

Project Title

Impact of Moving a Large In-Person Patient Safety Event Online in a Pandemic Environment

Project Lead and Members

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Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Specialty or Discipline (if applicable)

Patient Safety and Clinical Standards Unit

Aims

To evaluate the effects of hosting a patient safety event virtually compared to a past in person event, in terms of organizational benefits, event participants and audience engagement level.

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

Training & Education, Education Platform, Virtual Learning Platform

Keywords

COVID-19, Patient Safety and Clinical Standards Unit, Virtual Event

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Impact of moving a large **in-person** patient safety event **online** in a pandemic environment

Singapore Healthcare Management 2021



Ong Wei Jun Jeffrey, Lim Soon Kee, Tun Tun Kyaw

Background

Every year, the Patient Safety and Clinical Standards Unit (PSCSU) from SGH would organize a hospital-wide event to promote important concepts relevant to patient safety. In face of the COVID-19 pandemic, PSCSU decided to host the event on a virtual platform. With the successful hosting of the online event, we seek to better understand the value of holding hospital-wide events on virtual platform for educational and organizational culture development purposes.

Objective

To evaluate the effects of hosting a patient safety event virtually compared to a past in-person event, in terms of organizational benefits, event participants and audience engagement level.

Methodology

Plan

Identified key metrics to measure and compare the cost, as well as effectiveness of conducting educational and organizational culture development sessions using the two different platforms.

Execute (Gathering Data)

Cost	Outcome
<ul style="list-style-type: none"> Collated Budget utilization Calculated Manpower utilization 	<ul style="list-style-type: none"> Collated attendance of event to measure participation; attendance further broken down to show diversity of staff job groups Quantified survey feedbacks to measure audience engagement levels

Study (Data Analysis)

Cost	Outcome
<ul style="list-style-type: none"> Compared costs from various events 	<ul style="list-style-type: none"> Compared participation rates and staff diversity of participant Quantified and compared survey engagement scores on a scale of 1 -5

Recommend

Evaluated and determined the suitability of conducting educational and organizational culture development sessions virtually.

Results

Virtual Event	In-Person Event
Organizational Costs incurred	
\$565 Major components: projected facilities rental and software license	\$3943 Major components: decorations, event setup & provision of event goodies
Manpower Utilized	
72 Man-Hours	500 Man-Hours
Attendance of participants	
41 Admin 95 Allied Health 147 Nursing 28 Clinicians Total 311	34 Admin 11 Allied Health 96 Nursing 7 Clinicians Total 148 Difference by 110%
Audience engagement level	
Mean survey score of 4.37 / 5 based on <u>125</u> respondents	Mean survey score of 3.92 / 5 based on <u>13</u> participants



Conclusion

Based on the lower overall costs incurred, wider reach and higher staff engagement levels attained, the use of a virtual platform had shown positive impact and should be considered as an effective alternative for organizing similar events in the future.