

## **Project Title**

Embracing The New Norm in Patient Safety and Quality – Educating Staff and  
Creating Awareness on the Ground

## **Project Lead and Members**

- Nurhuda Mohamed Ishak
- Tang Xin Yan

## **Organisation(s) Involved**

SingHealth Duke-NUS Academic Medical Centre

## **Healthcare Family Group Involved in this Project**

Healthcare Administration

## **Specialty or Discipline (if applicable)**

Institute for Patient Safety & Quality

## **Aims**

We aim to propagate staff awareness on patient and healthcare worker safety during COVID-19 pandemic through reinforcing guidelines and sharing useful tools in tackling the new norm.

## **Background**

See poster appended / below

## **Methods**

See poster appended / below

## **Results**

See poster appended / below

## **Conclusion**

See poster appended / below

## **Additional Information**

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project  
(Communications Category)

## **Project Category**

Care & Process Redesign, Quality Improvement, Value Based Care, Safe Care, Training  
& Education, Education Platform, Virtual Learning Platform

## **Keywords**

COVID-19, Healthcare Worker Safety, Webinar, Bulletins, Comics, Patient Safety Week,  
Quality Innovation Day

## **Name and Email of Project Contact Person(s)**

Name: Nurhuda Mohamed Ishak

Email: singaporehealthcaremanagement@singhealth.com.sg



Singapore Healthcare Management 2021

Institute for Patient Safety & Quality

Nurhuda Mohamed Ishak, Tang Xin Yan  
SingHealth Duke-NUS Institute for Patient Safety & Quality

## Embracing The New Norm in Patient Safety and Quality – Educating Staff and Creating Awareness on the Ground

### Introduction

2020 was an extraordinary year for healthcare where many of our colleagues stepped up in the fight against COVID-19. With the recent surge in community cases, we continue to face unprecedented times in battling COVID-19. As the situation remains fluid, we continue to learn how we can Adapt, Innovate and Thrive with COVID-19, and what we can do to support our healthcare workers.

### Aim & Methodology

We aim to propagate staff awareness on patient and healthcare worker safety during COVID-19 pandemic through reinforcing guidelines and sharing useful tools in tackling the new norm.

Organised **IPSQ webinar series** themed **'The New Norm in Patient Safety and Quality – How We Adapt, Innovate and Thrive with COVID-19'** since June 2020:

- Support and self-care resources for staff
- Management of safe patient care
- Challenges faced in delivering safe care, value driven care, joy at work, etc.

In-house publication of **Patient Safety & Quality Bulletins** (published on e-Tomorrow's Medicine) with topics on: Self-compassion, Joy at Work, training tools for self-development and improvement



In-house production of a **cartoon series** titled **'Together, We Can Safeguard Against COVID-19!'** to provide lessons and encouragement to staff on safe management measures, speaking up for patient safety and mindfulness resources.

Organised virtual events such as the **Patient Safety Week**, as well as **Quality & Innovation Day (QID)**, to celebrate the efforts of our staff and promote a culture of sharing best practices, quality improvement and innovation.

Carefully curated theme-based artwork pieces, in collaboration with The Care Collection from the National Arts Gallery & Singapore Art Museum, to organise weekly **iTHRIVE ARTpreciate** sessions for staff to mindfully reflect, refresh and recharge through arts and embodiment practices.



**TeamSPEAK™ screensaver** implemented in all corporate computers/laptops aims to promote **'Speak Up for Patient Safety'**

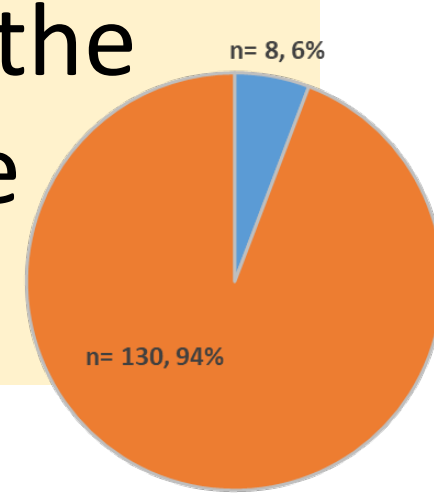


Created a **one-stop resource on self-care and resilience** – Mindfulness and TeamTHRIVE™ Calendars, audio recordings, and e-learning modules

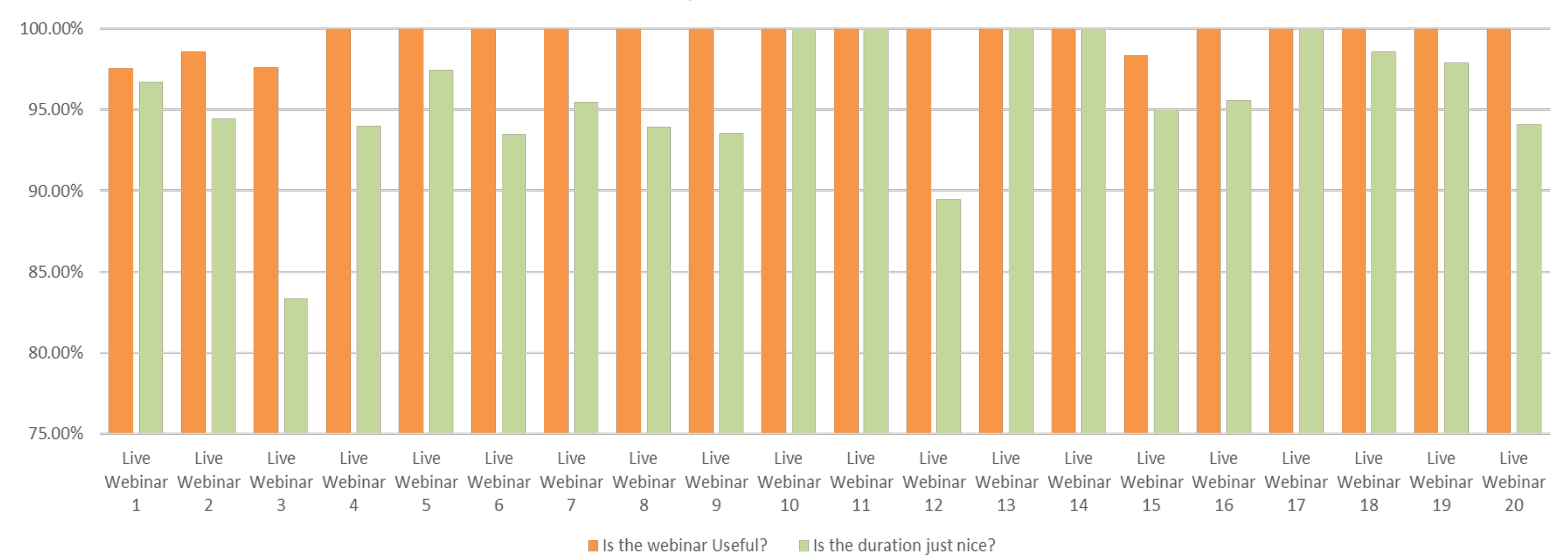
### Results

The resources have helped healthcare professionals and teams to better cope and thrive during COVID-19:

- Based on post-evaluation feedback, **99.61%** of attendees found the webinar **useful** and **95.65%** found the **duration just nice**
- Testimonials from colleagues from other SingHealth institutions who complimented the comic series and found it **'heart-warming'** and **'enjoyable'**.
- The comic series was also presented at an international webinar organised by the World Health Organisation in August 2020 with a **record number** of more than **580** participants worldwide.
- Based on the feedback gathered from attendees, **94.2%** of the evaluation survey respondents (n= 138) responded that the QID 2021 virtual event **had met their expectations**.



IPSQ Webinar Series Evaluation



### Conclusion

The various mediums and platforms (webinar, bulletin, comic and online resources) used to propagate staff awareness and staff education on patient safety and healthcare worker safety during COVID-19 pandemic were useful and effective to help staff learn how to embrace the new normal.

