



**Singapore Healthcare Management 2022**

# Enterprise Risk Management 101 e-Module

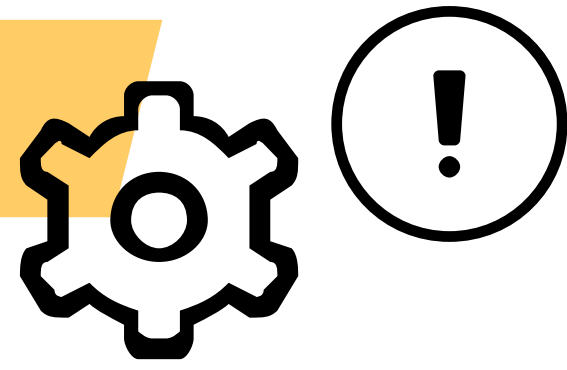
## Creating an ERM-Aware Culture



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### Introduction & Motivation



#### What is ERM?

Enterprise Risk Management (ERM) is an integrated approach that connects silos & examines multiple categories of risks. Since the mid-1990s, ERM has emerged as a concept & management approach for many industries including aviation & construction

#### ERM at SingHealth

Recognising the sustainable benefits of ERM, SingHealth initiated & implemented the ERM Programme on a cluster-wide basis in 2009 & became the first Singapore Healthcare cluster to do so.

#### Why ERM 101 e-module?

Leveraging on the momentum that online learning has garnered during the pandemic, we developed the ERM 101 e-module in the hope of reaching out to a large number of staff in an effective way. Some of the benefits with using e-learning include:

- ✓ Makes ERM knowledge easily accessible to all (more than 30,000 SingHealth staff) at their own pace and time
- ✓ Basic ERM principles & concepts in a colourful, simple and concise manner

### Methodology



#### CONCEPTUALISATION

- The ERM Education Task Force (E2TF) (convened by the SingHealth Chief Risk Officer Meeting (CROM)) discussed with the SingHealth Office of Risk Services (ORS) on the concept and development plans of ERM 101.

#### DEVELOPMENT

- Content was sourced from leading international ERM frameworks & ORS' existing content
- An introductory video by GCEO was filmed (placed before the start of the module to show leadership support.)
- A pilot launch was first done to allow module enhancements with Chief Risk Officers (CROs), ERM leads, ORS & a nominated sample of SingHealth staff from various specialisation groups (e.g. medical, nursing, allied health, administrators etc.).
- It was by intention that time taken to complete the module was kept to less than 20 minutes to minimise cognitive burden to the learner.

#### PUBLICITY

- ERM 101 was promoted via eDMs, ORS' ERM Bulletin & cluster-wide Infopedia spotlight banners
- A memo by CROs was also disseminated to respective institutions a day before the launch of ERM 101.

#### MONITORING

- Cluster senior leadership support was sought to make ERM 101 mandatory in an effort to ensure all staff participate, gain basic awareness and play a part in ERM
- ORS worked closely with institutional Learning & Development (L&D) Human Resource leads, & institutional ERM Leads, in encouraging and monitoring of staff completion of ERM 101.

### Results & Feedback

**ERM 101 E-Learning Module: Basics Of Healthcare ERM**

**Quiz 3**

In order to ensure successful implementation of ERM across the organisation, Elliot and his team would need to educate the various departments on healthcare ERM and its importance. Which of the following statements is/are correct about healthcare ERM?

- Healthcare ERM is important as the risk landscape for healthcare industry are constantly evolving.
- Healthcare ERM only focuses on patient safety.
- Risks which have never been encountered need not be considered in Healthcare ERM as it will waste resources.
- Well-managed risks may promote the achievement of objectives within the organisation.

**Reasons For Healthcare ERM**

Examining risks on an enterprise-wide basis is important in today's health care.

**Why ?**

- Evolving Risk Landscape
- Rapid Technological Advances
- Variability in the Patient Care Delivery
- Medico-Legal

Click on each button above to find out more.

**EVERYONE A RISK MANAGER**

#### The ERM 101 e-module consists of:

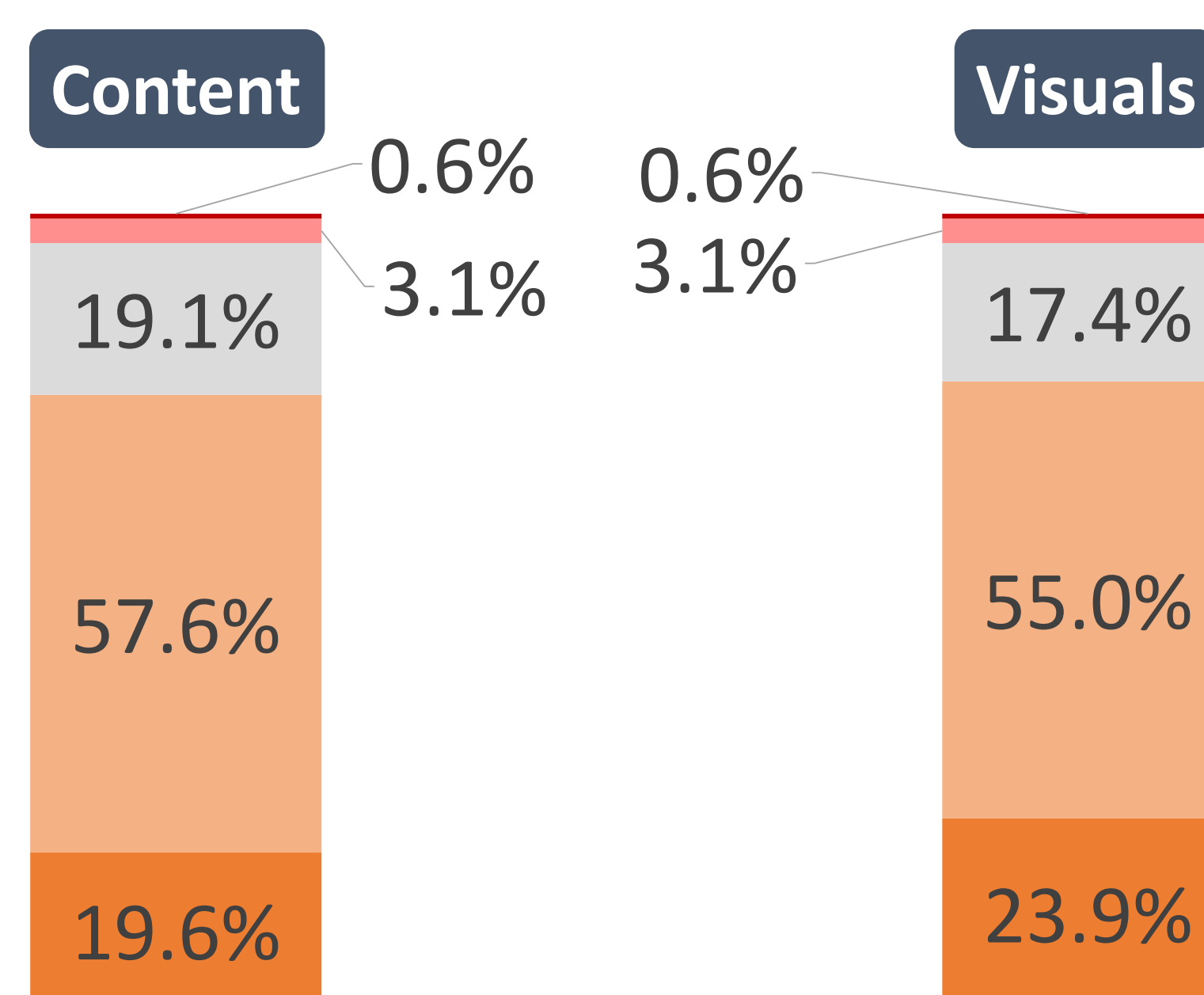
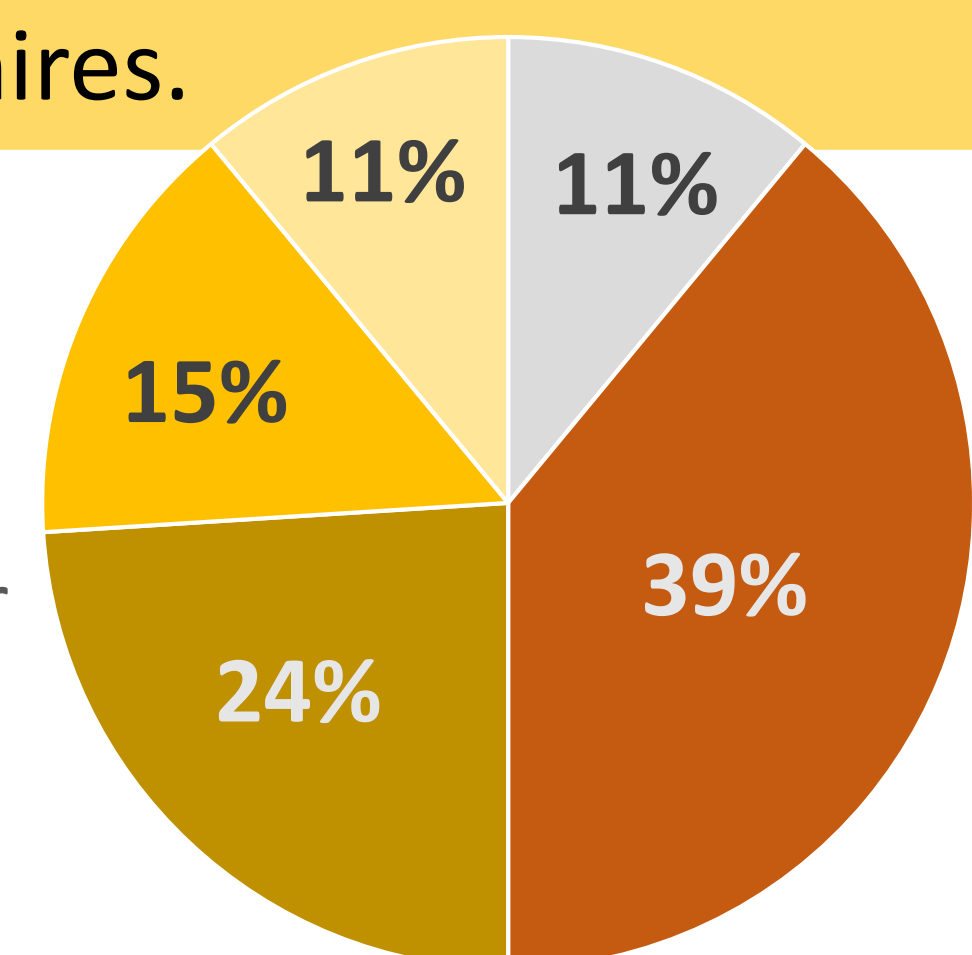
- **GCEO introductory video** - To bring across the necessity & importance of ERM awareness, as well as to show the strong commitment from senior management.
- **Main content with pop quizzes** – To enable learner to gauge his/her understanding at different pit stops
- **Final MCQ test** – To test learner's understanding of the content
- **Evaluation survey** – To gather feedback for improvement



We have successfully launched ERM 101 across SingHealth & achieved participation from the entire Cluster within 6 months (as directed by senior leadership). Moving forward, the module will be included in the orientation program of new hires.

Majority of the learners are from Nursing (39%) and Allied Health (24%)

- Medical
- Nursing
- Allied Health
- Administrator
- Ancillary



77.2% & 78.9% of learners gave a rating of "Good"/"Excellent" for module content & visuals respectively

Legend: Excellent (Orange), Good (Light Orange), Average (Grey), Fair (Pink), Poor (Red)

Data accurate as at 23 June 2022

### Conclusion

The convenience offered by ERM 101 promotes efficient content delivery & easy self-learning across the institutions & catalyses our strategic plan towards fostering an ERM-Aware culture in SingHealth.

### Future Initiatives

There are future plans to develop ERM 102 (Intermediate level ERM knowledge) & ERM 103 (Advanced level) to suit the learning needs of staff who are involved in ERM in their area of work