



Singapore Healthcare
Management 2019

Livestreaming Education in AdMC via Remote Network (L.E.A.R.N)

Kendrick Tan, Operations, AdMC
Mel Lee, Specialist Outpatient Clinic, AdMC
Citra Dianti Sonarno, Specialist Outpatient Clinic, AdMC
Sharen Tan, Operations, AdMC
Zan Yak, Operations, AV Events, KTPH

Background

Admiralty Medical Centre (AdMC) started its operations in Jul 2017 with **majority of the staff coming from KTPH**.

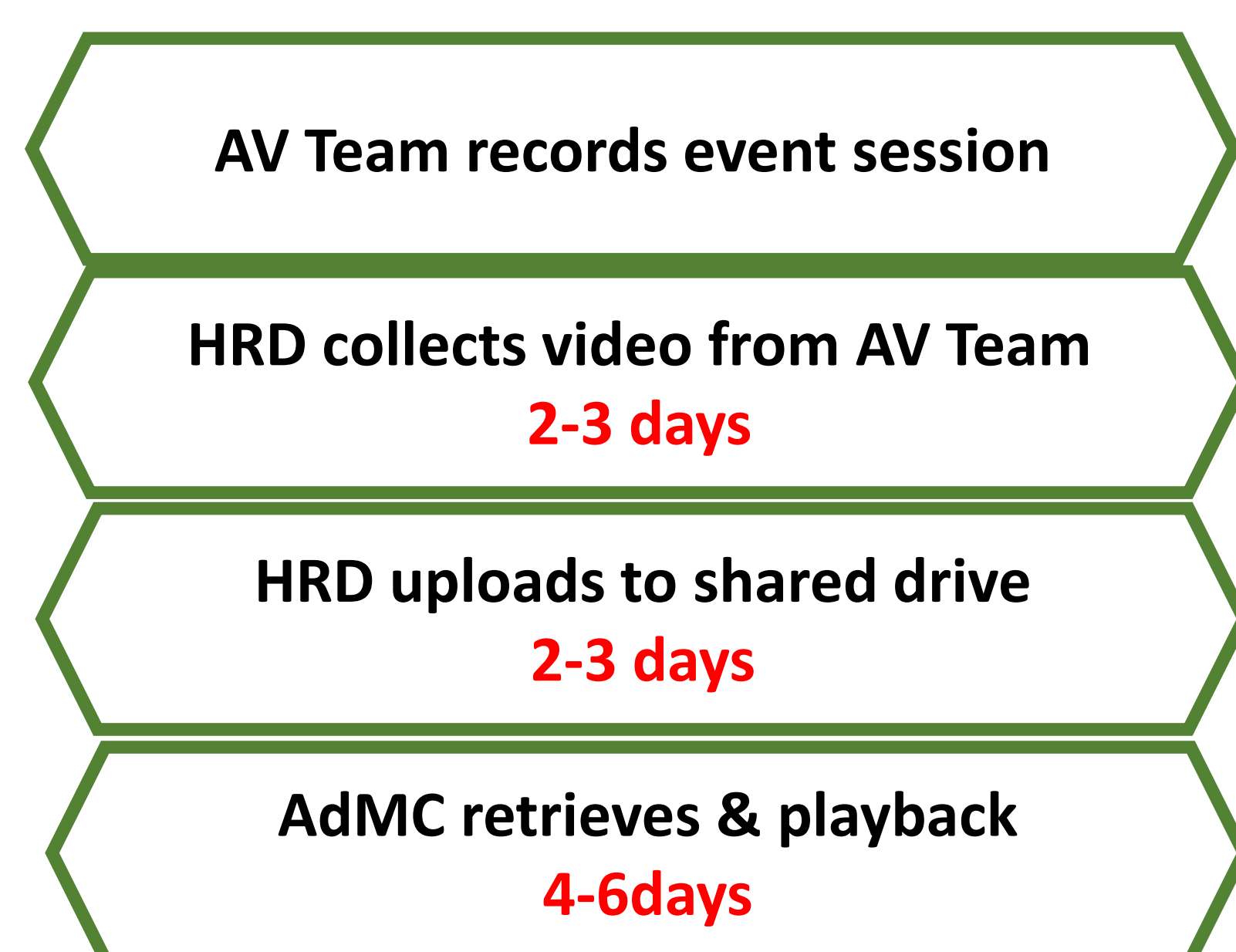
Staff posted at AdMC misses out many **learning opportunities** from hospital events. (e.g. Book Review, Town Hall, Vision Alignment).

Aim

Livestreaming Education in AdMC via Remote Network (LEARN) was developed to help and encourage staff to **stay connected, keep updated** and **pursue continuous learning**.

Methodology

As-Is:

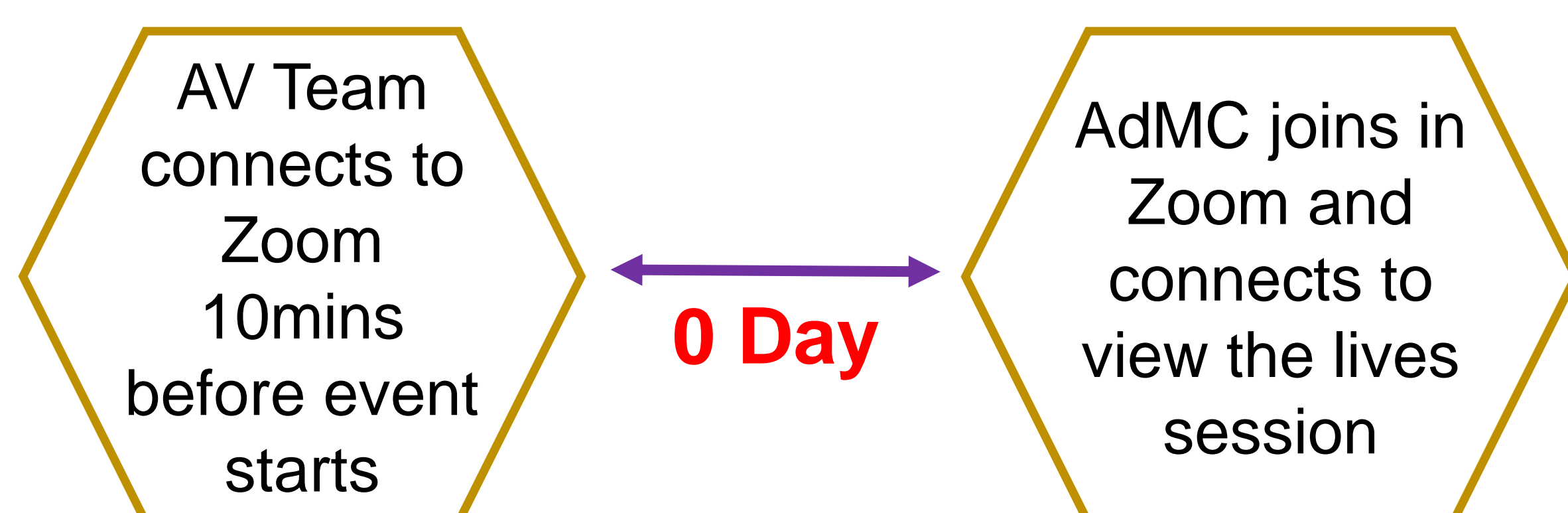


The whole process takes about **8-12 days after the actual event day** (as shown in the As-Is workflow).

Problem: Playback sessions can only be done **1-2 times a month** in AdMC meetings, resulting in **information & learning delay**.

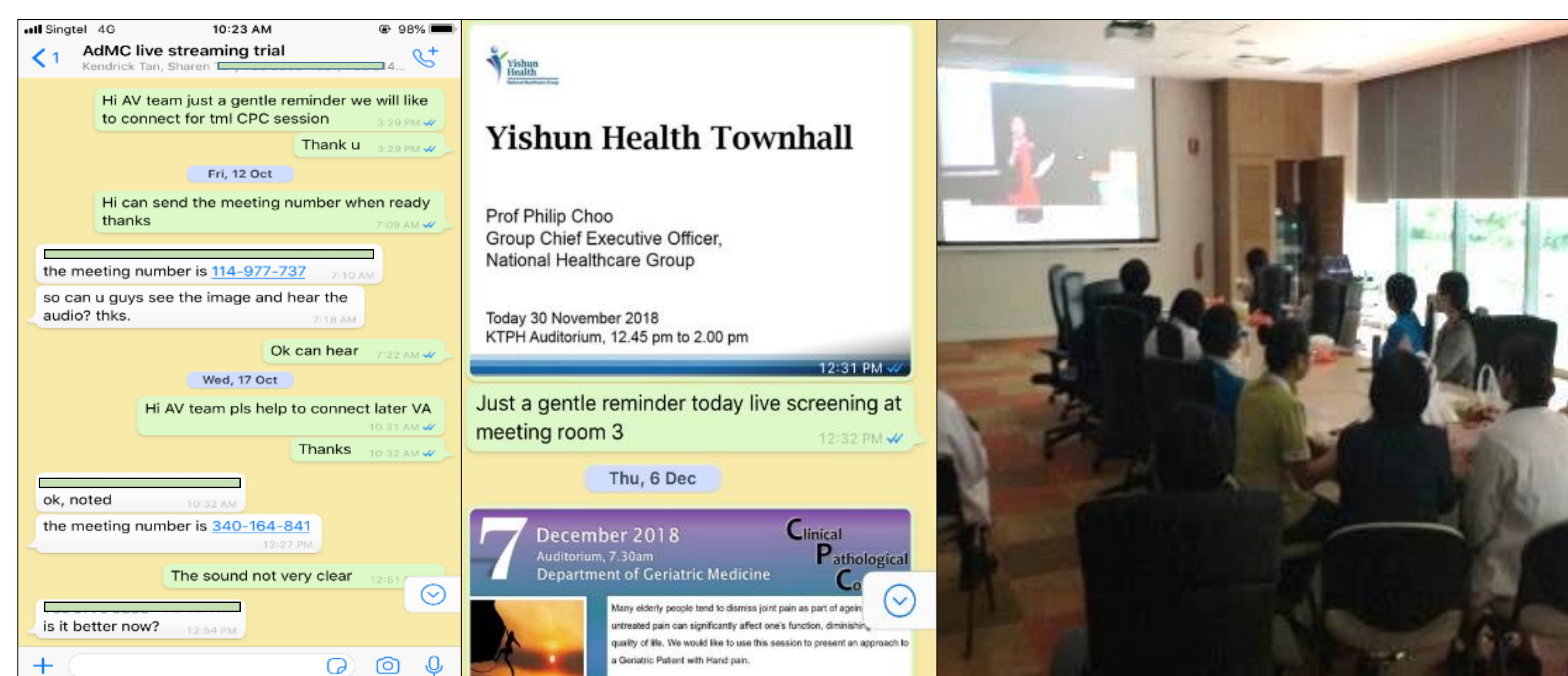
The team brainstormed to solve it.

To-Be:



Communication streamlined via creation of group chat

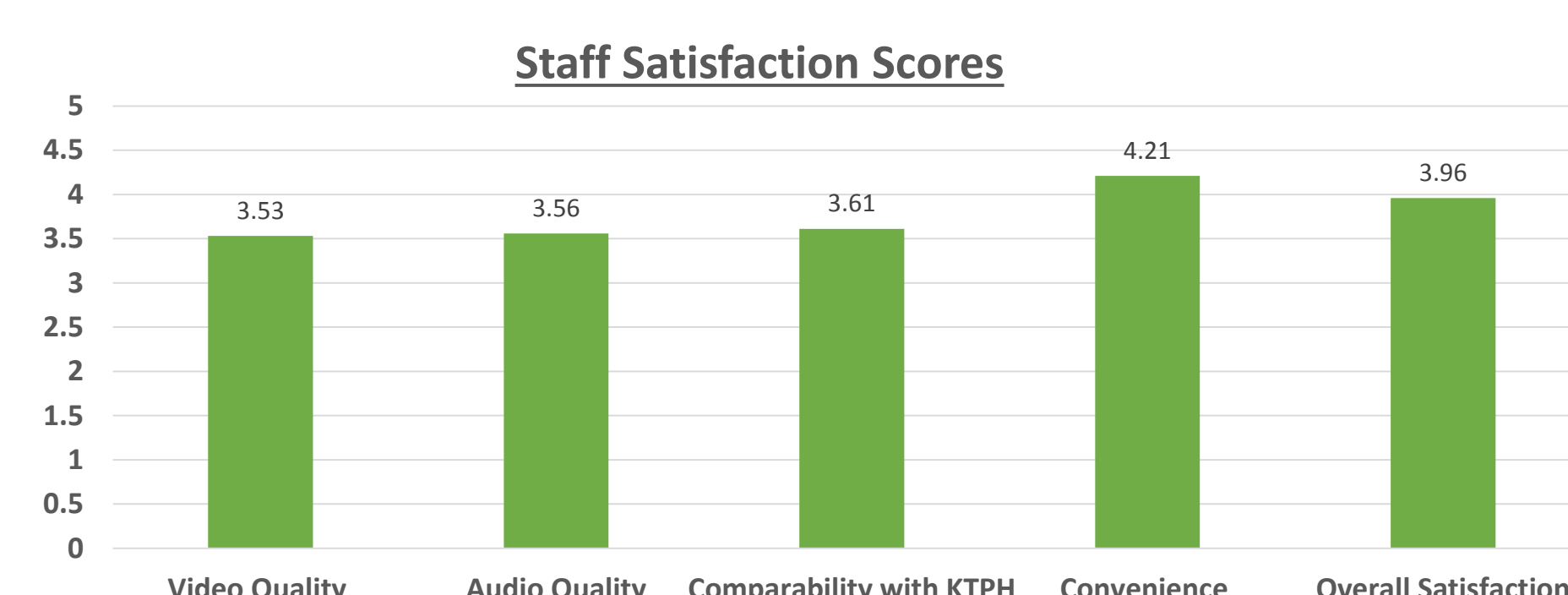
- AdMC team would send livestreaming reminder one day in advance to KTPH AV team.
- AdMC staff will be informed of events details via chat.



Communication via group chats with AV team & AdMC Livestreaming session (by KTPH CEO) at AdMC

Impact

- LEARN was **well-received** by AdMC staff.



- Streamlined communication** amongst AdMC, KTPH AV and HRD teams, reducing unnecessary emails.
- AdMC staff are able to **receive timely updated information** and **gain knowledge** for their **learning development** without having to travel back to KTPH.
- AdMC staff **feels more involved and connected** even if AdMC is apart from KTPH.

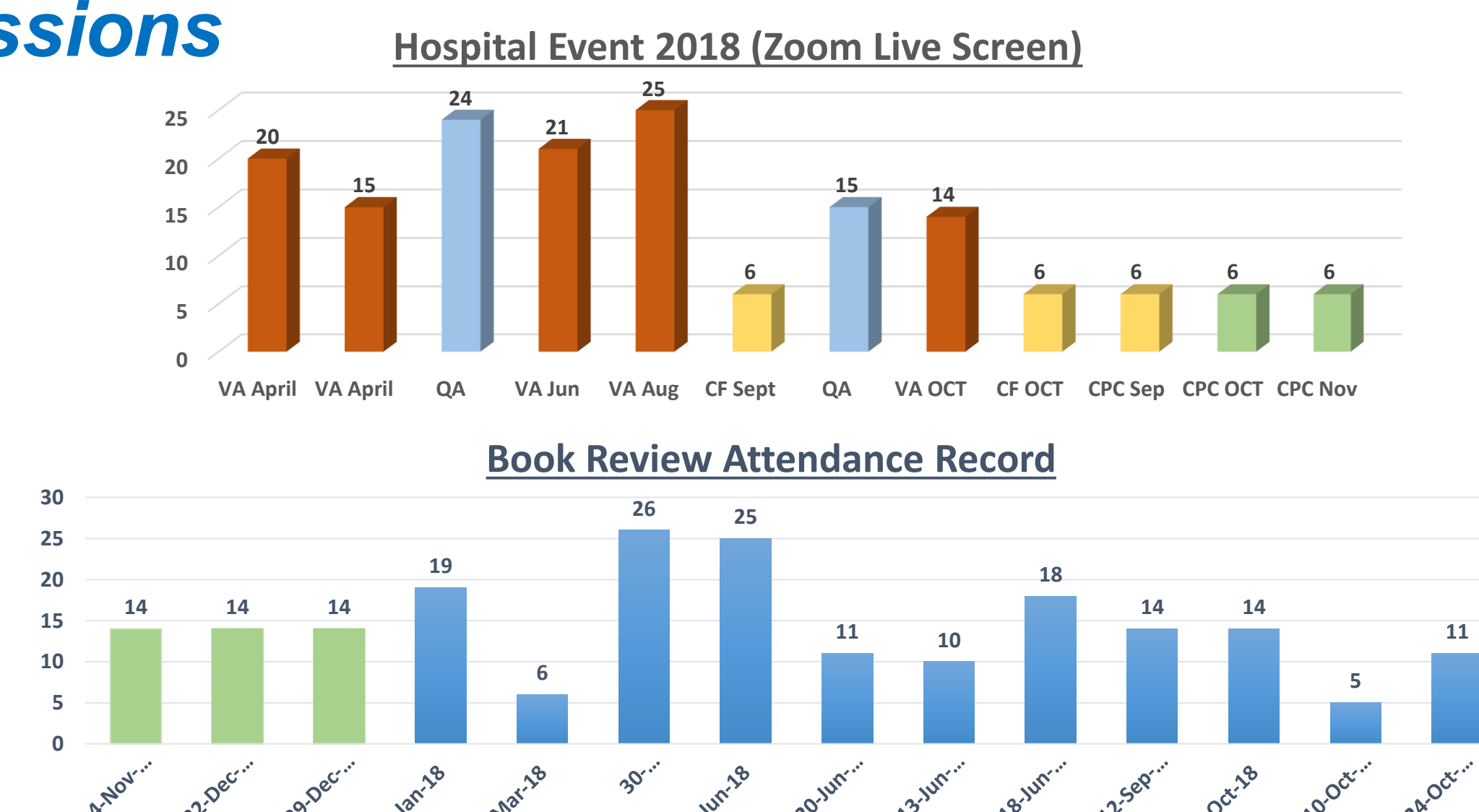
Productivity & Savings

- Time & transport cost savings** achieved. **A total of 2000 mins & \$250 is saved per session.**

	Time spent travelling	Transportation cost
AdMC to KTPH	20 mins per staff & session	\$2.50 per staff (assuming 4 staff shares a cab or each takes the MRT)
KTPH to AdMC	20 mins per staff & session	\$2.50 per staff (assuming 4 staff shares a cab or each takes the MRT)
Total savings	40 mins per staff & session	\$5.00 per staff & session

Results

- Good Staff Attendance** - about **50 staff per session** comprising doctors, nurses, allied health & ancillary.
- As of Mar 2019, there were **108 live streaming sessions**



- Sessions consist of Book Reviews, Vision Alignments, Clinical Pathologic Conferences, Hospital Events and Clinical Forums; for a **total of 108 learning hours**.

Sustainability

- Improve the video & audio quality** by subscribing to **Zoom** software worth \$12.49 per month.
- Explore **Q&A interaction** using **TigerConnect**.

Conclusion

LEARN is a **cost-effective, fast & convenient** system for AdMC staffs to **continue their learning development** and be **updated** with information at a **timely manner**.