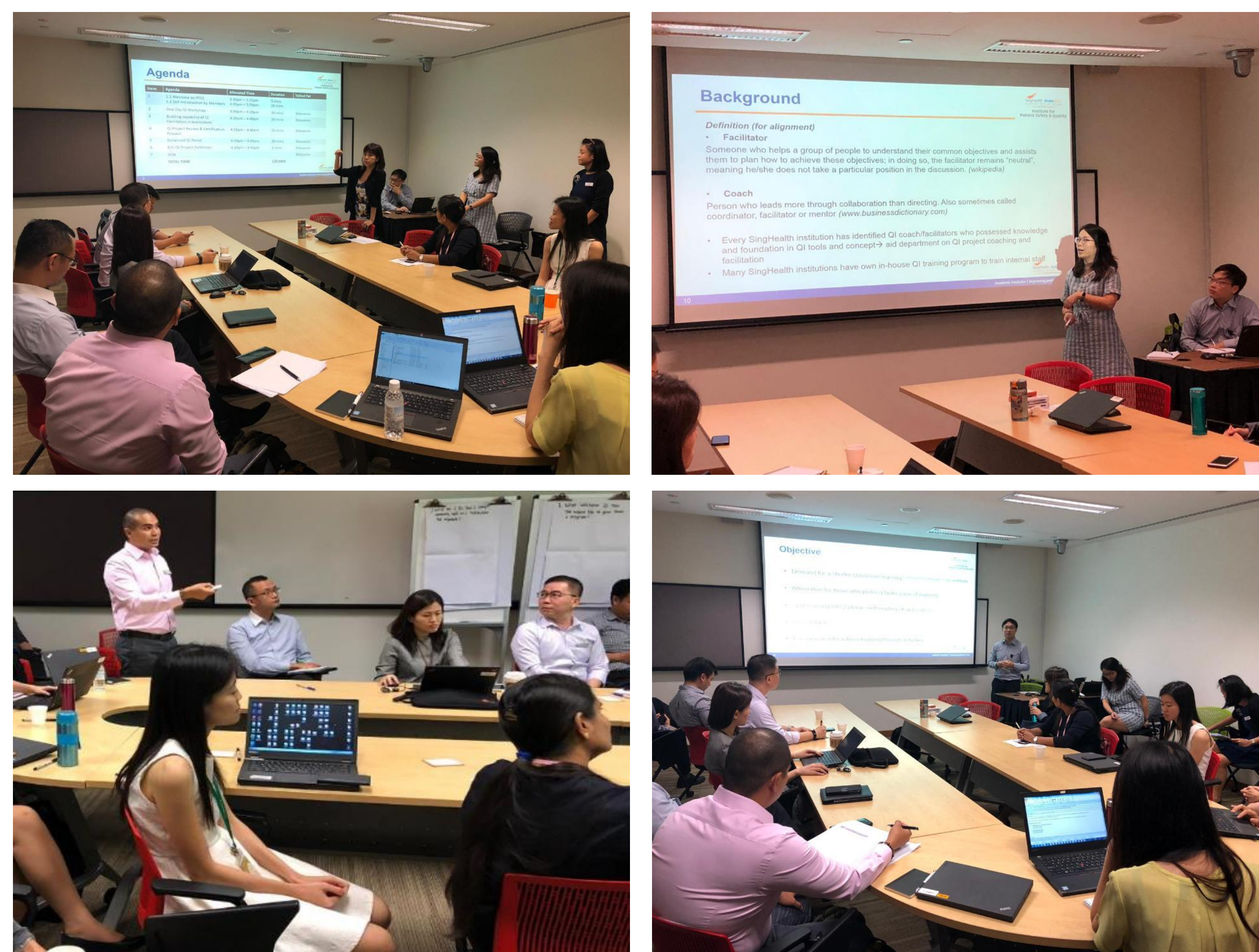


Fig. 1: PSQI Networking Forum (3rd April 2019)

The interim successes seen from the Forum are as follows:

- The barrier of communication amongst institutions was broken down; members of the forum gave their inputs to the initiatives presented
- Institutions are opened in sharing their PSQI culture; the next 2 meetings will be hosted by KKH and CGH respectively, where members can get to tour the Institutions and learn best practices
- Increased collaborations between IPSQ and Institutions, i.e. enrolled more QI faculty from SingHealth Institutions, co-conduct QI talk at an international congress; International Council Nurses Congress 2019; conduct QI training for Myanmar Ministry of Health and Sports under the Temasek Foundation International-Healthcare Executives in Asia Leadership (TFI-HEAL) programme.

5. Conclusion

- As IPSQ continues to build a robust and sustainable Patient Safety and Quality Culture in SingHealth, on-going engagements with the Institutions is a key strategy to success.
- The initial feedback from the Inaugural PSQI Forum was encouraging. IPSQ will continue to sustain and facilitate this Forum.
- The scale-up plans for the PSQI network is illustrated in Figure 2.



Figure 2