# Impact of moving a large in-person patient safety event online in a pandemic environment





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# Background

Every year, the Patient Safety and Clinical Standards Unit (PSCSU) from SGH would organize a hospital-wide event to promote important concepts relevant to patient safety. In face of the COVID-19 pandemic, PSCSU decided to host the event on a virtual platform. With the successful hosting of the online event, we seek to better understand the value of holding hospital-wide events on virtual platform for educational and organizational culture development purposes.

# Objective

To evaluate the effects of hosting a patient safety event virtually compared to a past in-person event, in terms of organizational benefits, event participants and audience engagement level.

## Methodology

#### Plan

Identified key metrics to measure and compare the cost, as well as effectiveness of conducting educational and organizational culture development sessions using the two different platforms.

# **Execute (Gathering Data)**

#### Cost

#### Outcome



Collated Budget utilization



Collated attendance of event to measure participation; attendance further broken down to show diversity of staff job groups



CalculatedManpowerutilization



 Quantified survey feedbacks to measure audience engagement levels

## Study (Data Analysis)

### Cost

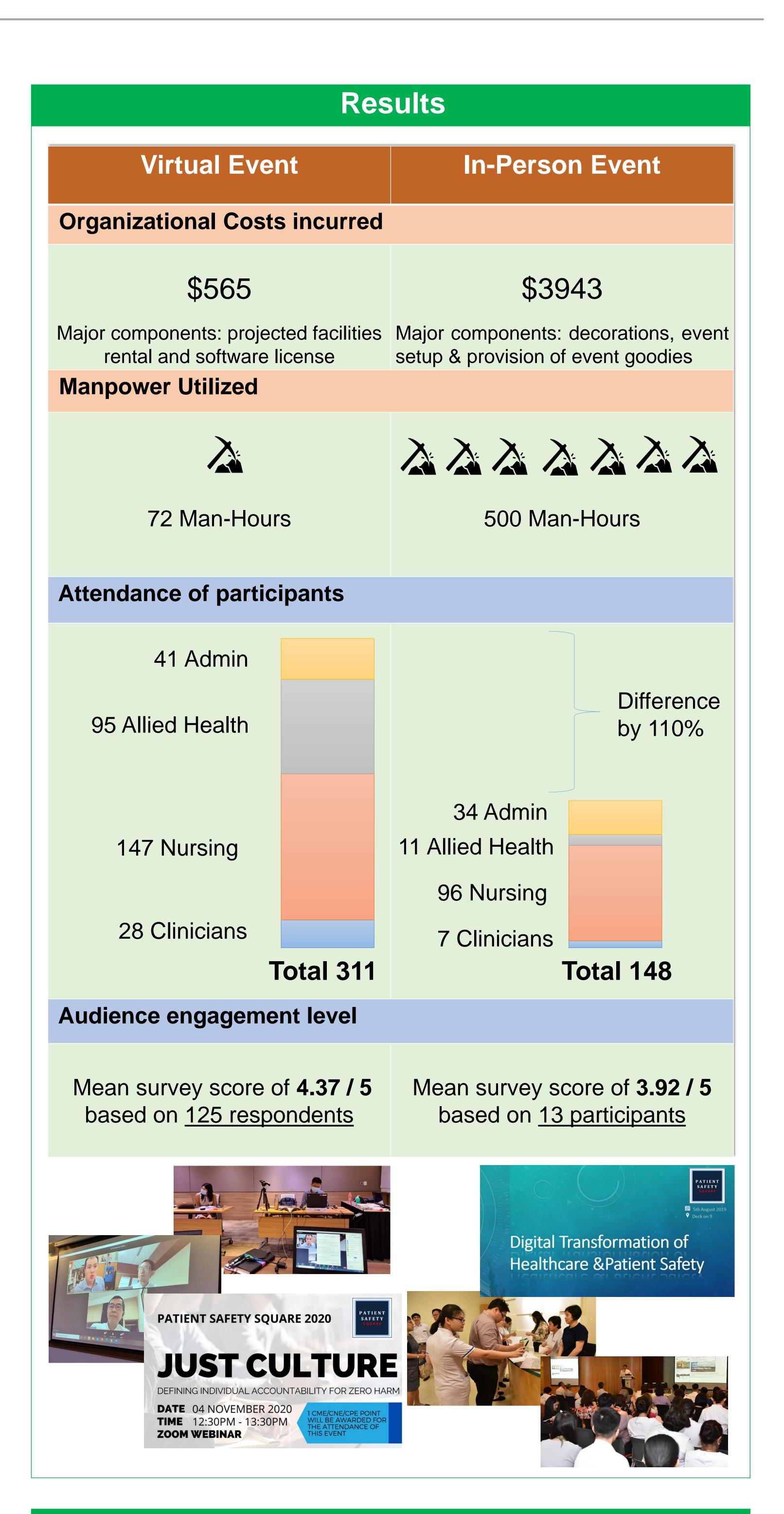
#### Outcome

 Compared costs from various events

- Compared participation rates and staff diversity of participant
- Quantified and compared survey engagement scores on a scale of 1 -5

#### Recommend

Evaluated and determined the suitability of conducting educational and organizational culture development sessions virtually.



#### Conclusion

Based on the lower overall costs incurred, wider reach and higher staff engagement levels attained, the use of a virtual platform had shown positive impact and should be considered as an effective alternative for organizing similar events in the future.