



**Singapore Healthcare Management 2021**

**Institute for Patient Safety & Quality**

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**Embracing The New Norm in Patient Safety and Quality – Educating Staff and Creating Awareness on the Ground**

**Introduction**

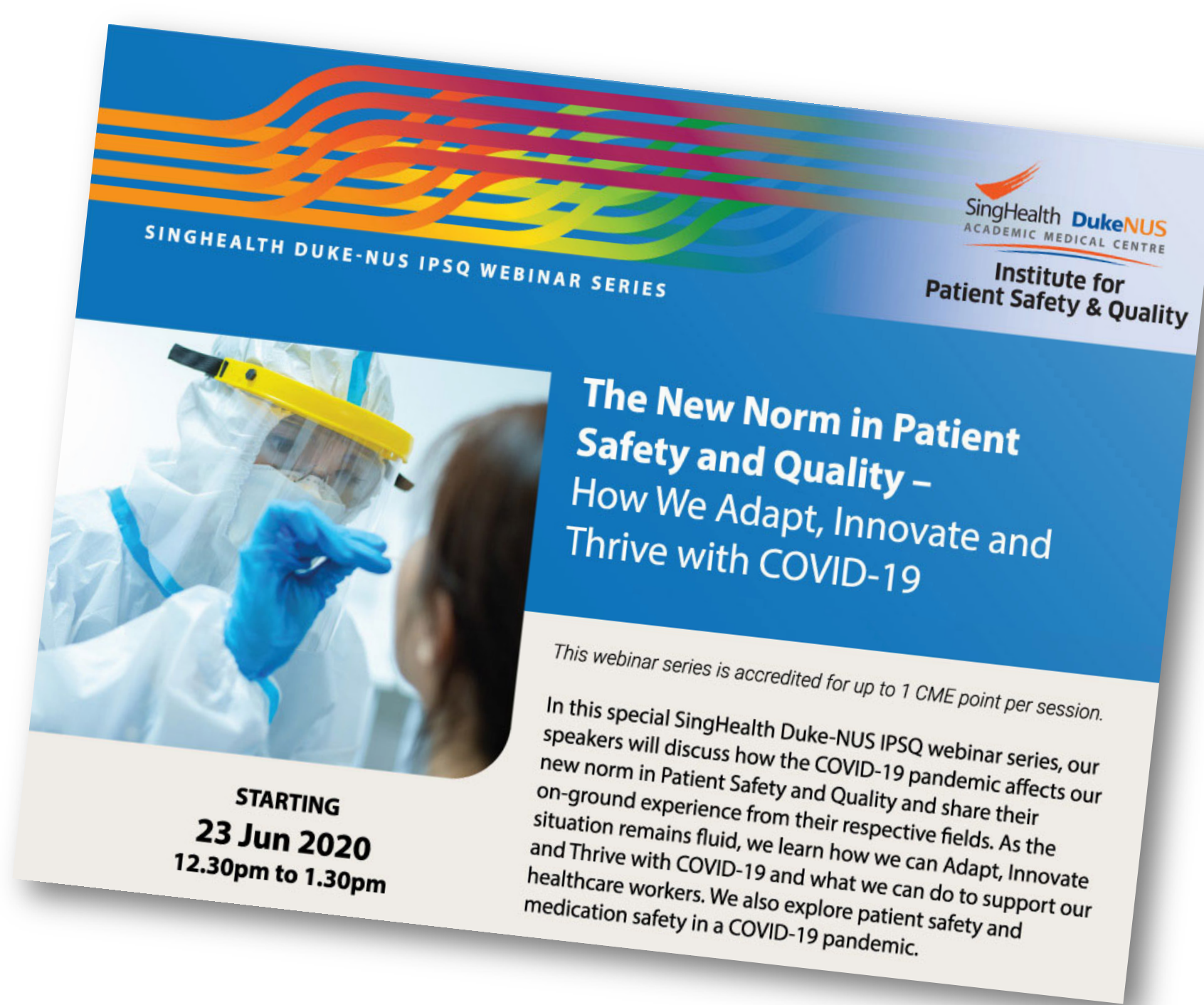
2020 was an extraordinary year for healthcare where many of our colleagues stepped up in the fight against COVID-19. With the recent surge in community cases, we continue to face unprecedented times in battling COVID-19. As the situation remains fluid, we continue to learn how we can Adapt, Innovate and Thrive with COVID-19, and what we can do to support our healthcare workers.

**Aim & Methodology**

We aim to propagate staff awareness on patient and healthcare worker safety during COVID-19 pandemic through reinforcing guidelines and sharing useful tools in tackling the new norm.

Organised **IPSQ webinar series** themed **'The New Norm in Patient Safety and Quality – How We Adapt, Innovate and Thrive with COVID-19'** since June 2020:

- Support and self-care resources for staff
- Management of safe patient care
- Challenges faced in delivering safe care, value driven care, joy at work, etc.



**TeamSPEAK™ screensaver** implemented in all corporate computers/laptops aims to promote **'Speak Up for Patient Safety'**



In-house publication of **Patient Safety & Quality Bulletins** (published on e-Tomorrow's Medicine) with topics on: Self-compassion, Joy at Work, training tools for self-development and improvement



In-house production of a **cartoon series** titled **'Together, We Can Safeguard Against COVID-19!'** to provide lessons and encouragement to staff on safe management measures, speaking up for patient safety and mindfulness resources.



Organised virtual events such as the **Patient Safety Week**, as well as **Quality & Innovation Day (QID)**, to celebrate the efforts of our staff and promote a culture of sharing best practices, quality improvement and innovation.

Created a **one-stop resource on self-care and resilience** – Mindfulness and TeamTHRIVE™ Calendars, audio recordings, and e-learning modules

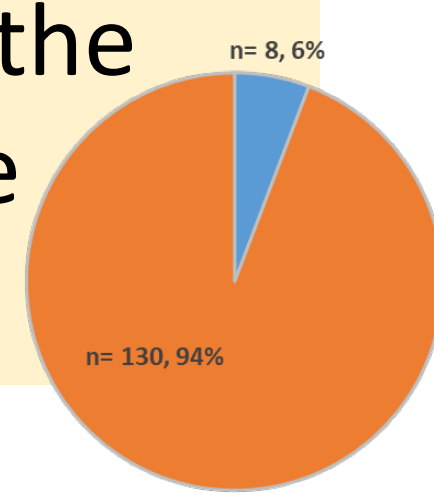


Carefully curated theme-based artwork pieces, in collaboration with The Care Collection from the National Arts Gallery & Singapore Art Museum, to organise weekly **iTHRIVE ARTpreciate** sessions for staff to mindfully reflect, refresh and recharge through arts and embodiment practices.

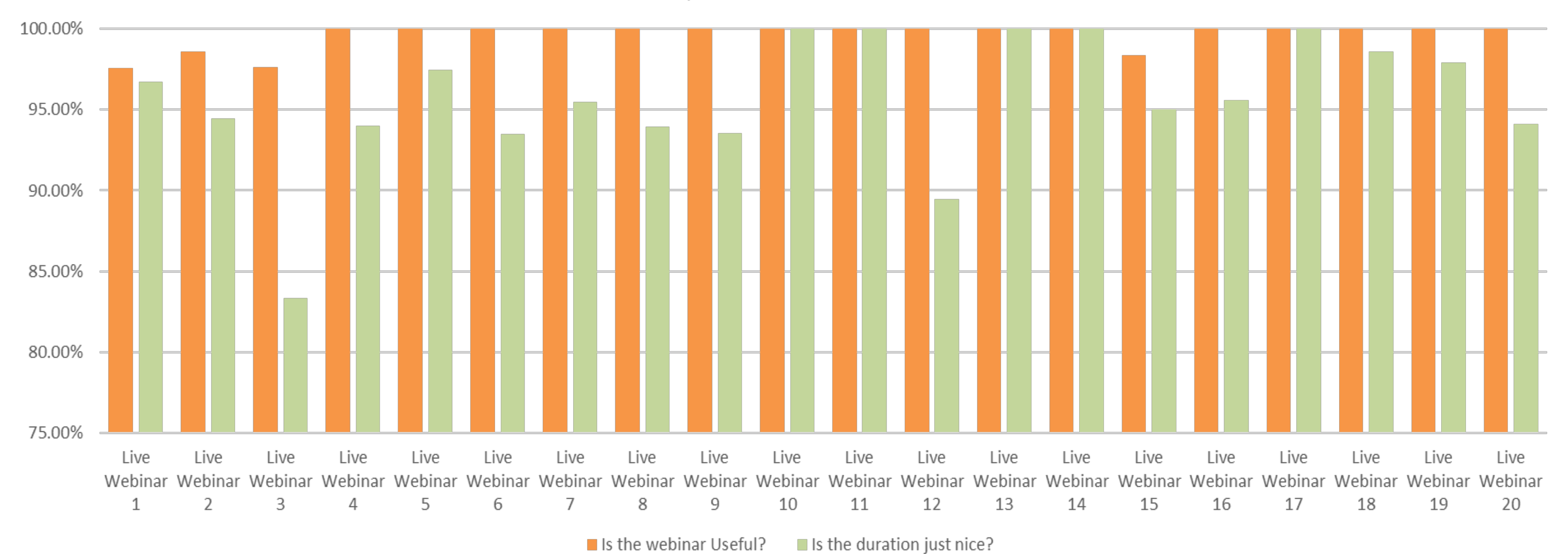
**Results**

The resources have helped healthcare professionals and teams to better cope and thrive during COVID-19:

- Based on post-evaluation feedback, **99.61%** of attendees found the webinar **useful** and **95.65%** found the **duration just nice**
- Testimonials from colleagues from other SingHealth institutions who complimented the comic series and found it **'heart-warming'** and **'enjoyable'**.
- The comic series was also presented at an international webinar organised by the World Health Organisation in August 2020 with a **record number** of more than **580** participants worldwide.
- Based on the feedback gathered from attendees, **94.2%** of the evaluation survey respondents (n= 138) responded that the QID 2021 virtual event **had met their expectations**.



IPSQ Webinar Series Evaluation



**Conclusion**

The various mediums and platforms (webinar, bulletin, comic and online resources) used to propagate staff awareness and staff education on patient safety and healthcare worker safety during COVID-19 pandemic were useful and effective to help staff learn how to embrace the new normal.

