Harmonised Continuous Education for Cross-Institution Infection Control (CIIC) Auditors

SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE

Institute for Patient Safety & Quality

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INTRODUCTION

CIIC audit in SingHealth aims to maintain high standard of compliance to Hand, Environmental, Kitchen Hygiene. 173 Auditors, comprising of Nursing, Allied Health Professionals and Administrators, conduct independent Cross Institution assessments guided by standardised audit tools.

The audit aims to identify areas of improvement and facilitate implementation of standardised patient safety practices across healthcare settings. Through fostering collaboration and implementing the necessary improvements, it creates an environment that supports teamwork, effective communication and shared decision making.

More than 500 audits have been conducted in the SingHealth cluster to date. Audit reports which are tied to the Balanced Score Card (BSC) are shared with Senior Management to promote a culture of accountability and continuous improvement.

OBJECTIVE

Along with adhoc trainings (Figures 1-2), a buddy system is in place (Figure 3) where new auditors are paired with experienced auditors for "On the Job" training. Since the audit frequency per auditor was low, the need to establish continuous learning and formalise the training roadmap for auditors to ensure high audit standards was acknowledged. Besides, the buddy system required a good foundational understanding of key audit concepts to enhance overall audit performance.
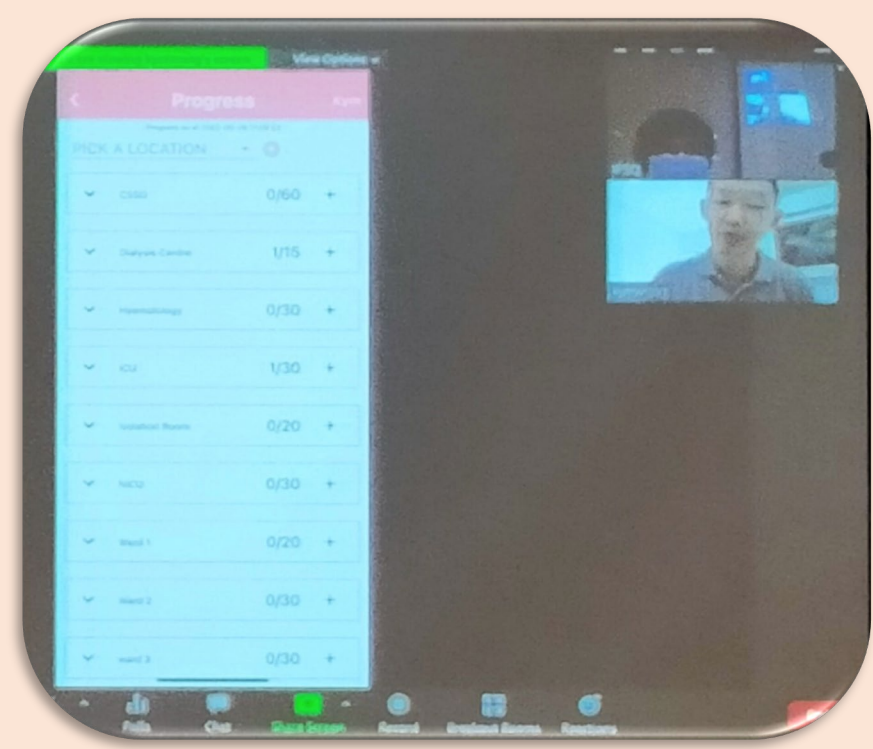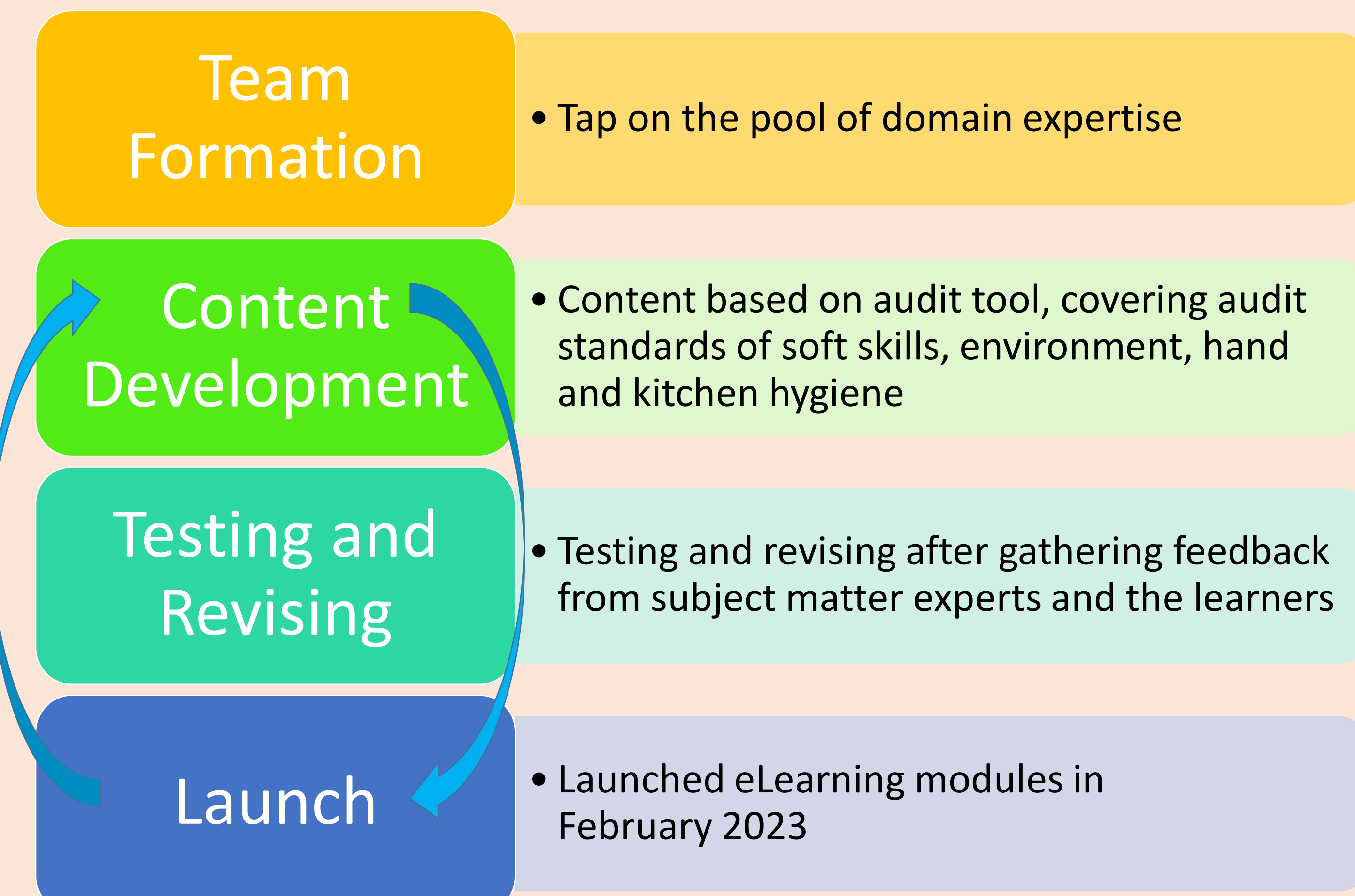
Figure 1: Zoom Training

Figure 2: Face-to-Face Training

Figure 3: Buddy System

METHODOLOGY

A team of experienced CIIC auditors, Tracer Consultants together with IPSQ, co-developed a set of 4 eLearning modules, namely Soft Skills, Cross Institution Hand Hygiene (CIHH), Environment Hygiene (CIEH) and Kitchen Hygiene (CIKH) to meet the needs of structured training. By leveraging on diverse expertise, perspectives and skills, these comprehensive eLearning modules were co-developed to achieve the desired learning outcomes.

Team Formation
• Tap on the pool of domain expertise

Content Development
• Content based on audit tool, covering audit standards of soft skills, environment, hand and kitchen hygiene

Testing and Revising
• Testing and revising after gathering feedback from subject matter experts and the learners

Launch
• Launched eLearning modules in February 2023

RESULTS

Four eLearning modules namely, Soft Skills, Cross Institution Hand Hygiene (CIHH), Environment Hygiene (CIEH) and Kitchen Hygiene (CIKH) (Figures 4-8) were launched in February 2023.

To date, 75.7% (n=131) completed the assigned modules.

Favourable comments such as "**well-planned, concise, informative curriculum and scenarios, easy accessibility, incorporated real life case studies, especially useful for newly appointed auditors**", were received from the learners.

The high level of interactivity through the use of videos and quizzes in the eLearning platform is effective in engaging learners and retaining information more effectively.

There is periodic monitoring of the completion rate and frequent reminders are sent to auditors to complete the modules, before the upcoming audits.

Interests concerning cross learning of eLearning modules, such as CIHH auditors keen on CIEH and CIKH modules and vice versa were received. Hence access was granted to all eLearning modules.

Due to the comprehensiveness of the contents, learners had requested for the modules to be extended to 4 SingHealth Institutions for their training of their internal auditors.

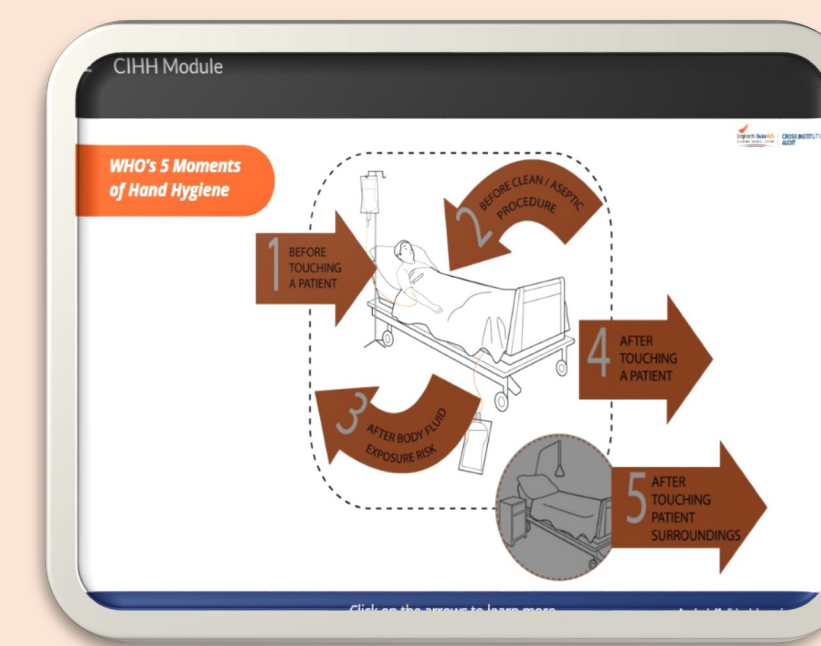**Figure 4: eLearning Module**

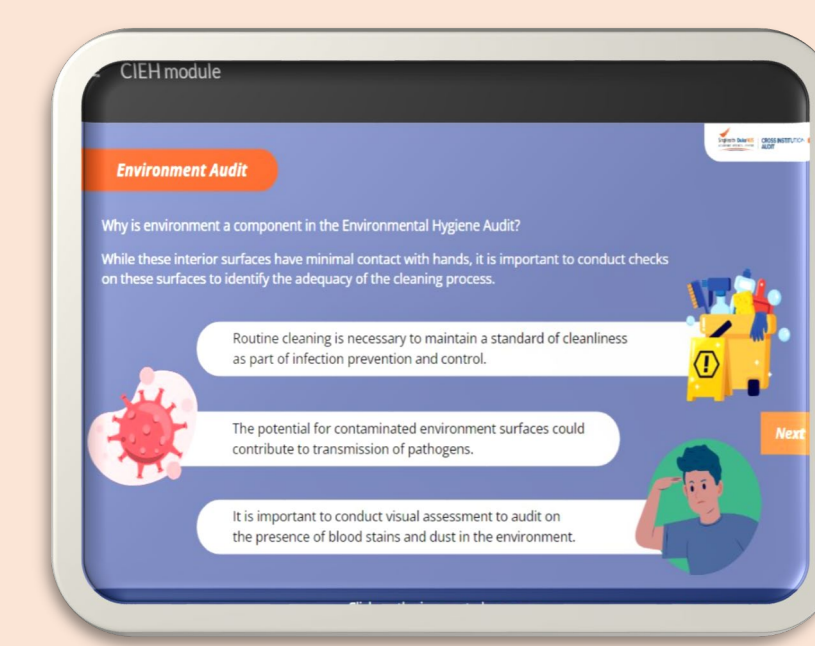**Figure 5: Soft Skills Module**

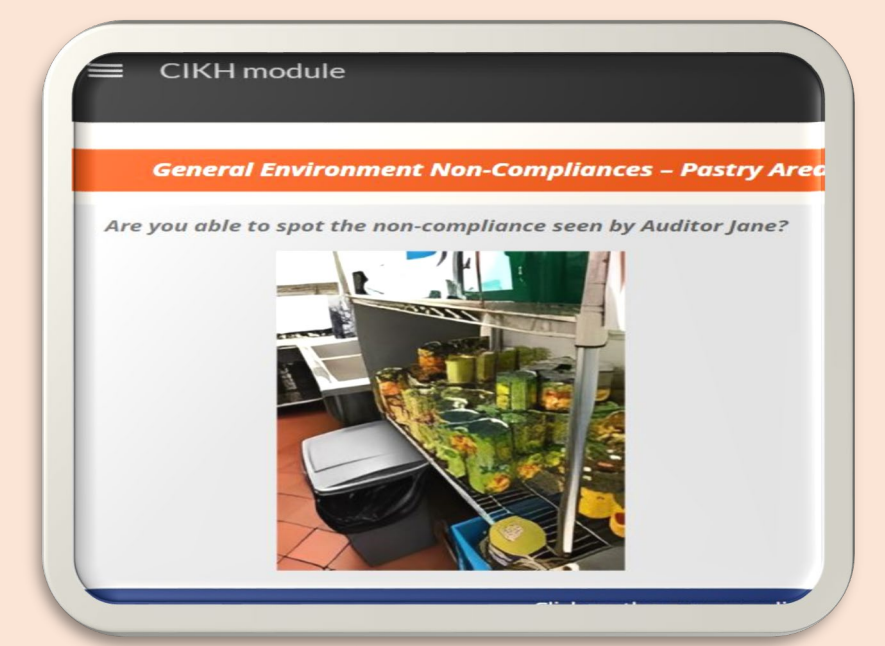**Figure 6: CIHH Module**

Figure 7: CIEH Module

Figure 8: CIKH Module

CONCLUSION

eLearning enables a continuous mode of education and is effective in formalising the training of CIIC auditors, ensuring access to resources and support whenever needed by removing time and location barriers. The content is harmonised since it is co-developed and reviewed with respective domain experts across SingHealth and coordinated by the Cluster through IPSQ. It is a sustainable and scalable mode for the busy healthcare workers and can be extended to other audit domains.

ACKNOWLEDGEMENT

For any collaboration opportunities, please contact IPSQ at ipsq@singhealth.com.sg