

# SGH QI Coach Faculty Program

## – 5 years review



**Loo Shin Yi, Samantha Woon Ser Hwee**  
Process Transformation & Improvement,  
Division of Organisation Planning & Performance, SGH

### INTRODUCTION

The SGH QI Coach Faculty program was established in 2015 to spread the culture and expertise of Quality Improvement (QI) across SGH. It comprises of staff from various professions who are passionate about inspiring change. The faculty is managed by Process Transformation & Improvement, and is overseen by Quality Network (QN) and the QI Council. The program is also aligned to the SGH priorities FY 17-19 of developing and empowering people to make changes in the organisation.

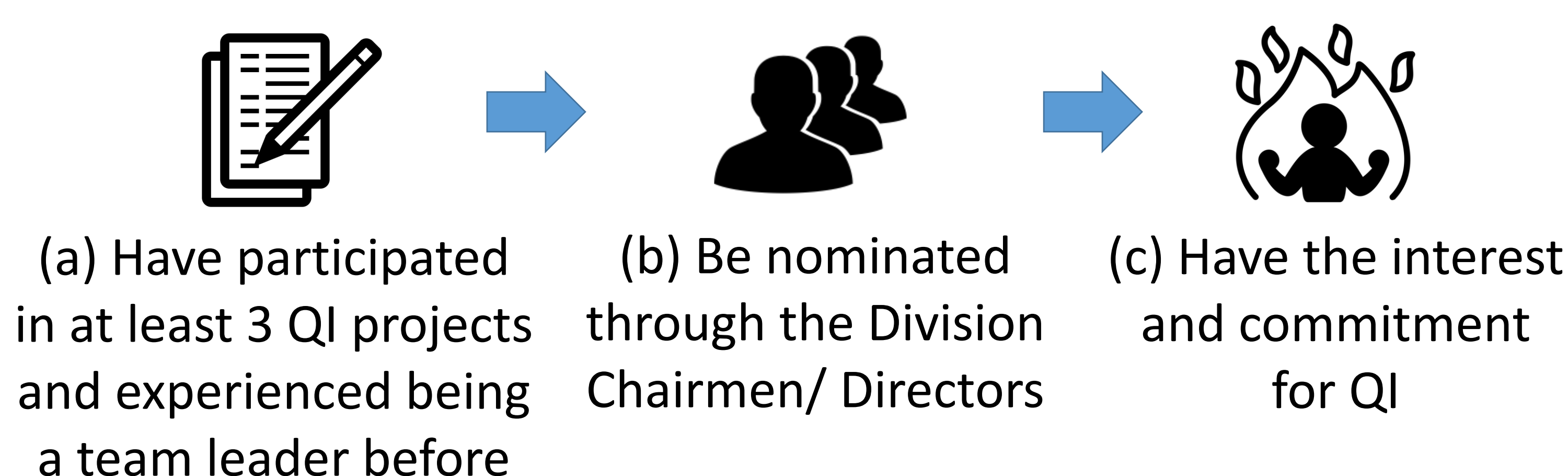
### AIM

To build a Faculty of QI Coaches comprising all professions, equipping them with the right skills to guide QI projects and inspire change.

### METHODOLOGY

#### Selection Process

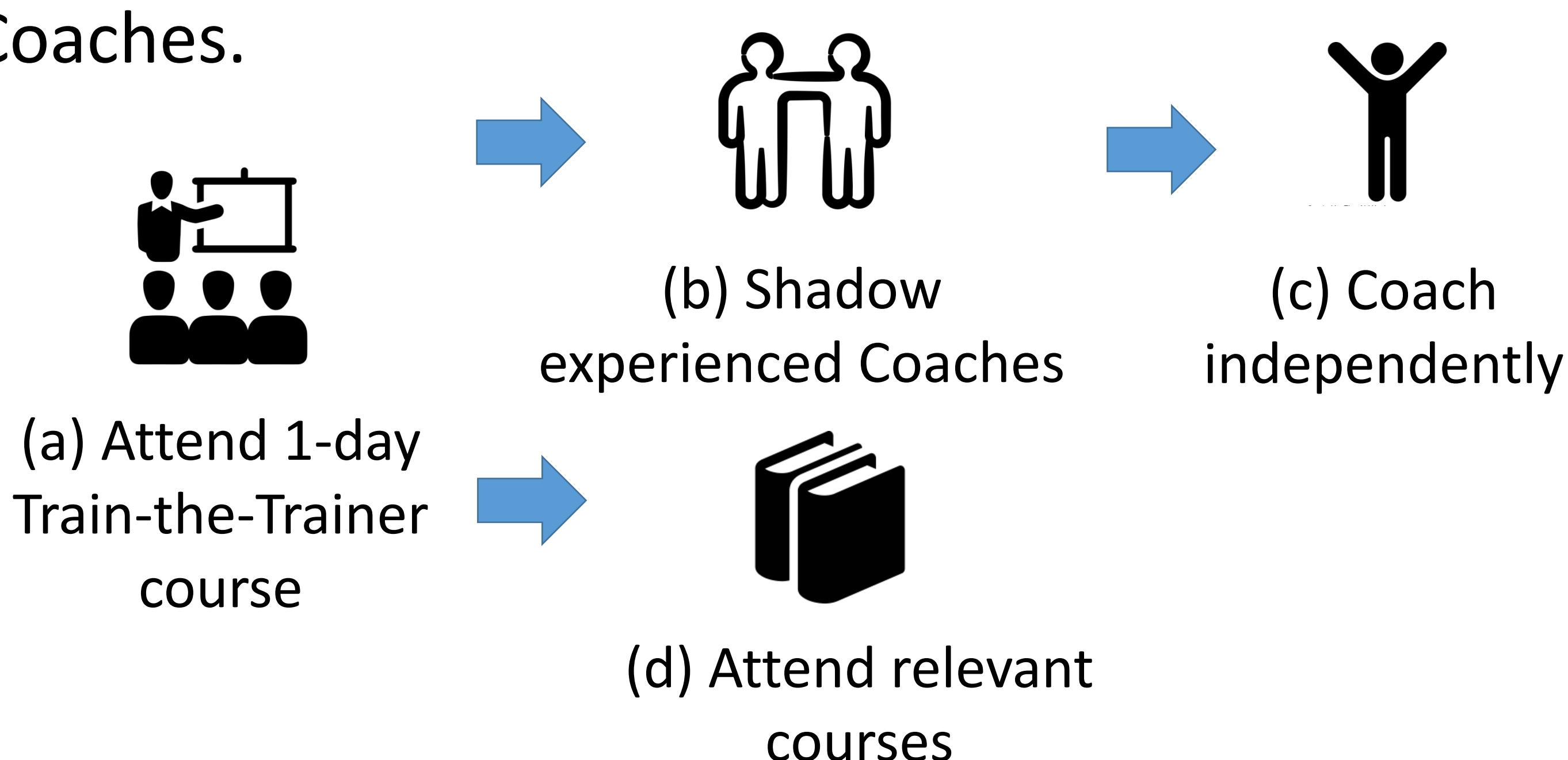
To be eligible as a QI Coach, the staff must:



**Figure 1: Workflow of selecting a Coach**

#### Building Competency

Newly-enlisted Coaches will be given 1-day Train-the-Trainer course and start off by shadowing more experienced Coaches. Once the Coaches gained confidence and experience, they are encouraged to coach 1-3 projects in a year. The program also includes a series of trainings such as Design Thinking workshop and IHI Open School courses to build competency in our Coaches.



**Figure 2: Workflow of building competency**

### Developmental Roadmap

A developmental roadmap was also designed to allow Coaches to grow and advance into “Lead Coach” and “Master Coach”, where they have the opportunity to attend overseas conferences and courses. A status report is also sent to all Division Chairmen/ Directors annually as a form of recognition to the Coaches.



**Figure 3: QI Coach Faculty Developmental Roadmap**

### Fostering a Sense of Community

A mentorship system to meet Coaches twice a year was created to keep Coaches informed of new developments and opportunities in QI. A gathering is also organised annually to foster a sense of community among them.

### ACHIEVEMENTS

Entering into its 5<sup>th</sup> year, the Faculty now has a total strength of 76 active Coaches. They have helped to facilitate and drive 365 QI projects at their workplace, translating to a total cost savings/avoidance of \$2,829,174.71.

**TRAINED**  
**76**  
**QI COACHES**

**FACILITATED**  
**365**  
**QI PROJECTS**

The program also contributes to the SingHealth Balanced Score Card (BSC) KPI for number of QI facilitators and projects completed with structured methodology. Many Coaches also have the opportunity to hold QI-related appointments and drive QI culture in their departments/ divisions.

Total cost savings/avoidance  
**\$2,829,174.71**



### CONCLUSION

A QI Coach Faculty plays an integral role in building a culture of collaboration and spreading QI across the organisation. It also gives rise to more cohesive image of QI with the inclusion of various professional groups. A robust and well-rounded program is essential in retaining and giving the Coaches a rewarding coaching experience.