

Project Title

A Cross-Industry Engagement Platform in Quality and Innovation

Project Lead and Members

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Organisation(s) Involved

SingHealth Duke - NUS Institute for Patient Safety & Quality

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Patient Safety and Quality

Project Period

Start date: 2022

Completed date: 2022

Aim(s)

To provide a cross-industry engagement platform to share and celebrate improvement and innovation collaborations in building a culture of continuous learning.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Organisational Leadership, Communities of Practice, Idea Sharing, Collaborations, Collective Leadership, Systems, Groups, Interpersonal, Communication, Human Resource, Staff Engagement

Training & Education, Learning Approach, Collaborative Learning, Social Learning, Education Platform

Keywords

Quality And Innovation, Cross-Industry Engagement Platform, Cross-Institution and Cross-Industry Learnings, Patient Safety and Quality

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**Singapore Healthcare
Management 2022**

A CROSS-INDUSTRY ENGAGEMENT PLATFORM IN QUALITY AND INNOVATION THE ANNUAL SINGHEALTH DUKE-NUS QUALITY & INNOVATION DAY



**Institute for
Patient Safety & Quality**

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INTRODUCTION

Bringing together industry experts, educators, students and patient advocates, the annual SingHealth Duke-NUS Quality & Innovation Day (QID) is designed as a cross-institution platform for staff to come together to engage, network, share learnings, celebrate quality and innovation efforts and find inspirations and ideas for future improvement efforts and initiatives.

The platform serves to inspire and enable the community to constantly improve care quality and safety for our patients as well as our healthcare workers.

AIM

To provide a cross-industry engagement platform to share and celebrate improvement and innovation collaborations in building a culture of continuous learning.

METHODOLOGY

QID was designed to include three essential components to achieve the aim:

1. Speaking tracks where external industries, healthcare professionals and patient advocates share learnings from their areas of expertise
2. A graduation ceremony to recognise graduates of the Healthcare Quality Improvement Programme
3. A poster excellence award ceremony to recognise project teams who have shown excellence in their projects

The organisers collaborated closely with SingHealth Institution representatives who were appointed as QID Working Committee Member. Through a collaborative approach, the QID Working Committee played an integral role in ensuring efficient communications and effective publicity on the ground.

RESULTS

Over the years, QID has garnered support from cross-industry speakers such as Google, GovTech, Home Team Science & Technology Agency, Public Service Division and many more. It offers a diversity of topics with a good variety of speakers to the attendees (e.g., 960 attendees in QID 2022)

Out of 114 (100%) responses gathered from QID 2022 evaluation survey, 112 attendees (98%) felt the event met their expectations.

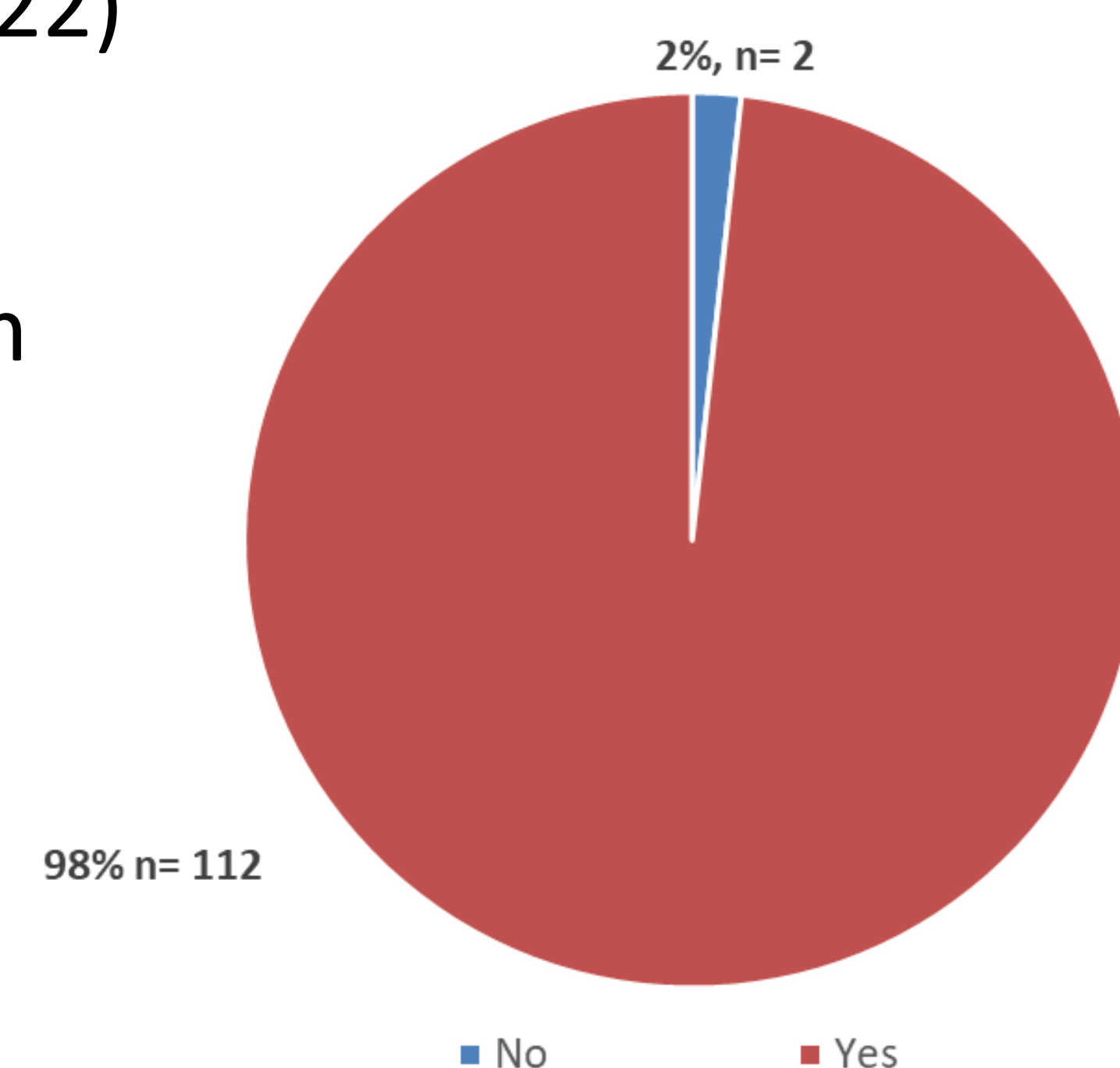


Figure 1: QID 2022 Results of responses to evaluation question 'Were your expectations of the event met?'

- Of which,
- ✓ 47 (41.2%) enjoyed the topics/content
 - ✓ 40 (35.1%) enjoyed the speakers' line-up
 - ✓ 11 (10.5%) enjoyed the mode of engagement
 - ✓ 8 (7%) enjoy all areas

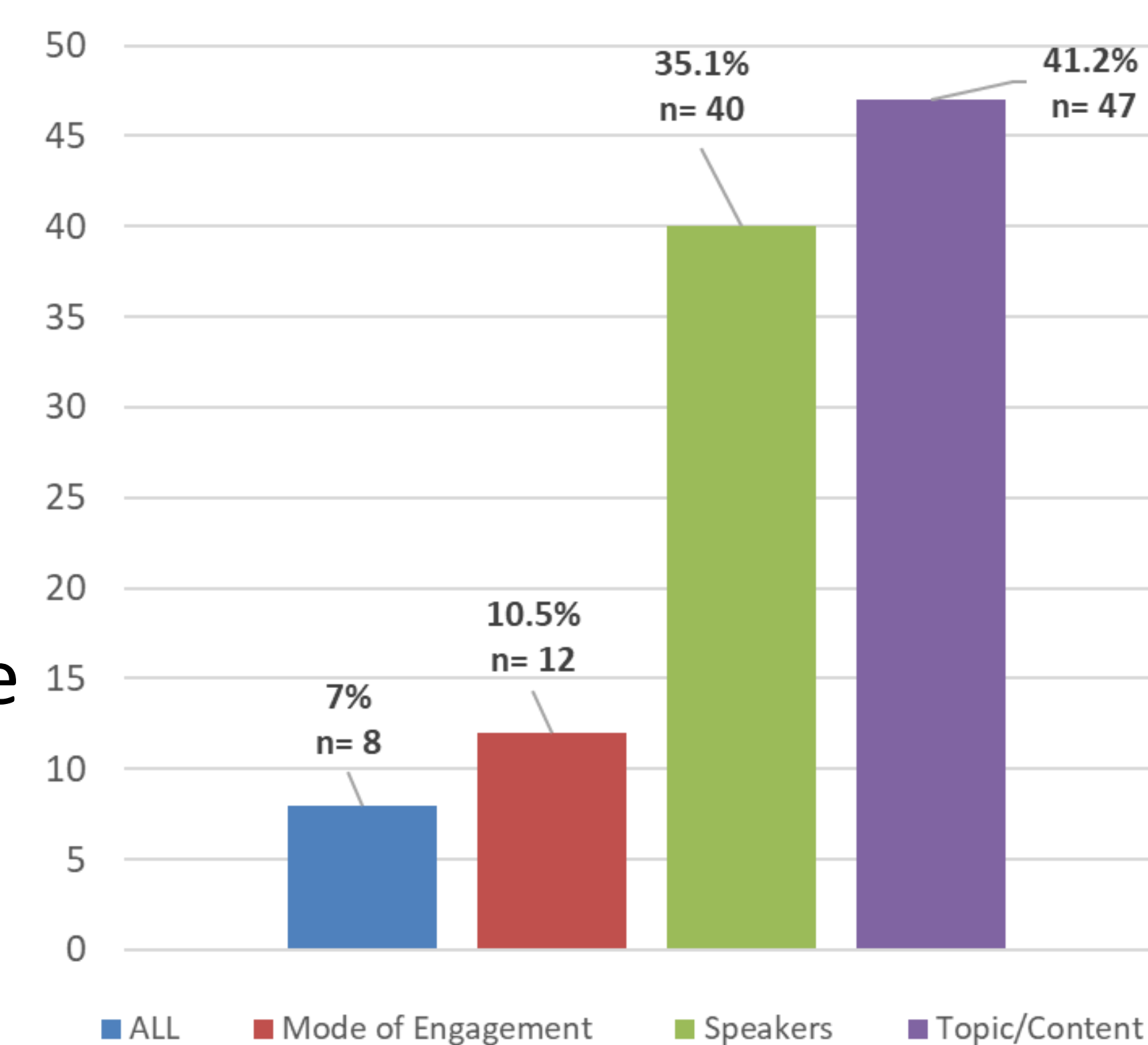


Figure 2: Results of responses to evaluation question 'What did you enjoy most about the session?'

At QID 2022, 157 graduates were recognised at the AM-EPIC Quality Improvement Graduation Ceremony and 169 individuals across 23 project teams, were recognised through the IPSQ Poster Excellence Award.

193 Patient Safety and Quality abstracts and posters submitted were published in the Patient Safety and Quality Archives (PSQA) 2022 Volume 3 with a total of three issues, accessible online via IPSQ website.

CONCLUSION

QID organised in collaboration with SingHealth Institutions and Duke-NUS, was effective in enabling cross-institution and cross-industry learnings, celebrating good work and achievements, and aligning with organisational priorities in promoting Quality and Innovation in the AMC.