

Project Title

Bridging Radiography Technical Sessions With E-Learning

Project Lead and Members

Project lead: Chua Poh Hai

Project members: Ong Kian Boon, Charmaine Chu Hao Ee, Muhammad Radzee, Jenny Chua

Foong Ying, Nia Nasyitah

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Allied Health

Applicable Specialty or Discipline

Radiography

Project Period

Start date: Jan-2017

Completed date: Jul-2018

Aims

Specific—Increase radiographers' participation in monthly technical sessions, through e-learning from July 2017. Attendance data will be collected to ensure accuracy and reliability.

Measurable—The participation rate, from both lunchtime and e-learning sessions, will reach up to 80%.

Achievable—The e-learning will be conducted through NTFGH's eLEARN LMS, which is available for presentation upload and dissemination.

Relevant—Increased participation rate demonstrates increased personal investment in radiographic continuous professional development (CPD)

Timely—The combined participation rate target will be achievable in 12 months

Background

See poster attached/ below

Methods

See poster attached/ below

Results

See poster attached/ below

Lessons Learnt

It is important to enforce the importance of CPD participation through the eLEARN LMS

Conclusion

See poster attached/ below

Project Category

Training & Education, Education Platform, Virtual Learning Platform, Lifelong Learning, Care & Process Redesign, Lean Methodology

Keywords

E-Learning, Radiography Technical

Name and Email of Project Contact Person(s)

Name: Chua Poh Hai

Email: poh_hai_chua@nuhs.edu.sg

BRIDGING RADIOGRAPHY TECHNICAL SESSIONS WITH E-LEARNING

MEMBERS: P. H. CHUA, K. B. ONG, CHARMAINE H. E. CHU, MUHAMMAD RADZEE, JENNY F. Y. CHUA, NIA NASYITAH

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

Define Problem/Set Aim

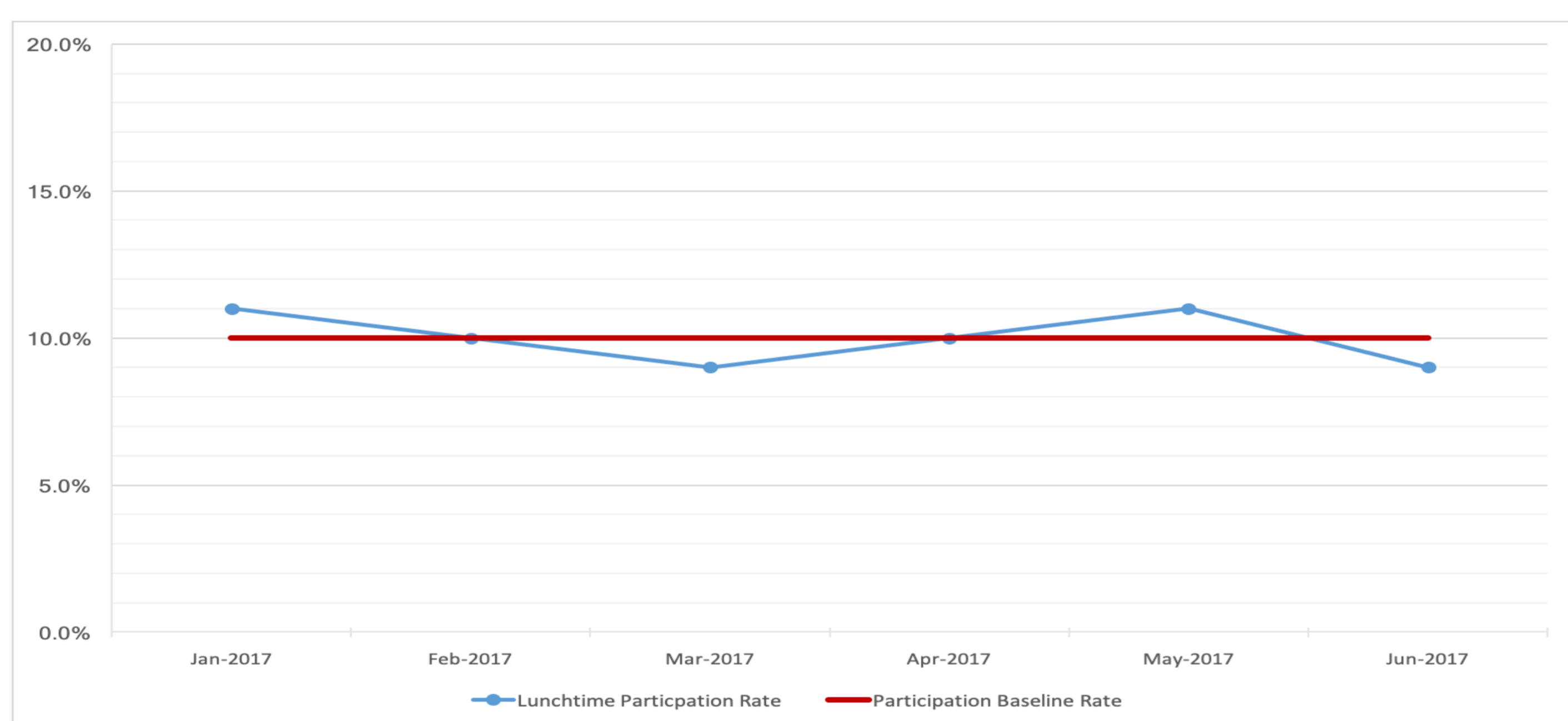
Opportunity for Improvement

Between Jan and Jun 2017, an average of **10%** of all radiographers were able to attend monthly technical sessions during lunch time. This was below the department's target of **80%**. A survey showed that radiographers' willingness to attending technical sessions dropped from **50%** to **43.9%** in the same period.

- Aim**
- Specific—Increase radiographers' participation in monthly technical sessions, through e-learning from July 2017. Attendance data will be collected to ensure accuracy and reliability
 - Measurable—The participation rate, from both lunchtime and e-learning sessions, will reach up to 80%
 - Achievable—The e-learning will be conducted through NTFGH's eLEARN LMS, which is available for presentation upload and dissemination
 - Relevant—Increased participation rate demonstrates increased personal investment in radiographic continuous professional development (CPD)
 - Timely—The combined participation rate target will be achievable in 12 months

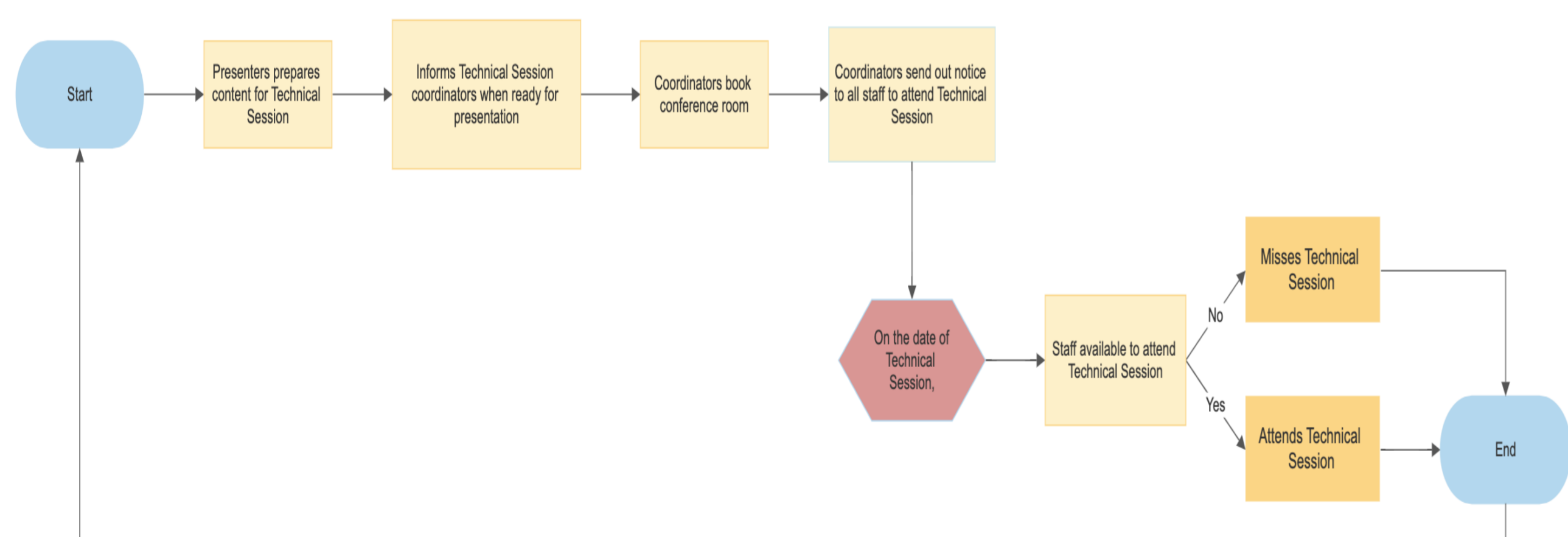
Establish Measures

What is your current performance?

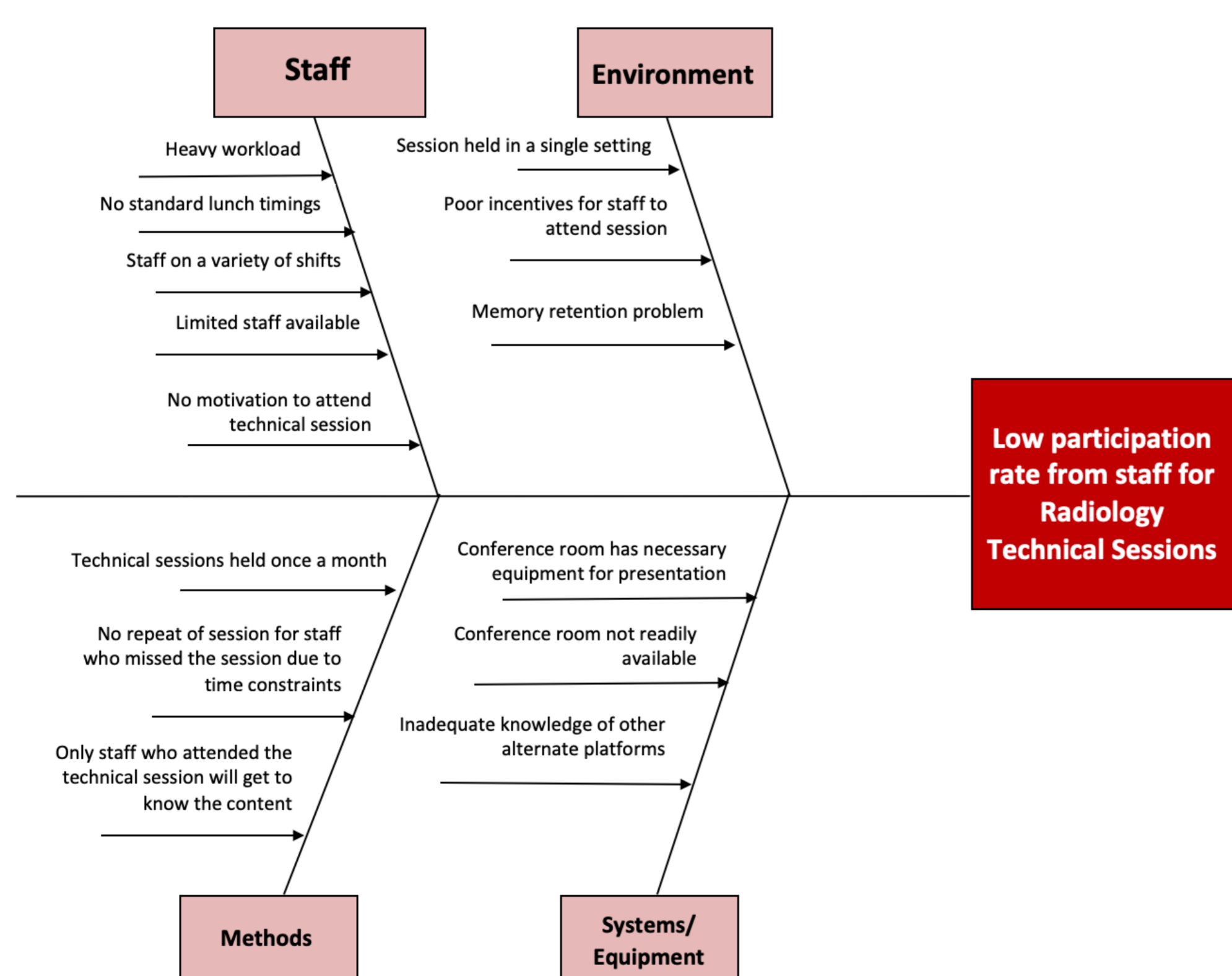


Analyse Problem

What is your current process?



What are the probable root causes? Include pareto (if any)



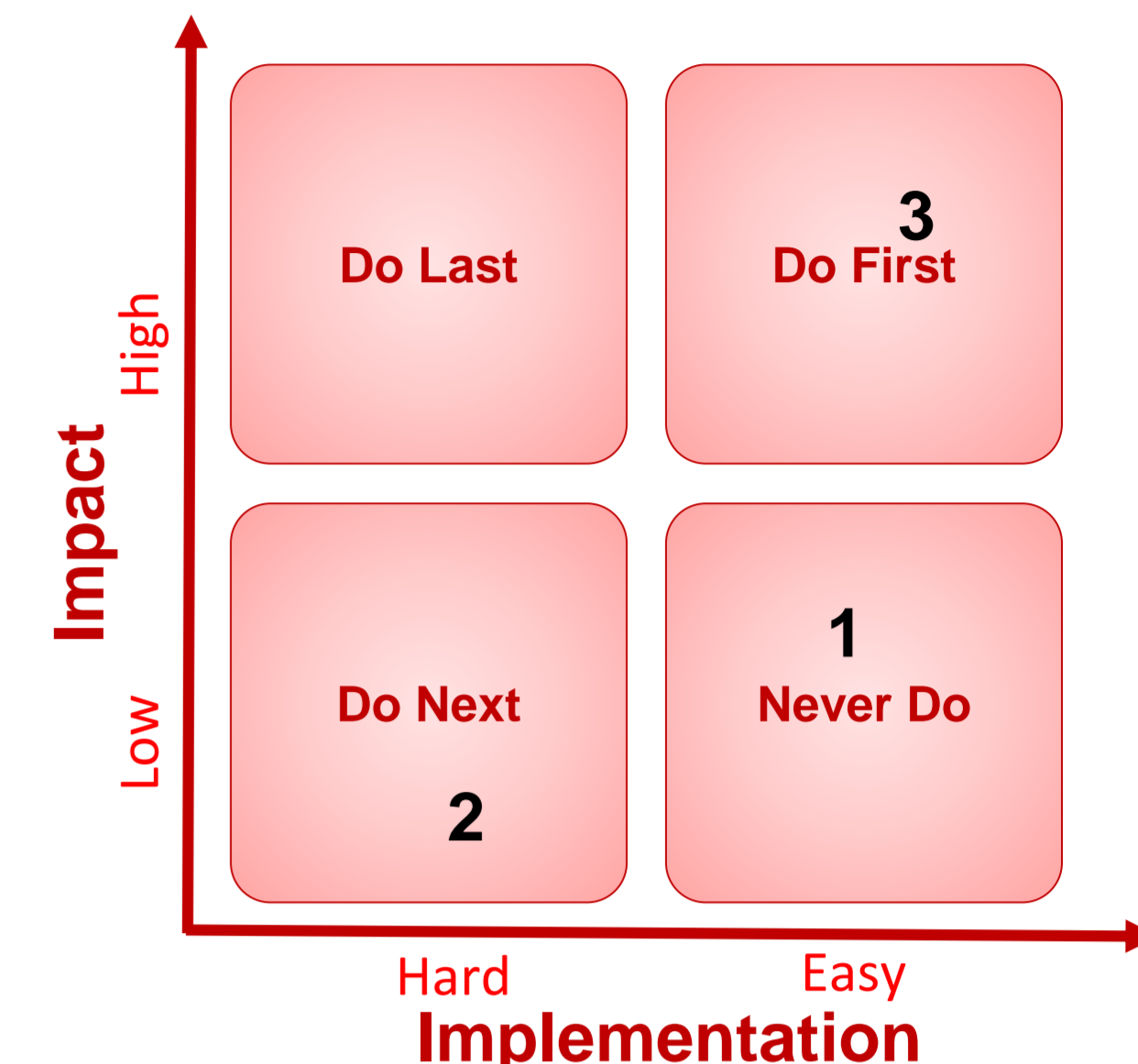
Select Changes

What are the probable solutions?

What are the solutions selected?

How will this piloted?

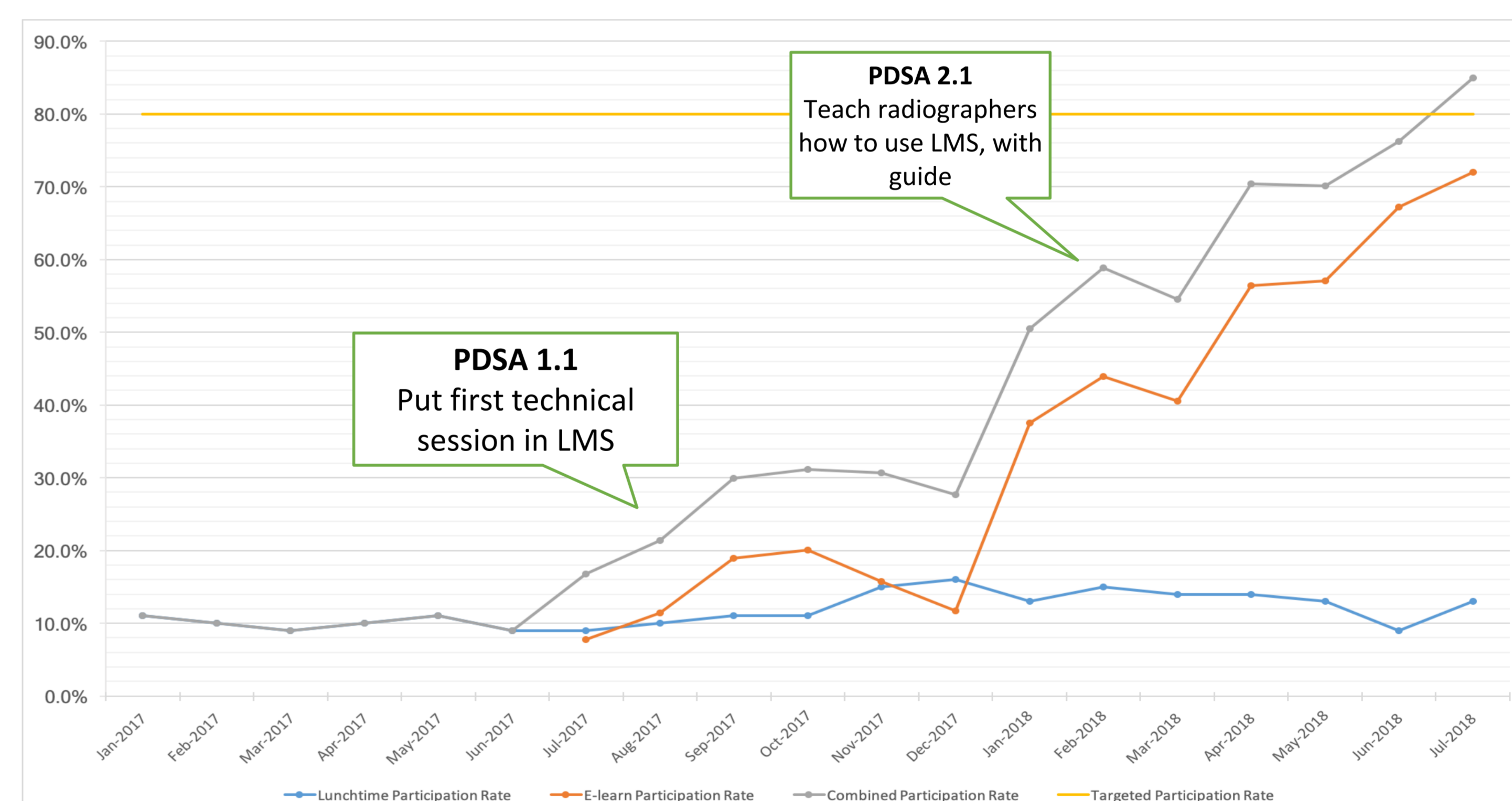
Root Cause	Potential Solutions
Radiographers' non-attendance to monthly technical sessions held during lunch hour due to heavy workload	1 Change to dinnertime/before-work session
	2 Stop work during lunchtime so that all radiographers can attend the talk
	3 Use eLEARN LMS to store and disseminate technical sessions



Test & Implement Changes

How do we pilot the changes? What are the initial results?

CYCLE	PLAN	DO	STUDY	ACT
1	Technical session coordinators to learn how to use the eLEARN LMS platform	Coordinators to upload the first technical session in the eLEARN LMS	Radiographers reported that they were unsure on how to access the technical session online	Coordinators need to teach radiographers on how to use the eLEARN LMS platform to access the technical session
2	Coordinators to teach radiographers on how to use eLEARN LMS to access the technical sessions	Coordinators to develop a step-by-step pictorial guide on navigating the eLEARN LMS	Radiographers commented they can now access technical sessions readily.	The intended changes are achieved. Coordinators may now look into increasing the participation rate further.



Spread Change/ Learning Points

- The department management is supportive of the use of eLEARN LMS to disseminate technical session slides
- Monthly announcements on the presentation topic and its synopsis is disseminated to all radiographers to reinforce CPD
- Radiographers now have a readily available resource to review past technical sessions.
- What can be improved:
 - Include a video clip in each technical session to increase the level of interactivity and the use of multimedia
 - Enforce the importance of CPD participation through eLEARN LMS.