

Developing a Culturally Relevant Quality and Innovation Distinction Track for Residents in Training

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Background:

NUH is a 1239-bed, Academic Medical Centre in Singapore, with approximately 600 residents in clinical training programs. The hospital has a well-established patient safety/quality program.

The Aim was:

To provide a culturally relevant, structured training program to formalise training in QI for doctors in specialist training and accelerate their capacities to lead efforts in system change.



- To build a culture of safety, continuous improvement and innovation in young doctors
- To foster and encourage Quality, Innovation, Collaboration, Empowerment and Value
- To enable a pipeline of clinician leaders with a background in clinical quality

Actions and Progress

Senior management was engaged through a series of meetings and presentations, and a modest amount of funding for the program was secured.

Faculty Recruitment



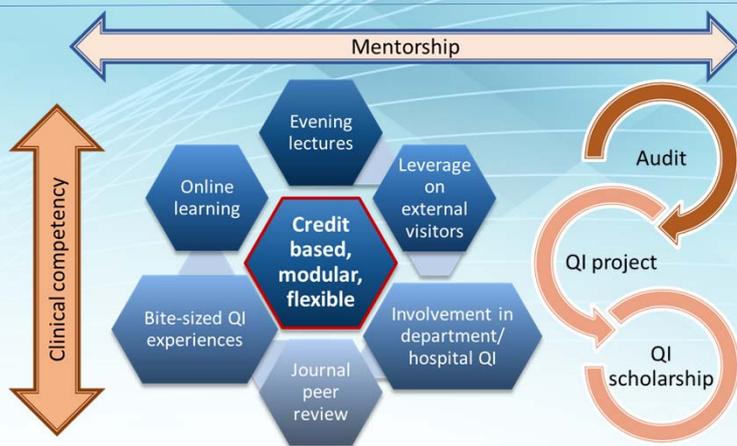
Clinicians and QI Professionals

Publicity



The Programme: A distinction program in quality and healthcare innovation was set up in 2016, starting with literature review of programs worldwide.

- Existing programs organised by the quality department were collated.
- The program was designed as a 3-year, semi-structured, modular, credit-based certificate program, consisting of online learning, classroom sessions, group discussions, and “on-the-job” mentorship, and Bite-Sized QI Modules, which runs in parallel with the various clinical training programs.



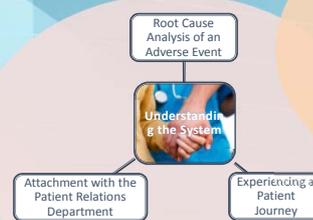
Leveraging Other Opportunities

Building Relationships



Social Gatherings Faculty Development

Bite-Sized QI



Mentorship

- Healthcare “datathon”: Linking HCPs with computer scientists to use AI to solve healthcare problems
- Healthcare Debate: Generalist vs. Specialist led care!
- Workshop by visiting expert: Dr Kaveh Shojanian

Results: 23 residents are recruited since 2016.

- 17 have completed clinical audits and QI projects.
- Three-residents have won competitive HSR grants, and five have presented their work in QI conferences.
- Survey showed 33% and 67% were extremely satisfied and very satisfied respectively, with the opportunities for QI research and scholarly activities.

Key Message: Staying flexible, supportive learning culture, ground up involvement in areas of institutional priorities, and productive channelling of energy are some of the success factors.