



## Singapore Healthcare Management 2022



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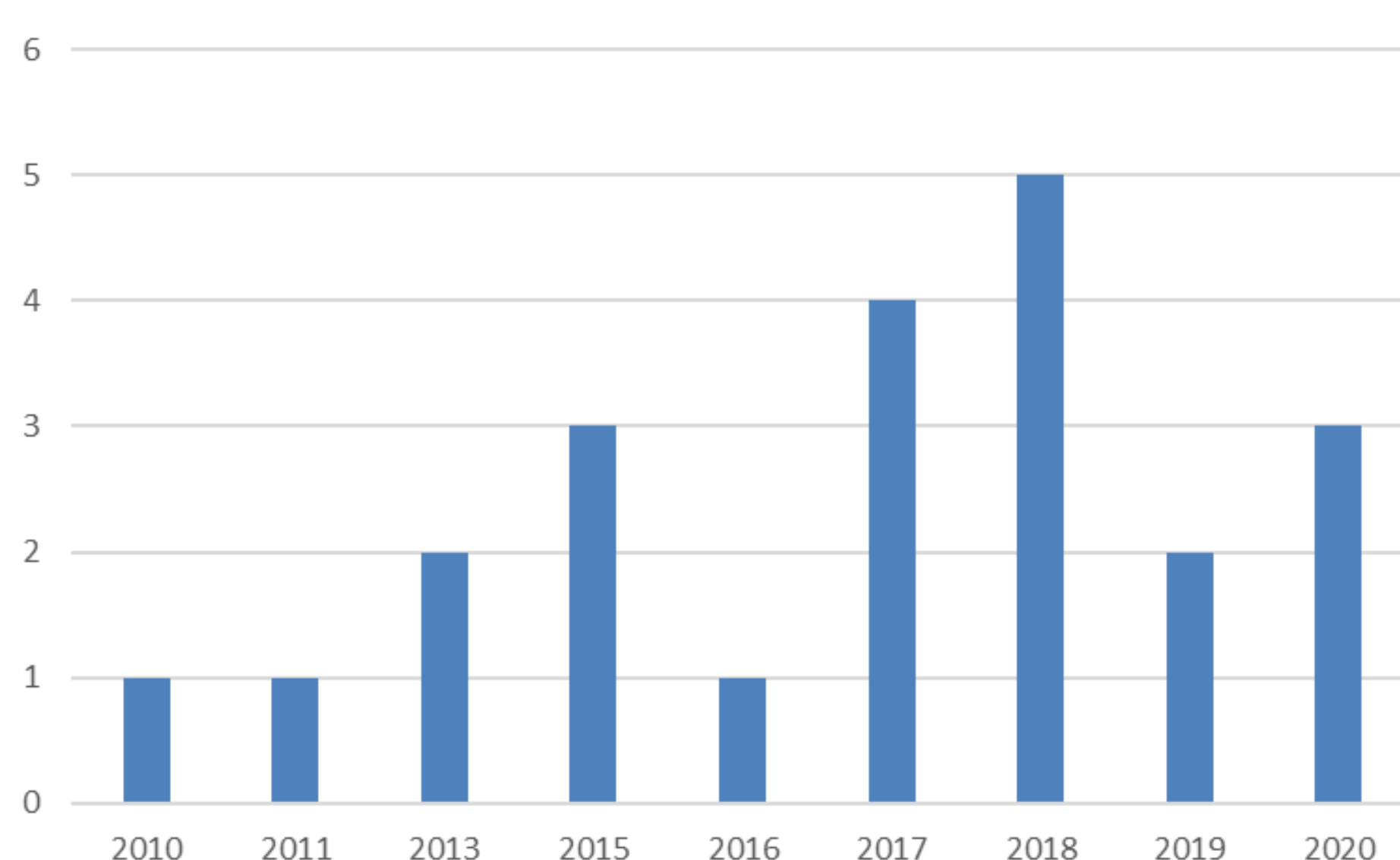
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# Implement an effective & sustainable process of communication and information dissemination of QI projects in the Neonatal Department

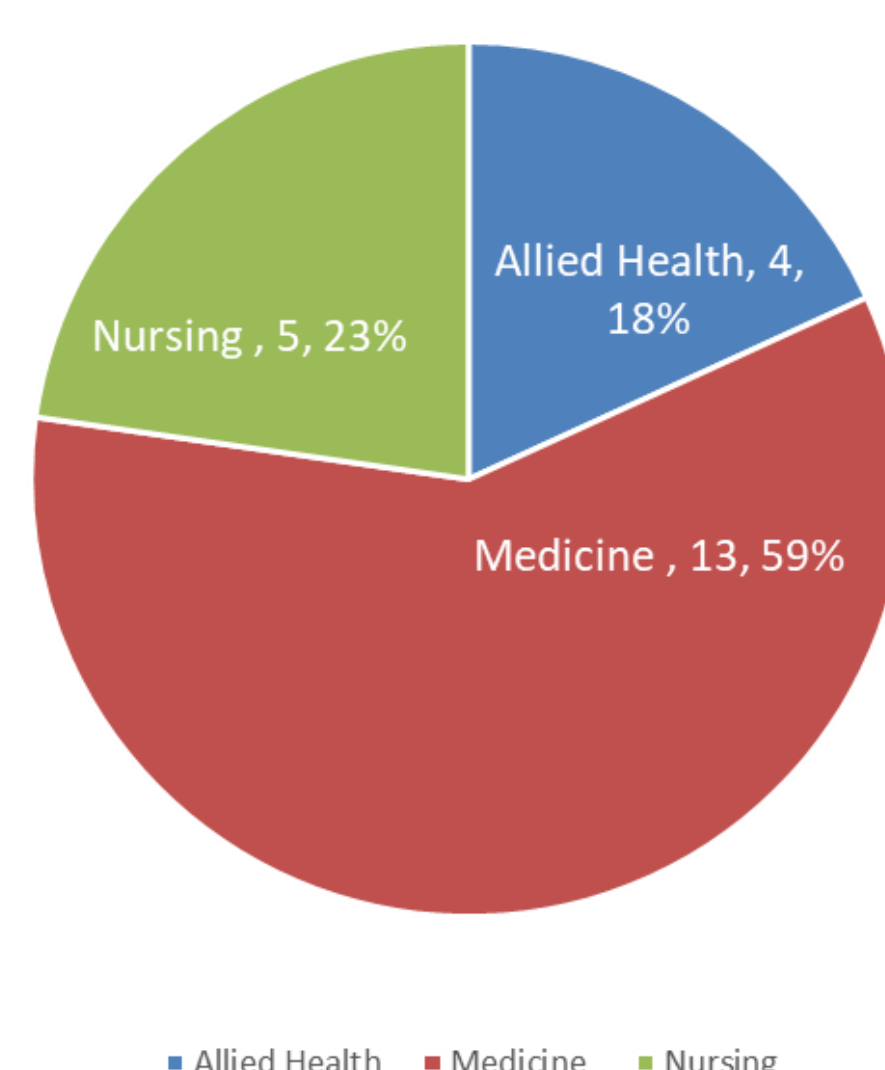
## Introduction

- Neonatal and Developmental Medicine (NEO) in Singapore General Hospital (SGH) has actively participated in Quality Improvement Projects (QIP) since 2010.
- Other than clinicians, the allied health (AHP) and nursing colleagues involved in NEO clinical care also actively lead and participate to improve the work processes and clinical care for patients.
- A total of 22 QIP were completed from 2010 to 2020 with many being award winning:
  - 8 projects with Innovation & Quality Circle (IQC) Gold/ Star awards;
  - 3 projects presented in Institute for Patient Safety and Quality (IFSQ)
  - 2 publications in International peer reviewed journals
  - 2 nominated/finalist for SGH Project of the Year (POTY) award
  - 1 SGH POTY winner (2020)

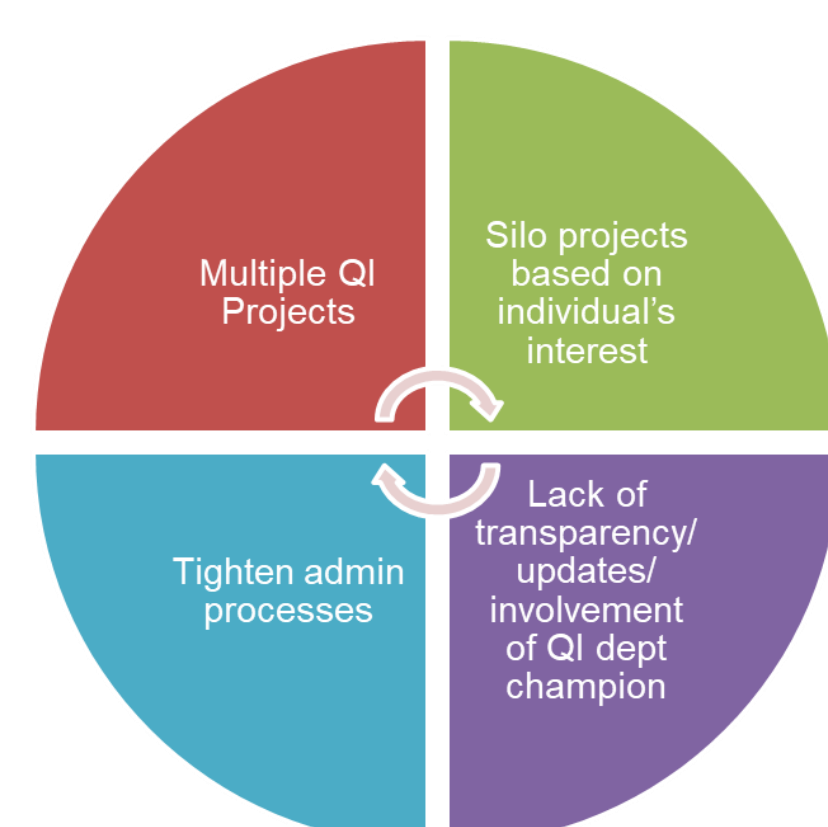
No. of Projects by Start Year



Project teams 2010 - 2020 ytd



- A Gap Analysis conducted demonstrated that although many QIPs were conducted, but there was lack of visibility amongst staff (medical, nursing, AHP & Admin) regarding the projects' progress and outcomes. Each team was noted to be working in silo with no common platform for dissemination of information on the project progress, outcomes and also gathering general stakeholder feedbacks.



- NEO QI champion and department executive, with the support of NEO HOD, reviewed the communication process for greater inputs from the rest of the department, to help garner greater impact & sustainability to projects

## Aim

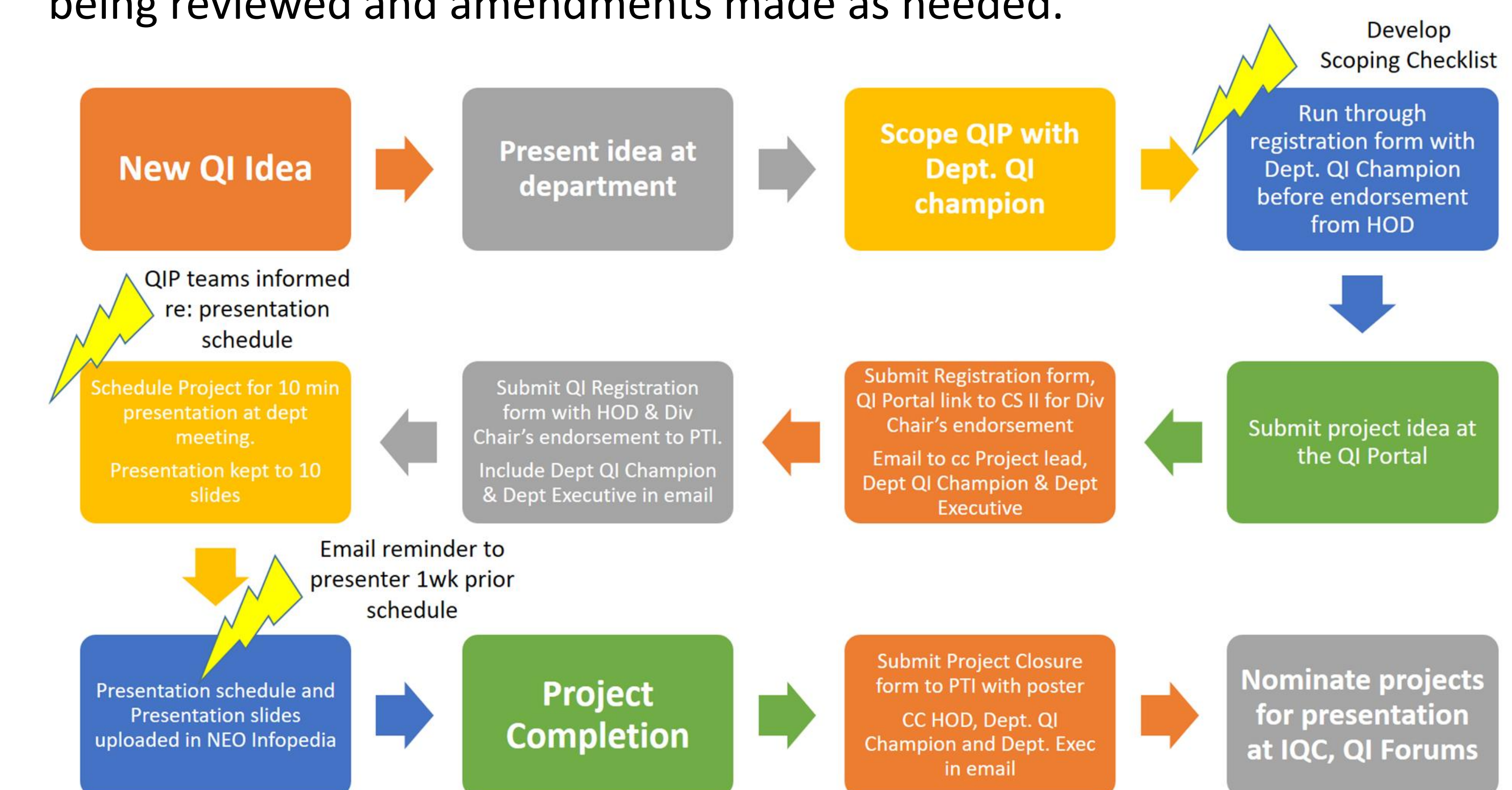
- Develop an open platform for sharing and learning of different departmental QI initiatives (medical, nursing & AHP) with regular updates on progress
- Improve productivity at work with real time feedback and improvements
- Foster a culture of greater transparency, and understand more of each other's projects
- Enhances department's engagement and increase trust

## Methodology

The team discussed on the importance of developing a structured workflow for an open communication channel of various QI initiatives within the neonatal department to enable the following:

- Increase visibility & knowledge of QIP's being undertaken within the department including their regular progress
- Improve accountability of QI teams undertaking QIP and also for department to support teams' challenges and barriers
- Build a QIP Data repository for staff to access & reference the QIP slides presented
- Act as a common platform of communication channel for QI related matter amongst various staff (medical, nursing, AHP & administrative/operational)
- Have a presentation schedule for teams involved in QIPs which is easily accessible (Infopedia)

Workflow was established since Aug 2020 and the workflow is constantly being reviewed and amendments made as needed.



Maintain a closed loop communication system throughout work process

## Results

- Department has established a QI framework, starting from idea generation to QI project closure where QI teams share project updates at a regular interval
- There is increased awareness amongst all staff re: ongoing QI initiatives and the sharing sessions provide opportunity for feedbacks and clarifications
- Provides opportunity for QI team sponsor, Department QI Champion & HOD to monitor QIP progress and address barriers and provide necessary support.
- A total of 9 QI projects have presented with regular updates over 38 sessions since commencing this work process. Five of the projects have completed & a data repository is maintained to keep score of the impact factor/

## Conclusion

Implementation of a structured work process for communication and information dissemination of QIPs in the Neonatal Department has been efficient, effective and sustainable.