

#### **Project Title**

SCH's in house eLearning module Basic Conversational Languages 2.0

#### **Project Lead and Members**

- Tan Hui Yin
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- Nur Raudha Binte Ismail

#### **Organisation(s) Involved**

SingHealth Community Hospitals

#### Healthcare Family Group(s) Involved in this Project

Healthcare administration

#### **Applicable Specialty or Discipline**

Human resource

#### **Project Period**

Start date:15 Nov 2021

Completed date: Not indicated

#### Aim(s)

- Understand patients' needs and better convey care instructions.
- Generate a two-way conversation with patients and their next of kin.

#### **Background**

See poster appended/below

#### Methods

See poster appended/below



#### CHI Learning & Development (CHILD) System

#### **Results**

See poster appended/ below

#### Conclusion

See poster appended/below

#### **Project Category**

Organisational Leadership

Human Resource, Staff Development

Training & Education

Learning Approach, Self-Directed Learning, Education Platform, Virtual Learning Platform (Elearn)

#### **Keywords**

Basic Conversational Languages, Language Elearning Module, Language Proficiency, Communication Barriers

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

SHM HR010

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# 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 **Bridging Care.** Building Communities. **DELIVER PERSON-CENTRED CARE TO**
- 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:

overcome communication barriers.

- > Understand patients' needs and better convey care instructions.
- > Generate a two-way conversation with patients and their next-of-kin.

# 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



ACHIEVE HEALTH GOALS WITH OUR PATIENTS

**NURSING** - Aches & Pain Diseases & Symptoms - Personal Hygiene & Grooming

### **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



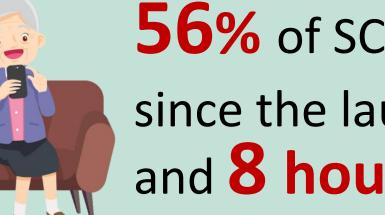




Results

### 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:

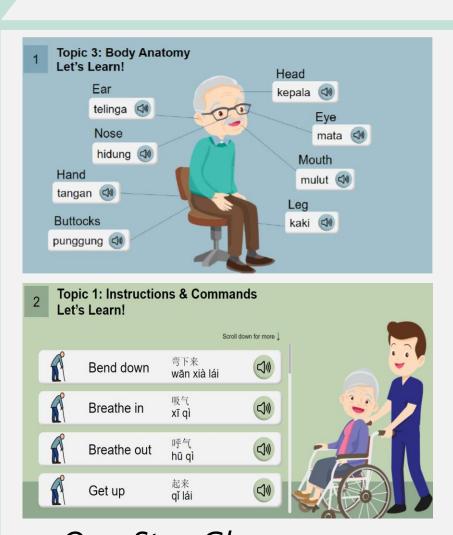
- ✓ Relevant content (i.e., commonly used) words & phrases used in healthcare setting).
- ✓ On-demand learning with customized characters increases the engagement. This includes appealing visuals, quality audio content, gamification with quizzes and mini assessments.
- Accessibility of learning where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

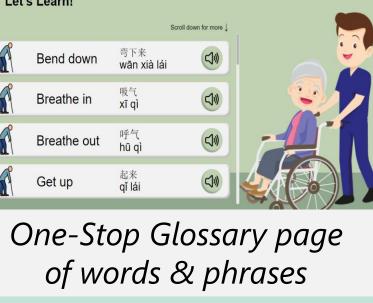


Audio translations available in Chinese & Malay

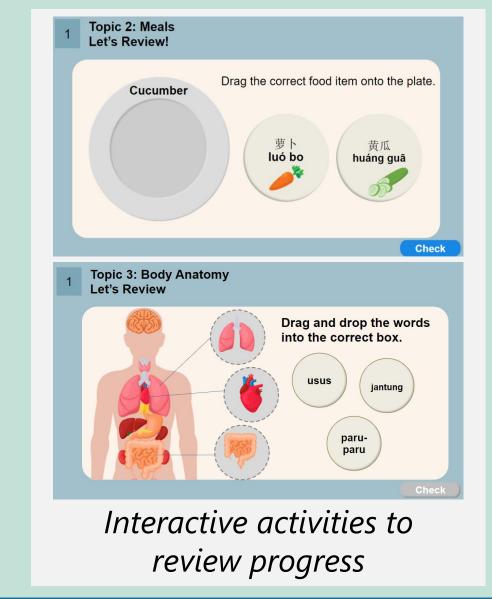
Let's Assess

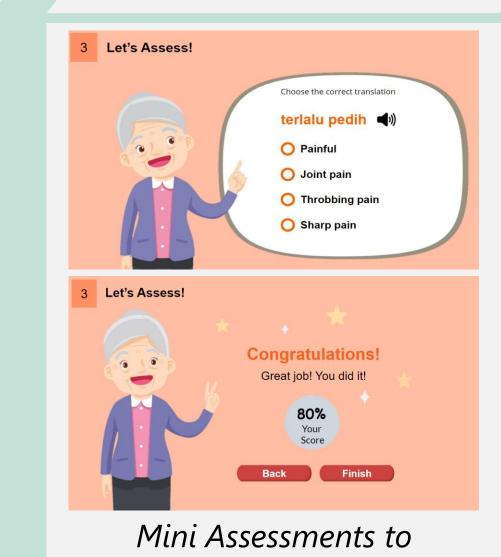
### Let's Learn





## Let's Review





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:



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



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.

# Conclusion

Learners scores are tracked in the

LMS system for progress & performance.

- 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.

The eLearning module was officially launched on 15 November 2021.