

### **Project Title**

First Virtual SingHealth CRC Appreciation Day Celebration

### **Project Lead and Members**

- Zheng Jiayun
- Jasmine Foo
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- Sue Tee
- Sharon Ling

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

SingHealth

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

Healthcare Administration

### **Applicable Specialty or Discipline**

Clinical Research

### **Project Period**

Start date: Aug 2021

Completed date: 24 Sep 2021

### **Aim(s)**

- To commemorate the important role that CRCs play and heartfelt appreciation by the research community in SingHealth
- To allow CRCs and members of the organising committee to interact with one another within the safe distancing guidelines, both at the institution as well as at cluster level

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Project Category**

Organisational Leadership

Change Management, Communities Of Practice, Collective Leadership, Tools & Strategies, Human Resource: Staff Engagement

## **Keywords**

Clinical Research Coordinators (CRC), Appreciation Day, Virtual Event, Staff Engagement

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**Singapore Healthcare Management 2022**

# First Virtual SingHealth CRC Appreciation Day Celebration

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## Introduction

The SingHealth Clinical Research Coordinators (CRC) Appreciation Day is a cluster-wide event held annually to celebrate the unique profession and to recognise the CRCs' contributions to advancing clinical research. Since its commencement in 2018, the CRC Day celebrations were held in a face-to-face setting. However due to the DORSCON Orange restrictions and COVID-19 Safe Management Measures implemented in 2020, all activities had to be re-organised into an online format.

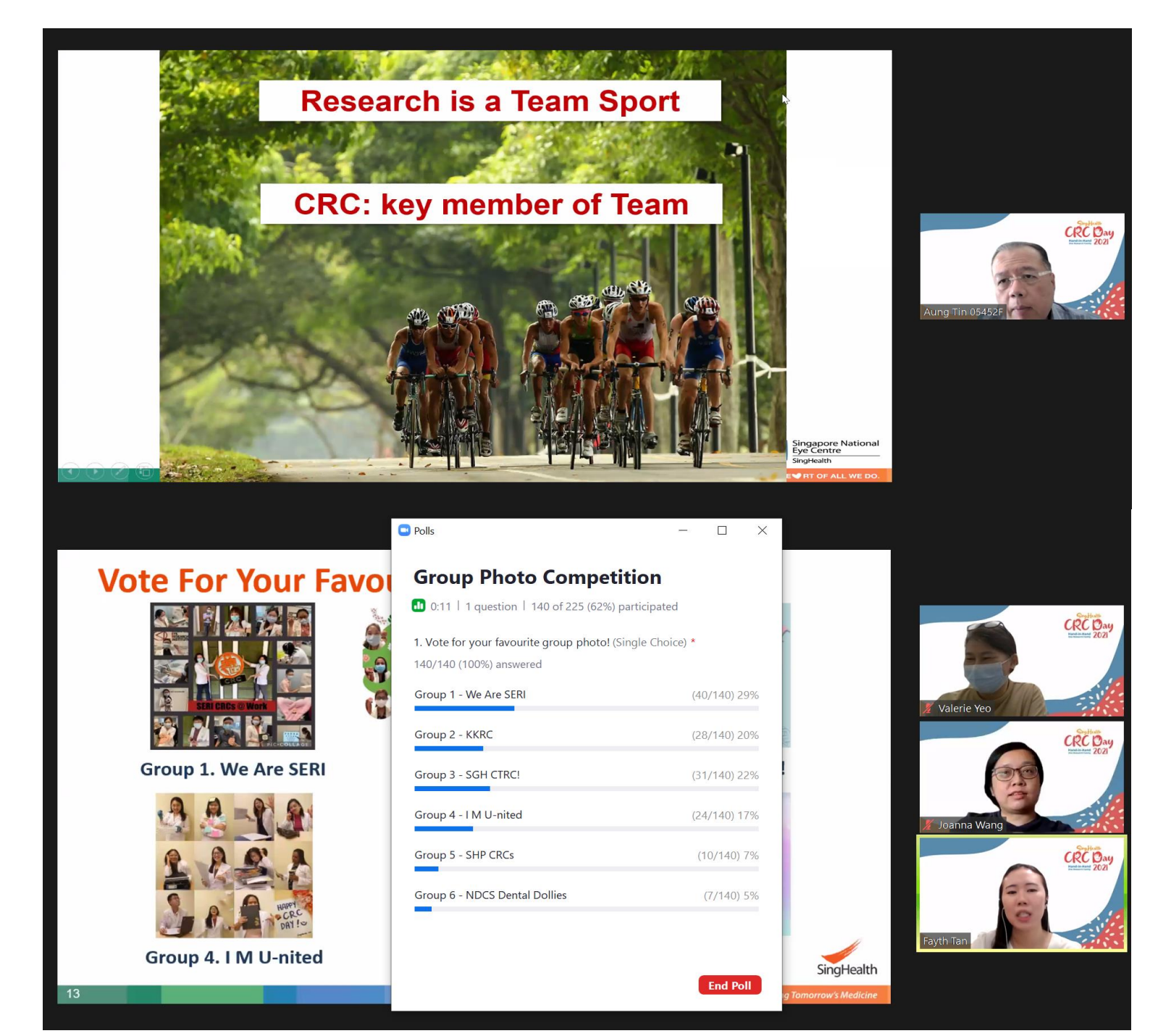
## Objectives

- ❖ To commemorate the important role that CRCs play and heartfelt appreciation by the research community in SingHealth
- ❖ To allow CRCs and members of the organising committee to interact with one another within the safe distancing guidelines, both at the institution as well as at cluster level

## Challenges

- ❖ Uncertainties faced by the organising committee since it was the first time SingHealth CRC Day is held completely online e.g. hosting remote meetings, managing Zoom webinar
- ❖ All activities must adhere strictly to COVID-19 Safe Management Measures
- ❖ Various publicity methods were explored to ensure that the research community is informed about the event to maintain participation as in past years

## Methodology



Sept 2020

July 2021

Aug 2021

Sept 2021

In 2020, the main CRC Day event was cancelled however an electronic direct mailer containing appreciation messages was circulated to all research staff in the cluster

A custom designed 'SingHealth CRC Lapel Pin' was distributed to all CRCs in 2021 which symbolises the unique CRC identity to foster a sense of belonging amongst the CRCs in SingHealth

In 2021, a series of activities including a group photo competition featuring the new CRC Lapel Pin and a crossword puzzle competition were held leading up to the main Zoom webinar event

The main Zoom webinar event on 24<sup>th</sup> September 2021 consisted of a talk from a keynote speaker, CRC appreciation video showcase as well as winner draws for the pre-event competitions

## Results

A total of 270 CRCs and research staff across the SingHealth cluster attended the Zoom webinar event in 2021

94% rated the event as Excellent or Good

89% found the Webinar Engaging, Fun and Interactive

95% indicated that they are likely to attend the next CRC Day Webinar

## Conclusion

Despite restrictions on face-to-face events and meeting due to the COVID-19 Safe Management Measures, it has been proven that CRC Day celebrations for a relatively large group, can still be successfully conducted remotely with high staff engagement.

As such, CTCC will continue to conduct the CRC Day activities in this format until face-to-face events can resume at full capacity.