Project Title

Enterprise Risk Management 101 e - Module – Creating an ERM Aware Culture

Project Lead and Members

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Organisation(s) Involved

Office of Risk Services, SingHealth HQ, National Neuroscience Institute (NNI)

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Risk Management

Aim(s)

- Makes ERM knowledge easily accessible to all (more than 30,000 SingHealth staff) at their own pace and time
- Basic ERM principles & concepts in a colourful, simple and concise manner

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) Congress 2022 – Merit Prize (Risk Management category)

Project Category

Training & Education

Learning Approach, Self-Directed Learning, Learning Culture, Education Platform, Virtual Learning Platform

Keywords

Enterprise Risk Management, Awareness Culture

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Enterprise Risk Management 101 e-Module

Creating an ERM-Aware Culture

Singapore Healthcare Management 2022

Office of Risk Services · SingHealth
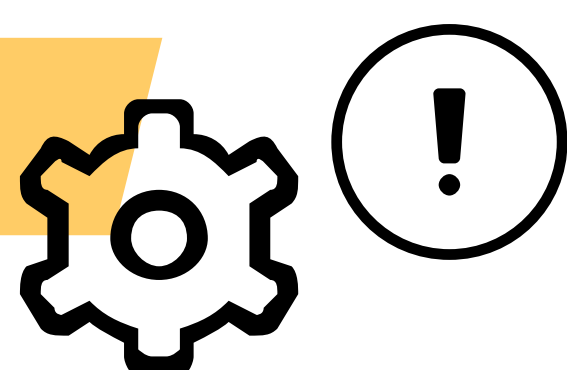
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Introduction & Motivation

What is ERM?

Enterprise Risk Management (ERM) is an integrated approach that **connects silos** & **examines multiple categories of risks**.
Since the mid-1990s, ERM has emerged as a concept & management approach for many industries including aviation & construction

ERM at SingHealth

Recognising the sustainable benefits of ERM, SingHealth initiated & implemented the ERM Programme on a cluster-wide basis in 2009 & became the **first Singapore Healthcare cluster** to do so.

Why ERM 101 e-module?

Leveraging on the momentum that online learning has garnered during the pandemic, we developed the ERM 101 e-module in the hope of reaching out to a large number of staff in an effective way.
Some of the benefits with using e-learning include:

- ✓ Makes ERM knowledge **easily accessible** to all (more than 30,000 SingHealth staff) at **their own pace and time**
- ✓ Basic ERM principles & concepts in a **colourful, simple and concise manner**

Methodology

CONCEPTUALISATION

- The **ERM Education Task Force (E2TF)** (convened by the **SingHealth Chief Risk Officer Meeting (CROM)**) discussed with the **SingHealth Office of Risk Services (ORS)** on the concept and development plans of ERM 101.

DEVELOPMENT

- Content was sourced from **leading international ERM frameworks** & ORS' existing content
- **An introductory video by GCEO** was filmed (placed before the start of the module to show leadership support.)
- **A pilot launch was first done** to allow module enhancements with Chief Risk Officers (CROs), ERM leads, ORS & a nominated sample of SingHealth staff from various specialisation groups (e.g. medical, nursing, allied health, administrators etc.).
- It was by intention that time taken to complete the module was kept to less than 20 minutes to **minimise cognitive burden** to the learner.

PUBLICITY

- ERM 101 was promoted via **eDMs, ORS' ERM Bulletin & cluster-wide Infopedia spotlight banners**
- A **memo** by CROs was also disseminated to respective institutions a day before the launch of ERM 101.

MONITORING

- **Cluster senior leadership support** was sought to make ERM 101 mandatory in an effort to ensure all staff participate, gain basic awareness and play a part in ERM
- ORS worked closely with institutional Learning & Development (L&D) Human Resource leads, & institutional ERM Leads, in encouraging and monitoring of staff completion of ERM 101.
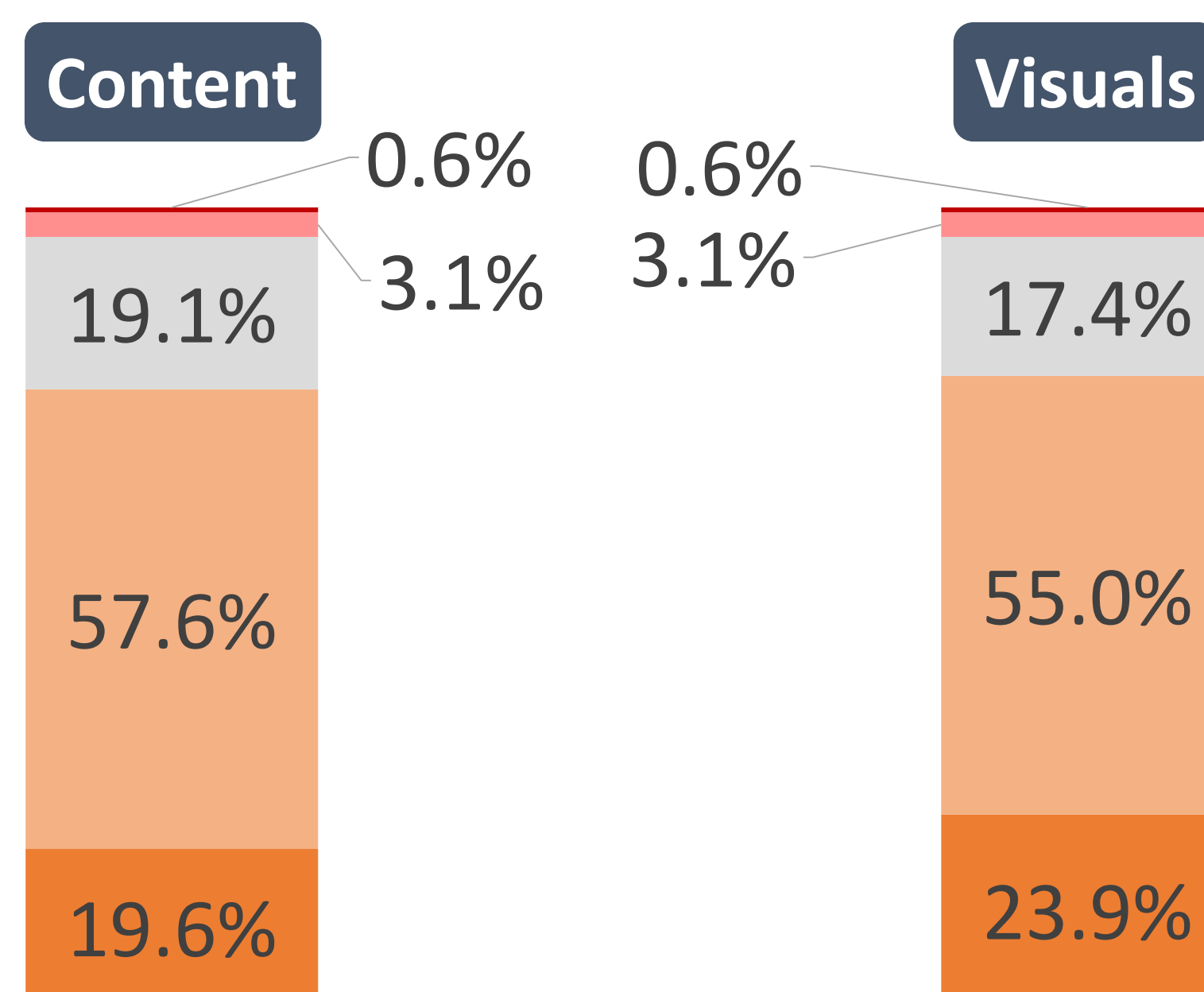
Results & Feedback

ERM 101 E-Learning Module: Basics Of Healthcare ERM

EVERYONE A RISK MANAGER
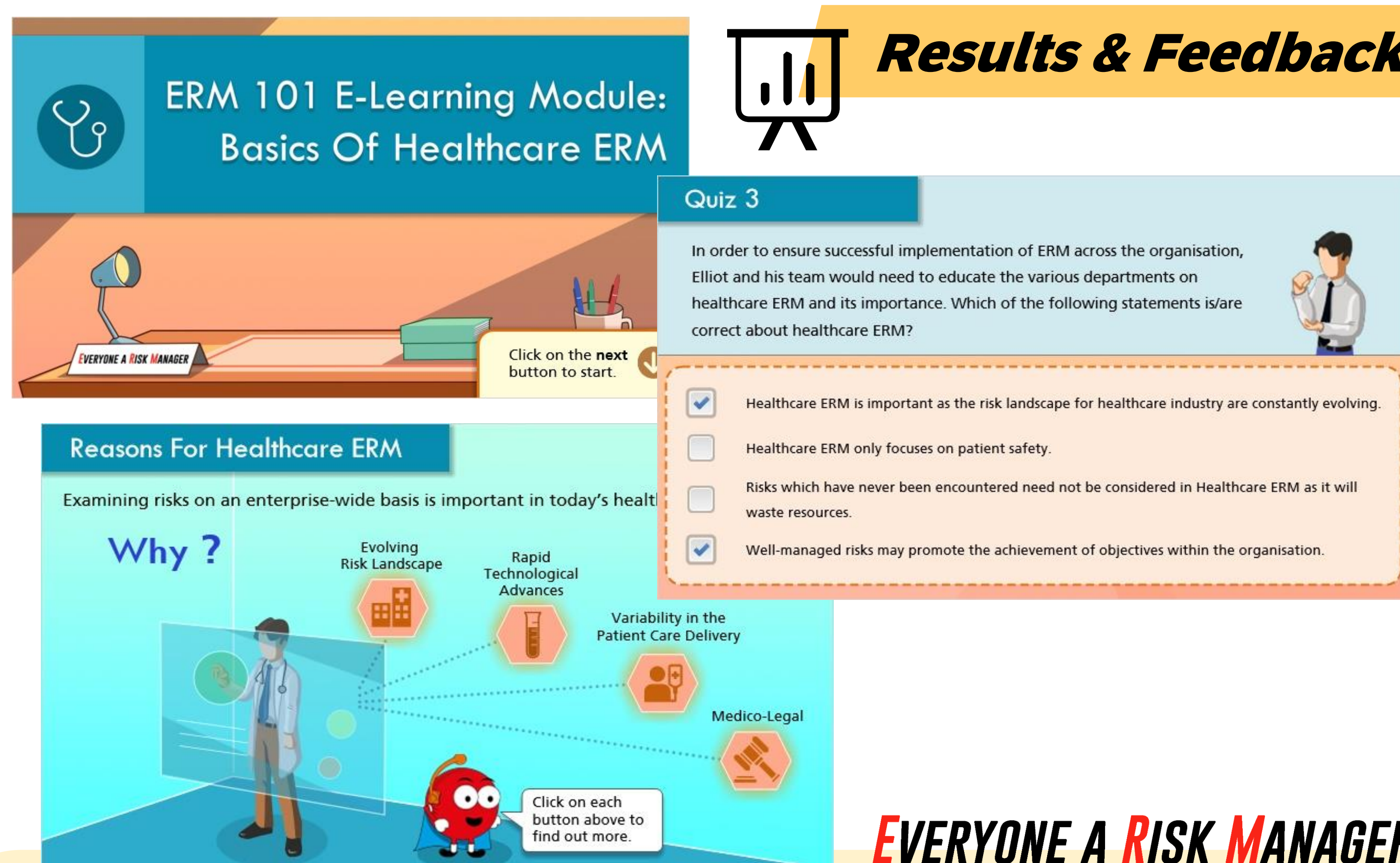
The ERM 101 e-module consists of:

- **GCEO introductory video** - To bring across the necessity & importance of ERM awareness, as well as to show the strong commitment from senior management.
- **Main content with pop quizzes** – To enable learner to gauge his/her understanding at different pit stops
- **Final MCQ test** – To test learner's understanding of the content
- **Evaluation survey** – To gather feedback for improvement

We have successfully launched ERM 101 across SingHealth & achieved participation from the entire Cluster within 6 months (as directed by senior leadership). Moving forward, the module will be included in the orientation program of new hires.

Majority of the learners are from Nursing (39%) and Allied Health (24%)

- Medical — 11%
- Nursing — 39%
- Allied Health — 24%
- Administrator — 15%
- Ancillary — 11%

Content
- 19.1% — 0.6% / 3.1%
- 57.6%
- 19.6%

Visuals
- 17.4% — 0.6% / 3.1%
- 55.0%
- 23.9%

Excellent · Good · Average · Fair · Poor

77.2% & 78.9% of learners gave a rating of "Good"/ "Excellent" for module content & visuals respectively

Data accurate as at 23 June 2022

Conclusion

The convenience offered by ERM 101 promotes efficient content delivery & easy self-learning across the institutions & catalyses our strategic plan towards fostering an ERM-Aware culture in SingHealth.

Future Initiatives

There are future plans to develop ERM 102 (Intermediate level ERM knowledge) & ERM 103 (Advanced level) to suit the learning needs of staff who are involved in ERM in their area of work