



Singapore Healthcare Management 2023

ERM 102 e-Module:

Upskilling our ERM Practitioners through Online ERM-ducation

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Introduction and Background

Enterprise Risk Management (ERM) at SingHealth is an overarching framework that aims to **integrate and strengthen:**

1. Risk management
2. Patient safety
3. Business continuity management

SingHealth implemented ERM Programme cluster-wide in 2009 & became the first Singapore Healthcare cluster to do so.

An initiative led by ERM Education Task Force (E2TF), ERM e-module series was started in 2021.

Motivation

A Cluster-wide compulsory module 'ERM 101: Basics of Healthcare ERM' was launched in 2021 to impart basic ERM concepts to all SingHealth staff.

In an effort to fulfill learning needs of our SingHealth ERM leads and practitioners, we developed ERM 102 with the aim to equip them with intermediate ERM knowledge and increase the depth of their ERM expertise via a self-directed learning approach.

Methodology

Development

- SingHealth Office of Risk Services (ORS) and E2TF conceptualised the module.
- The content was modified with reference to credible sources and ORS' existing content.
- Module was developed based on an educational cognitive load theory for learners.

Publicity

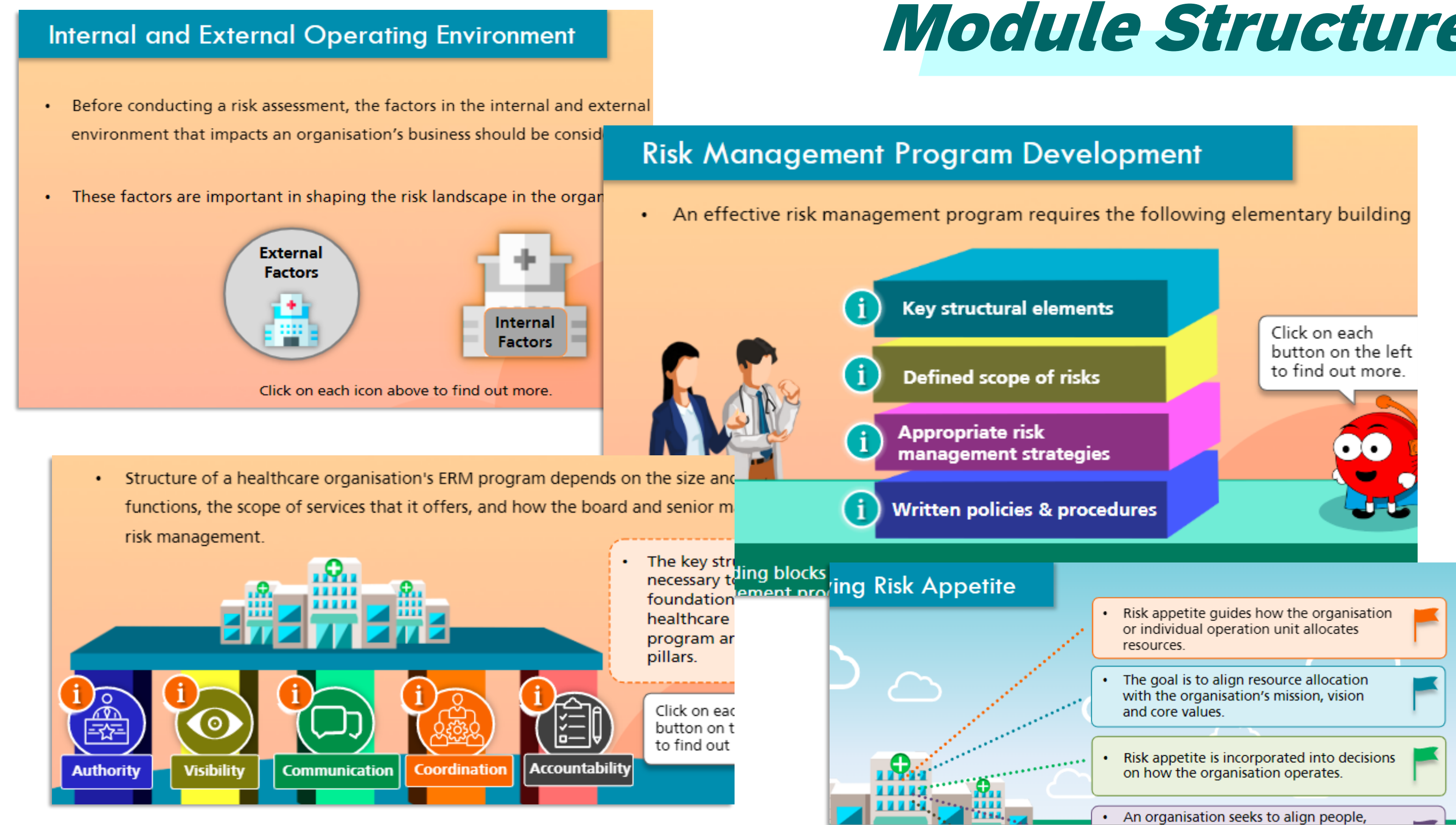
- The module was launched in August 2022.
- ERM 102 was promoted through eDMs and ORS' ERM Bulletin.
- An ERM 102 registration guide was created and made accessible via SingHealth's Infopedia page to facilitate self-registration.

Monitoring

- Institutional ERM leads work with ORS in monitoring their selected staff's completion.

ERM 102 offers **efficient & effective content delivery** across our **targeted pool of ERM/Risk practitioners** & acts as an **impetus** in our strategic plans **in developing ERM practitioners** who are better equipped with the ERM concepts and knowledge in their work.

Module Structure



ERM 102 exposes learners to **key concepts** such as internal and external factors moulding the risk landscape, elementary building blocks and structure of an effective risk management program as well as risk appetite and tolerance.

Quiz 2 interface showing a question about developing a successful Risk Management Program. The question asks which statement regarding development of a Risk Management Program is correct. The options are:

- A single technique helps effectively manage significant risks that could potentially impact the organisational goals.
- It is more important to consider factors in the scope of risks.
- A healthcare organisation should focus on...

Pop quizzes (at different checkpoints) and **final MCQ quiz** allow learners to gauge and test their understanding.

ERM 102 Final Quiz interface showing a question about Risk Appetite. The question asks which is the correct reason for setting a Risk Appetite Statement (RAS). The options are:

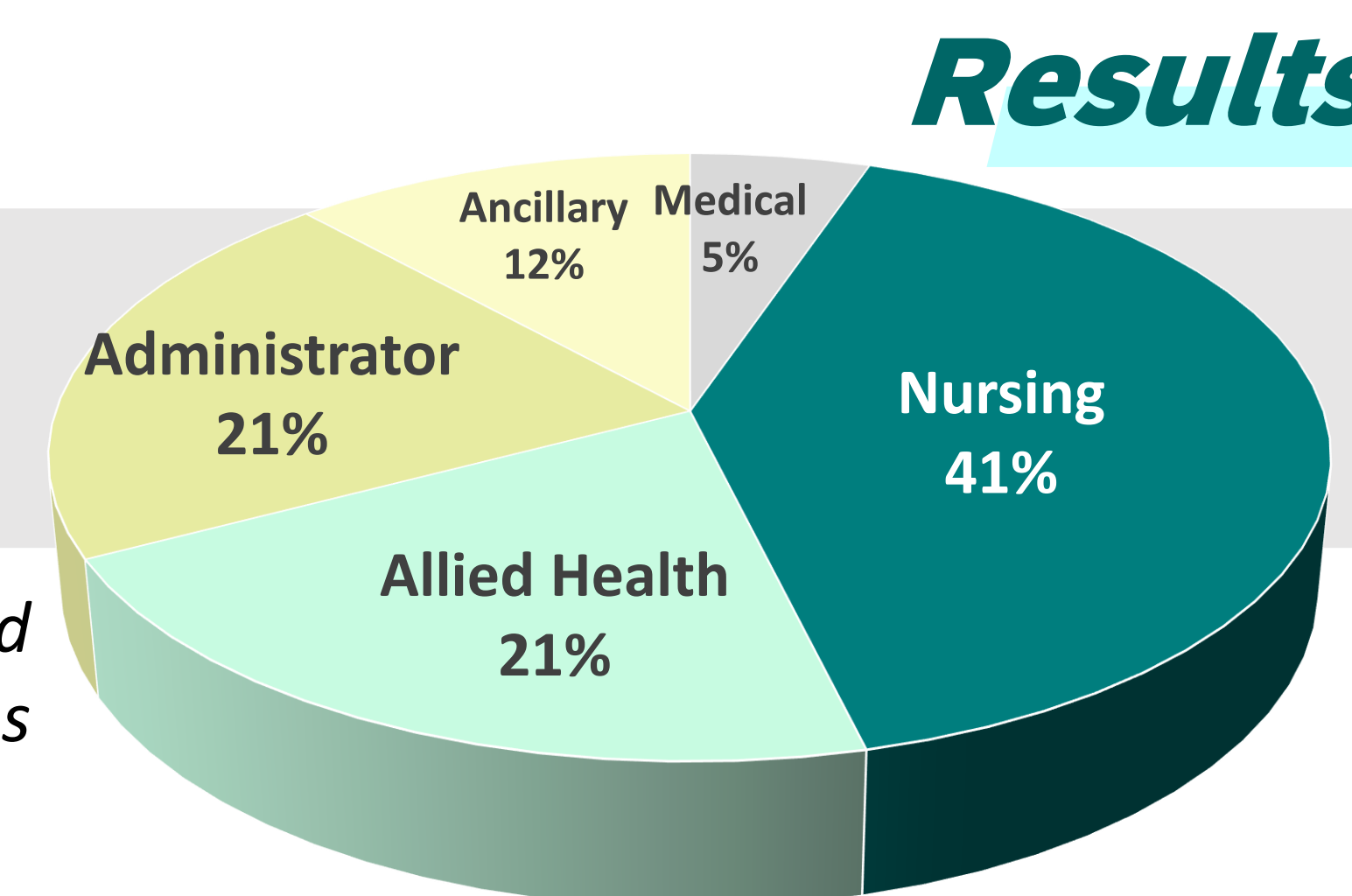
- A. Defining a strong RAS can help create and reinforce the desired risk culture at the organisation.
- B. They can aim to operate within it.
- C. Its risk approach in the changing times.
- D. and make informed risk-related decisions.

 Below the quiz is an evaluation survey table with columns for Content, Visuals, and overall rating (Poor, Fair, Average, Good, Excellent).

Feedbacks from **evaluation survey** enable us to better understand learning needs and habits of learners.

At the time of writing (20 June 2023), 2311 SingHealth staff have attempted the module.

Distribution of learners based on their specialisations



80% & 77% of learners gave a rating of "Good"/ "Excellent" for module visuals & content respectively.

EVERYONE A RISK MANAGER

Conclusion & Future Works

There are future plans to develop **ERM 103 (Advanced level)** to suit the higher learning needs of our staff. ERM 103 will complement ERM 101 & ERM 102 as part of the ERM e-module series. Staff involved in ERM in their work are expected to completed all 3 modules.