

Quality Improvement Workshops

An immersive project-cum-workshop where AIC is the Improvement Facilitator for Community Care Organizations. The outcome is to work towards improving one or more of the following quality of care domains: Safety, Client-Centeredness, Processes Efficiency, Accessible Care and Sustainability.



IMPROVE
client centeredness



IMPROVE
safety and
dignity of care



IMPROVE
staff satisfaction



MAXIMISE
Process Efficiencies

Topics

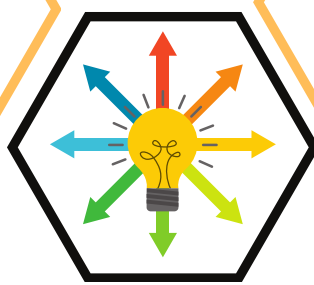
**6S
Improvement**



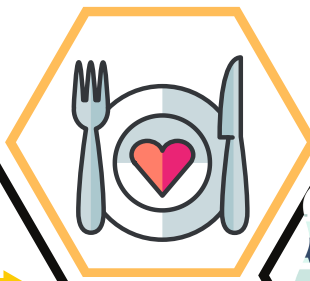
**Design Thinking
Immersion**



**Feedback
Management**



**Chef
Partnership**



**Clinical Quality
Improvement**



**Any other
topics you are
interested?**



Contact Us

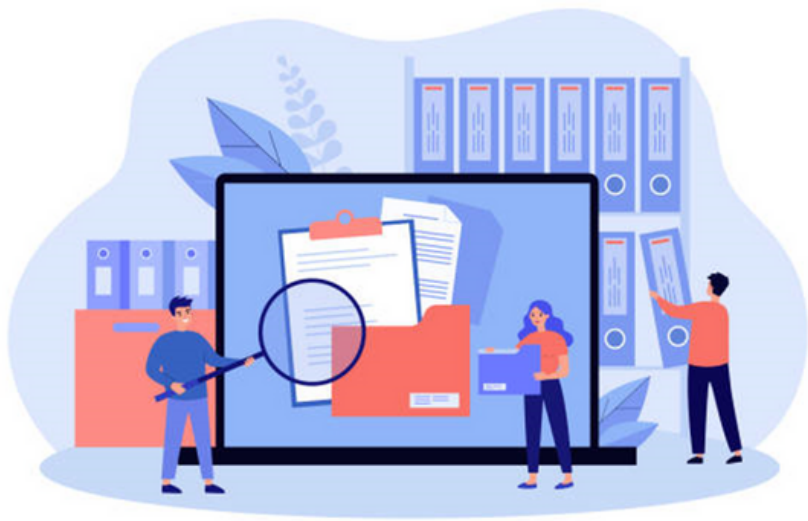
Quality Division, Agency for Integrated Care



quality@aic.sg



<https://www.aic.sg/partners/initiating-qi-projects>



6S

IMPROVEMENT WORKSHOP

A Workplace Organisation Productivity Tool

that instills a systematic approach to organizing and maintaining a safe and efficient workplace.

What is 6S?

6S aims to equip all staff from Community Care Organizations with basic knowledge in 6S and Visual Management.

6S promotes and sustains a high level of productivity and safety in your workplace.

6S principles are:



Learning Outcomes



Understand and successfully implement each element of 6S at identified areas



Create a systematic approach to an organized workplace



Organise the workplace to support workflow such as improve management of stocks and inventory

Programme Duration

**2 x
Half-days**

1st Half-day:
Learn 6S concepts and conduct 6S Score at chosen site/workplace
2nd Half-day:
Implement 6S to reorganise the chosen site/workplace

Post-Workshop Clinic Session

We will guide you to review and resolve challenges faced during 6S Implementation.

Project Team Testimonials



Sponsor

"Very useful and beneficial"



Leader

"Transformed our workplace to a better environment."



Member

"Simple to execute. Creates a work environment that is more pleasant and useful."



Contact Us

Quality Division, Agency for Integrated Care

@ quality@aic.sg

https://www.aic.sg/partners/initiating-qi-projects

6S Implementation



SPOT THE DIFFERENCE!

BEFORE



AFTER



Photo credit: Quality & Productivity Division, AIC



Safety



Large, bulky boxes and cardboards are cleared from the floor and highest shelf to prevent accidents.



Sort & Scrap



Unnecessary and expired items are removed. Items requiring special attention and to review 6 months later whether to keep are in the red tag area.



Straighten



Shelves are labelled by the different teams in the Division. Items are labelled accordingly.



Parking bay is allocated for the luggage to prevent falls.



Collaterals are marked with a par level to trigger top up of supplies.



Shine & Service



Shelves were cleaned and mold on the carpet was removed.



Standardise



Roles were identified to upkeep the area.



Sustain

Post 6S standards has sustained for more than 1 year



Showering Process Improvement Workshop

A Quality and Process Improvement Approach

An immersive project-cum-workshop where AIC is the Improvement Facilitator for Community Care Organizations. The outcome is to work towards improving one or more of the following quality of care domains: Safety, Client-Centeredness, Processes Efficiency, Accessible Care and Sustainability.

What is Showering Process Improvement?

Showering of residents is frequently being described as a hurried and time consuming process as it involves long hours to complete the showering of all residents in the ward.

Showering Process Improvement aims to improve the efficiency and minimise residents' fall risk, while maintaining their dignity of care during showering process.

Process Improvement Collaborative Workshop



JNH staff sharing about their showering process workflow during the workshop

Learning Outcomes



Understand and successfully implement each element of Plan Do Act and Check



Adopt the lean methodology to increase value and reduce waste to achieve a efficiency and more effective processes

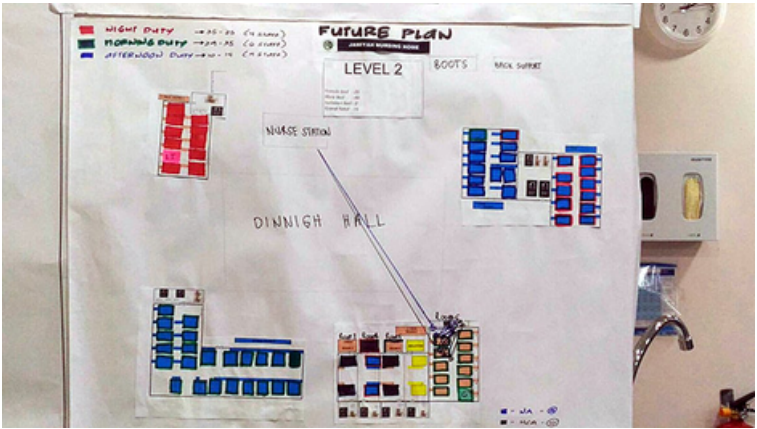


Analyse the voice of the customer and review key measures of process improvement

A “value stream mapping exercise” was also done.

Participants had to pen down a step by step process of their current workflow, identifying gaps, challenges and solutions with the use of “Lean” tools. They then created a new map with solutions incorporated into the workflow.

Value stream mapping board done by participants.



Spaghetti diagram to visualise the showering process

During the workshop, a visualisation of the showering process was done to track staff movements during the showering. This diagram aided the team to simplify the movements of the showering activity.

Photo credits: Jamiyah Nursing Home and AIC mosaic article

Programme Duration

During the workshop:

3.5 Days Workshop

- ✓ Learn to use QI tools to help in their analysis and solutions.
- ✓ Learn good practices from past project teams and learnings from Swift study

Post-Workshop Clinic Session

Follow through on the solution implementation and review on the project's progress.

Solutions & Benefits



Cabinetry to optimise storage



Quick Transfer & Lifting Commode



Sara Steady

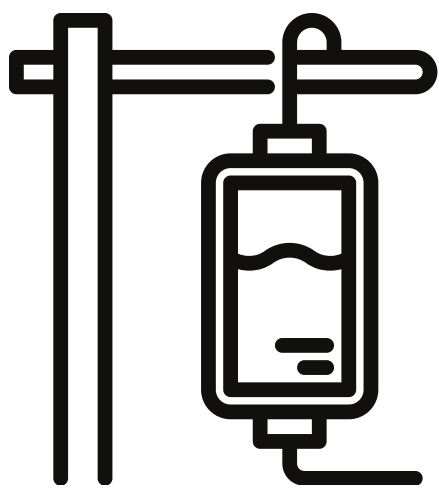
Contact Us

Quality Division, Agency for Integrated Care

@ quality@aic.sg

https://www.aic.sg/partners/initiating-qi-projects

Based on a study involving 3 NHs, there is potential total productivity savings of an estimated 17hr (Commode) 28hr (Trolley) through the adoption of various solutions such as process review, technology and changes to infrastructure.



Nagosogastric tube (NGT) Feeding Process Improvement

A Quality and Process Improvement Approach

An immersive project-cum-workshop where AIC is the Improvement Facilitator for Community Care Organizations. The outcome is to work towards improving one or more of the following quality of care domains: Safety, Client-Centeredness, Processes Efficiency, Accessible Care and Sustainability.

What is Nagosogastric tube (NGT) Feeding Process Improvement?

NGT Feeding Process Improvement aims to standardise and streamline the process for tube feeding so as to reduce residents' risk of complication as a result of tube feeding.

Residents in nursing homes are often unable to ingest food via oral intake. Enteral nutrition is the preferred feeding method for those residents with functioning gastrointestinal tracts but with inability to ingest nutrients by mouth.

Learning Outcomes



Understand and successfully implement each element of Plan Do Act and Check



Adopt the lean methodology to increase value and reduce waste to achieve a efficiency and more effective processes



Analyse the voice of the customer and review key measures of process improvement

Process Improvement Collaborative Workshop



Simulation of the milk feeding process



Participants discussing ideas for improvement



Participant mapping out their current state of value stream map



Programme Duration

3.5 Days Workshop

During the workshop:

- ✓ Learn to use QI tools to help in their analysis and solutions.
- ✓ Learn good practices from past project teams and learnings from Swift study

Post-Workshop Clinic Session

Follow through on the solution implementation and review on the project's progress.

Solutions & Benefits



Electric Handheld Stirrer



Handheld Food Processor



Ergonomic Service and Utility Cart



Gravity Feeding Set



Kangaroo External Feeding Pump

Contact Us

Quality Division, Agency for Integrated Care

@ quality@aic.sg

🌐 <https://www.aic.sg/partners/initiating-qi-projects>

Based on a study with a nursing home, there is a potential total productivity savings of an estimated 12hr for NGT process through the adoption of various solutions such as process review, technology and changes to infrastructure.



Feedback Management Workshop

A Quality and Process Improvement Approach

An immersive project-cum-workshop where AIC is the Improvement Facilitator for Community Care Organizations. The outcome is to work towards improving one or more of the following quality of care domains: Safety, Client-Centeredness, Processes Efficiency, Accessible Care and Sustainability.

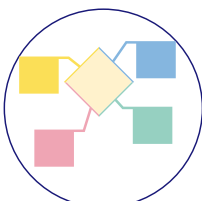
What is Feedback Management?

Feedback Management is the process of collecting feedback from existing clients/ residents/ next-of-kin, analyzing them for prioritization and putting them into action for service improvement..

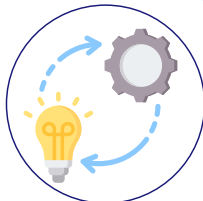
Learning Outcomes



Identify Objectives for feedback management



Map the Feedback process



Learn Techniques for feedback Management



Apply knowledge learnt with used Case-Study



Implement feedback-driven changes to sustain a Feedback Strategy/Culture



Increase customer satisfaction over time.



Objectives

This is a Foundational Workshop to co-create an Action Plan for improvement based on the Change Management methodology of ADKAR. (see diagram below for more info)

- Explore how to **strengthen Resident's Experience** drawing from resident's/ family's voices [feedback]
- Enhance Feedback Management Practices** for continuous improvement and person-centered care
- Gain practical skills** to effectively give & receive feedback to **benefit residents, staff and the organization**. Apply knowledge and techniques learnt during activities and case-studies.



Programme Duration

Pre Workshop	<i>Sponsors & Team Meeting:</i> ✓ Understand What Success Looks Like & Existing data, iif any
3 days Workshop	✓ Day 1: Determine Reasons for Action and Indicators. ✓ Day 2 : Gain knowledge on good practices for feedback management ✓ Day 3: Identifying gaps to be able to implement solution and sustain the efforts. Outbrief to Senior Management/DON
3 Clinic Reviews (1 hour each)	✓ Post-Workshop Clinics and Community of Practice (30-60-90 days)

Target Audience

- ✓ **Nurse Manager**
- ✓ **Frontline Care Staff**
- ✓ **Staff who manage feedback**



Contact Us

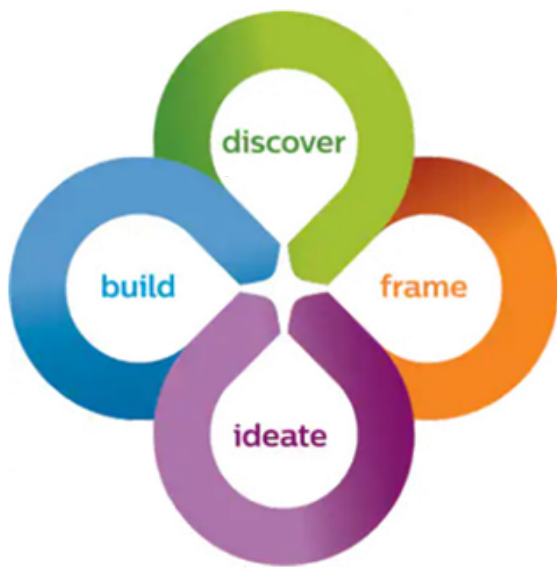
Quality Division,
Agency for Integrated Care



quality@aic.sg



<https://www.aic.sg/partners/initiating-qi-projects>



Design Thinking Programme

A Quality and Process Improvement Approach

That makes solutions that are **desirable** from a human point of view with what is technologically **feasible** and economically **viable**.

What is Design Thinking?

The Design Thinking is a **quality and process improvement approach** that focuses on understanding stakeholders and their experiences before coming up with **human-centric solutions** to improve their experiences.

Participants will put themselves in the shoes of the project's target audience, focusing on **building a desirable experience** that will lead to positive emotions, which **drives both stakeholders' and organisational needs**.

Programme Objectives



Prioritise the stakeholders' needs & **Improve** the experience of stakeholders



Tackle **ambiguous problems** & create **innovative solutions**



Improve productivity

Programme Duration

3* Days Workshop

During the workshop:

- ☒ Equip knowledge of Design Thinking
- ☒ Apply through real-life projects

Post Clinic Consultation

Follow through on the solution implementation and review on the project's progress.

Contact Us

Quality Division, Agency for Integrated Care

@ quality@aic.sg

🌐 <https://www.aic.sg/partners/initiating-qi-projects>

Design Thinking Workshop



Discover



Empathise to better understand why stakeholders feel certain emotions which leads to thoughts and behaviours



Gain insights into the motivations of our stakeholders



Frame



Consolidate and make sense of the insights



Refine the problem statement



Ideate



Brainstorm on potential solutions



Prioritise and select most desirable, feasible and viable idea to act on



Build



Create prototypes to test the idea



Refine prototype



Implement solution



Chef Partnership Program

A Quality and Process Improvement Approach

An immersive project-cum-workshop where AIC is the Improvement Facilitator for Community Care Organizations. The outcome is to work towards improving one or more of the following quality of care domains: Safety, Client-Centeredness, Processes Efficiency, Accessible Care and Sustainability.

What is Chef Partnership Program?

The Chef Partnership Program was introduced in 2018 for service providers who need support to raise their meal standard and food satisfaction level.

The program aims to:

-  Improve meal satisfaction by reviewing existing menu/recipe in community care kitchen
-  Improve productivity of cooking process by reviewing existing kitchen workflow and introducing modern kitchen equipment

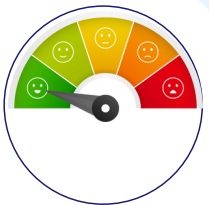
Benefits



Shorter Meal Preparation time



Improve taste of food and variety



Improve food satisfaction level



Nutritious and Delicious Meals



Satisfied and Happy Seniors



Motivated cookhouse chefs and caretakers

Productivity Improvement

The program improves productivity by introducing kitchen equipment such as combi oven and robotic cutter. (combi oven and robotic cutter are funded by AIC).

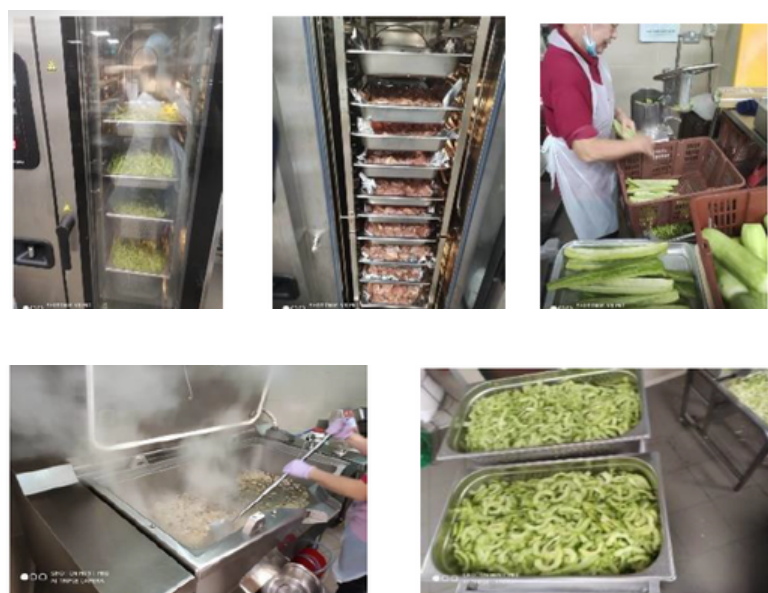
Based on pre and post program data, participating service's providers food satisfaction level improved by more than 40% (in average).

MANUAL PREPREPATION



Tradition cooking method: Time consuming and manpower intensive

WITH AUTOMATION



Combi Oven and robotic cutter: easy to prepare and more efficient

More than 20 new dishes to be added in weekly menu



Contact Us

Quality Division, Agency for Integrated Care



quality@aic.sg



<https://www.aic.sg/partners/initiating-qi-projects>



Clinical Quality Improvement Collaborative

A Clinical Quality Improvement Approach

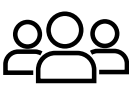
The Clinical Quality Improvement (CQI) collaborative involves a joint effort between the AIC and the Nursing Home (NH), working together with the goal of improving safety and quality of clinical care in the NH. This is achieved through a framework using the improvement collaborative approach, where a number of organisations work together on quality improvement projects to adapt and spread best practices across multiple sites.

What is Clinical Quality Improvement?

Clinical Quality Improvement aims to improve:



For the NH residents:
To receive safe and dignified care



For the staff:
To deliver safe and dignified care to the residents based on evidence-based care/guidelines



For the nursing home:
To align with the nursing home mission and vision.

Clinical Topics



Falls Prevention



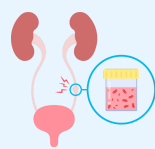
Medication Safety and Management



Pressure Injuries Prevention



Reduce use of Restraints



Urinary Tract Infection (UTI) Prevention



Prevention Pneumonia



Infection Prevention and Control (IPC)

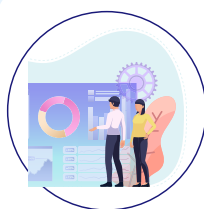
Programme Structure



Learn and Develop Implementation skills (via multiple sources)
i.e. published literatures, lectures/ workshop by subject matter experts, on-the-job assignments like data collection.



Presentation on work in-progress/completed
at share and learn sessions.



Adopt a train-the-trainer approach
to spread the knowledge and practices within the home for long term sustainability.



Programme Duration

Pre Workshop



Sponsors & NH Champion:
Understand the scope of project and timeline

4 days Workshop (may vary depending on topic)



Talks by Subject Matter Expert (on clinical topic) and QI methodology/tools

Post Workshop



Visits by Nurse Facilitator to review the implementation progress



6 monthly share and learn sessions



Contact Us

Quality Division,
Agency for Integrated Care



quality@aic.sg



<https://www.aic.sg/partners/initiating-qi-projects>