



Singapore Healthcare Management 2022

SCH's in-house eLearning module – Basic Conversational Languages 2.0

SHM_HR010

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1 Introduction

- SingHealth Community Hospitals (SCH) is a young organisation with a tapestry of healthcare workers from various countries. Evidently, communication is a key enabler for healthcare workers to deliver person-centred care for patients. Hence it is important to provide resources to help our foreign colleagues assimilate into Singapore's multi-racial culture and overcome communication barriers.
- The language eLearning module was developed to strengthen one's language proficiency levels in the commonly used languages - Malay and Chinese, through self-paced learning.
- This will allow our healthcare workers to:
 - Understand patients' needs and better convey care instructions.
 - Generate a two-way conversation with patients and their next-of-kin.

Bridging Care. Building Communities.
DELIVER PERSON-CENTRED CARE TO
ACHIEVE HEALTH GOALS WITH OUR PATIENTS

2 Methodology

Define Project Goals & Deliverables

- With prior experience and feedback gathered from the first version launched in 2019, the team reviewed the project with 3 key intents:
- Expansion of vocabulary
 - Usage of interactive activities to reinforce learning
 - Enhancement of UI design with graphics and audio files

Requirements Gathering & Exploration

- Surveys were conducted with colleagues from Nursing and Rehabilitation department to understand their communication barriers. The patients' food ordering menu and other books/apps were also leveraged upon as reference materials.
- The eLearning module was designed with 3 stages: "Let's Learn", "Let's Review" and "Let's Assess" to reinforce knowledge retention.
- Over 200 words & phrases grouped into 3 main categories:

	GENERAL - Day & Time - Meals - Body Anatomy - Greetings & Introduction		REHABILITATION - Instructions & Commands - Physical Assessment		NURSING - Aches & Pain - Diseases & Symptoms - Personal Hygiene & Grooming - Medication
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Development & Refinements

- Articulate 360 software was used to design the eLearning module.
- A one-week pilot trial was conducted with 50 staff to gather feedback and address any issues.
- Leverage on the SingHealth eLearning platform to host the language eLearning module.

Implementation

- Prior to the launch, efforts were made to raise awareness and gather support through the following ways:
- eLearning Live demo to the Management & Clinical teams
 - Roadshows for staff
 - EDMs and posters displayed at common areas around the 3 hospital sites



New topics added: Rehabilitation, Body Anatomy & many more...
Over 200 words and phrases
Enhanced user interface & interactive activities
Available on the SingHealth eLearning Portal
SCAN THE QR CODE TO TRY OUT NOW!

Here are 5 tips to learn a language efficiently
Learning a language requires practice regularly. Check out the video and try out these tips in your language learning journey!

The eLearning module was officially launched on 15 November 2021.

3 Results

Learners' Engagement

Learners were well-engaged and motivated to learn new languages.

56% of SCH staff have accessed the eLearning module since the launch, with an average usage of **15 times** and **8 hours** of learning per user!

This is attributed to:

- Relevant content (i.e., commonly used words & phrases used in healthcare setting).
- On-demand learning with customized characters increases the engagement. This includes appealing visuals, quality audio content, gamification with quizzes and mini assessments.
- Accessibility of learning where staff can learn at their own pace, anytime, anywhere.



Enter your name to get started!
type your name here
Hello Hui Yin!

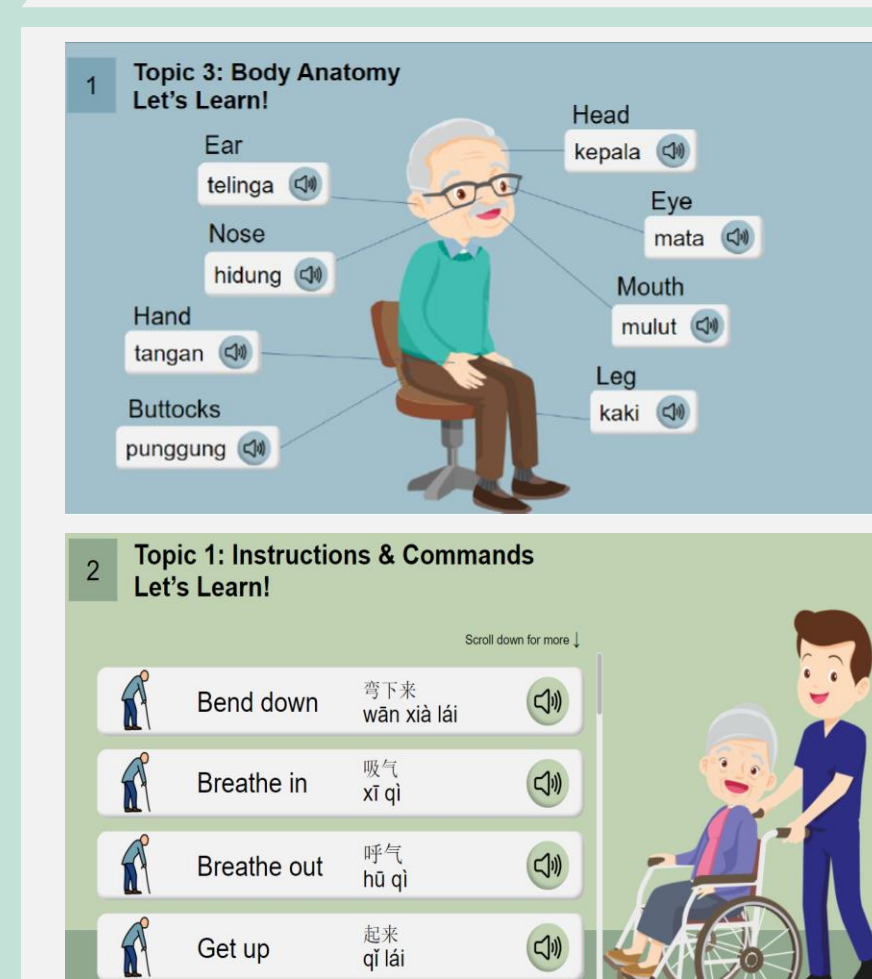
Learner's name captured with a personalized welcome message

Click on the voice translator to learn

I speak Chinese | I speak Malay

Audio translations available in Chinese & Malay

Let's Learn



Topic 3: Body Anatomy
Let's Learn!

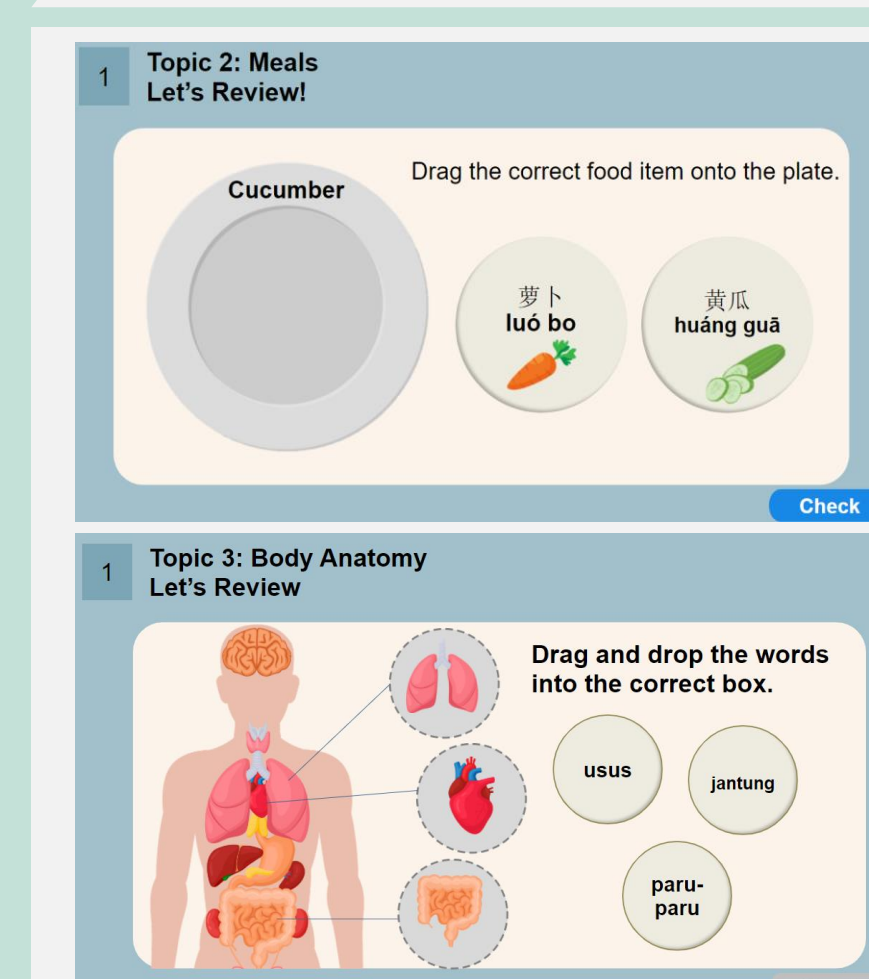
Head: kepala
Eye: mata
Mouth: mulut
Ear: telinga
Nose: hidung
Hand: tangan
Buttocks: punggung
Lip: kuku

Topic 1: Instructions & Commands
Let's Learn!

Bend down: mudo kua lai
Breathe in: xi qi
Breathe out: hu qi
Get up: qi qi

One-Stop Glossary page of words & phrases

Let's Review



Topic 2: Meals
Let's Review!

Drag the correct food item onto the plate.

Cucumber, lu bo, hui guai

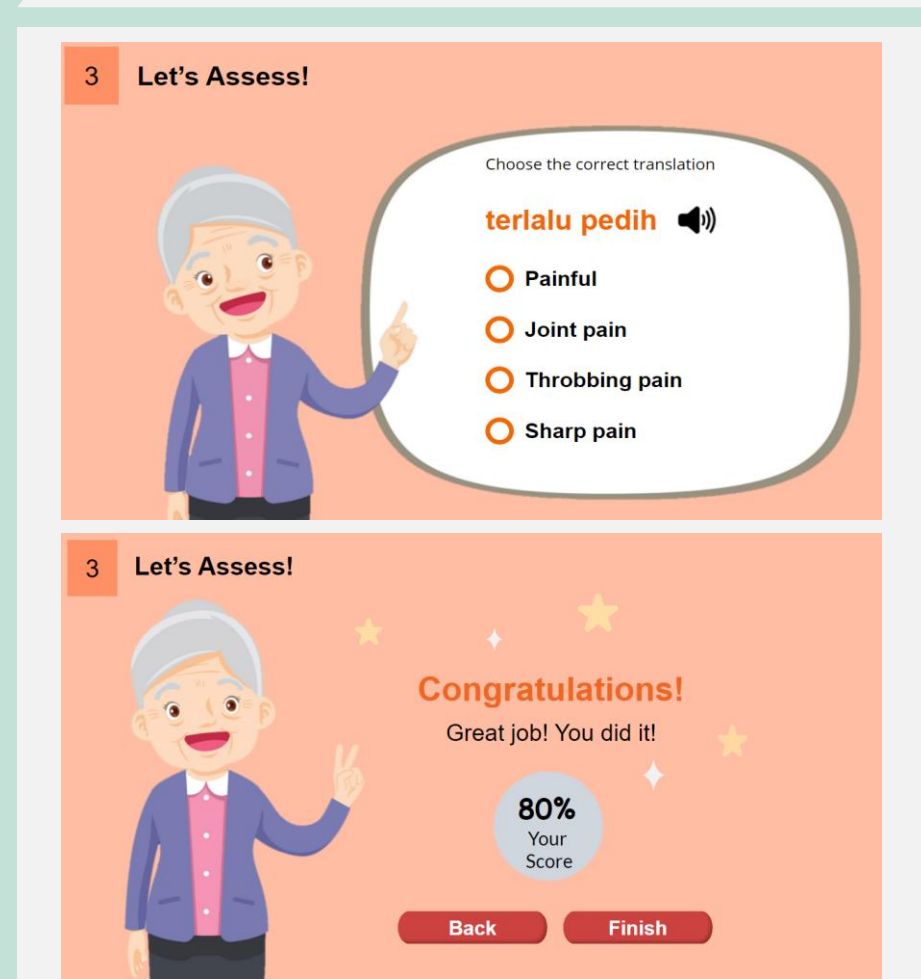
Topic 3: Body Anatomy
Let's Review

Drag and drop the words into the correct box.

uterus, jantung, paru-paru

Interactive activities to review progress

Let's Assess



Let's Assess!

Choose the correct translation

terlalu pedih

Painful, Joint pain, Throbbing pain, Sharp pain

Let's Assess!

Congratulations!
Great job! You did it!

80% Your Score

Mini Assessments to evaluate understanding

Learners' Performance

The learn & review segments were effective in allowing learners to retain the information and apply the newly acquired knowledge at their workplace.

Overall, our learners attained an average score of **90%** and above for each category:

Assessment Legend	Chinese	Malay
Category 1: General	90%	92%
Category 2: Rehabilitation	91%	93%
Category 3: Nursing	91%	92%

Learners scores are tracked in the LMS system for progress & performance.

The module is helpful with visuals and audio. I can definitely learn a lot from this!

I like the quiz games, very interactive!

The eLearning module gives me more confidence to communicate and understand patients' needs. I am now able to provide the needs of the patient more efficiently.

4 Conclusion

- Based on the key learning metrics, the language eLearning module was well-received and served as a useful learning tool. With this initiative, our foreign colleagues were supported in their efforts to deliver person-centred care through better communication with the patients and their next-of-kin.
- The team will continue to review the eLearning module and future plans could include expanding into other dialect translations for a more extensive learning experience.