



# 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



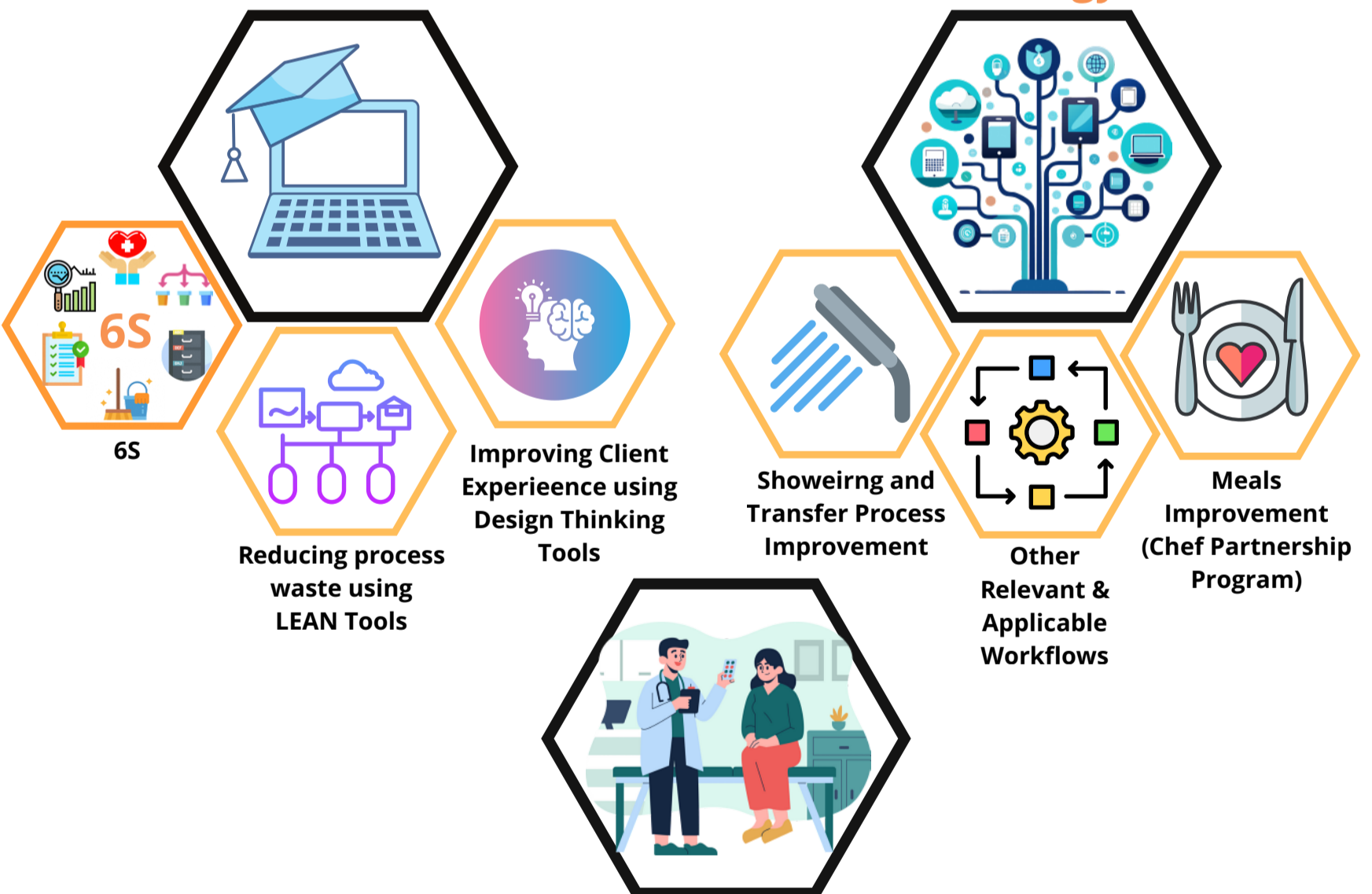
**IMPROVE**  
staff satisfaction



**MAXIMISE**  
Process Efficiencies

## Quality Improvement e-Learning Toolkits

## Care Workflow Redesign with Technology-Devices



## Clinical Quality Collaborative Workshops



### Contact Us

Quality Division, Agency for Integrated Care



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



# Quality Improvement e-Learning Toolkits

## Self-paced online learning

Short, self learning modules for basic knowledge



### ROOT CAUSE ANALYSIS

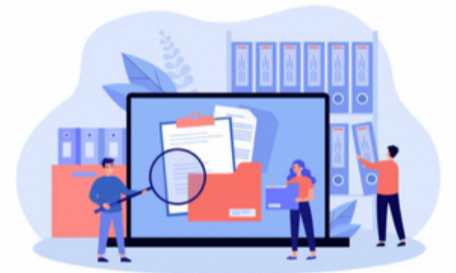
#### Root Cause Analysis

Learn about how this systematic problem solving approach will help to identify the underlying root causes of a problem statement



#### Customer Journey Map

Learn about skills to understand what their target audience experiences in order to complete a specific goal, and how these can be used to create a positive experience



#### 6S & Visual Management

Learn about basic understanding in 6S and Visual Management to improve the flow and organization of work areas



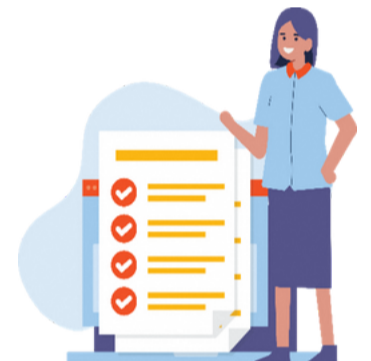
#### Measurements and Run Chart

This course aims to equip you with an understanding on how run chart will help you to monitor your processes over time and assess the effectiveness of change made for improvement



#### Conducting Observations in Quality Improvement (POEMS)

This course introduces learners to POEMS, a tool that is used to carry out observations to improve processes in the workplace



#### Job Instructions

This course aims to learners with knowledge to develop and use Job Instructions to ensure standardization and consistency for job tasks that are routine and repeatable



#### Value Stream Mapping

Value Stream Mapping (VSM) is a lean visual tool that maps the sequence of activities and shows the flow of information and materials in a process.



#### Introduction to 8 Wastes

In this module, we are looking at types of process waste, or the non-value-added activities in a process.



#### Ideation Techniques

Learn more ideation techniques to come up with solutions for service-related problems.



#### Prototype Techniques

This course introduces learners to the basic of prototyping, as well as some of the tools that can be used to prototype solutions



#### Prototype Techniques

This course is for people who are interested to learn about creating persons to empathise with their customers

For more information, visit the Community Care Learning Management System here:

[Community Care Learning Management System](#)

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# Showering & Transfer Process

## Care Workflow Redesign with Technology Enablement

A structured approach to redesigning showering workflows through technology enablement and standardised workflows and practices. By combining pre-filled job instructions, showering supplies checklists, and competency tools with devices such as motorised hoists, Nursing Homes can achieve greater consistency, safety, and efficiency as well as well-being for staff.

### 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..

### Learning Outcomes



**Understand and successfully implement** adopt streamlined workflows with tech/ devices.



**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

### Adopt Standardized Workflow Redesign

Showering process (Source: Swami, 28 Jul 2021)	Completed by Night Shift	Actual Day					
	Prepare materials/ equipment	Prepare Resident	Transfer to Bathroom	Shower	Dry & Dress	Transfer to bed/ Wheelchair	
Process improvement (Key Changes)	Effective, Accessible 6S completed. Staff inspect materials on trolley for adequate PAR level (clothing, diapers, towels etc.). Place long Trolley near bathroom.	Person-Centered Staff explain to resident its shower-time	Effective Staff Transfer immobile resident to Bathroom with Assistive devices	Sustainable, Safety, Effective, Person-centered Develop Standardized Work (Job instructions) to ensure person centered care e.g. Nursing Aide provide dignity with drawn curtains / doors closed before undressing residents in bathroom.			Effective Staff transfer immobile resident to bed/ Wheelchair using Assistive devices
Data Points		Current State: Estimated time taken for showering 10 residents in NH	Future State: Estimated Time taken for showering 10 residents in NH	% change	Flow Time (FT) The overall time spent working on a specific step. Includes wait time, interruptions, etc.	Touch Time (TT) Actual time spent on the task, without any waiting or time spent on other tasks during each specific process step.	
	Flow Time	70 min	60 min	14%			
	Touch Time	50 min	50 min	No change			
Tech Enablement	Transfer to Bathroom & Return to Bed/Wheelchair			Shower			
	<ul style="list-style-type: none"> <li>• Care for residents who can sit upright &amp; allows staff to tilt and make necessary adjustment</li> <li>• Adjustable height, side handles that facilitates easy transfer of residents safely from bed trolley</li> <li>• Use of the ceiling Hoist help in patient transfer for lifting, moving, showering, bathing, weighing and ambulation exercises for residents</li> <li>• Achieve man hour savings as this specialised wheelchair can be directly wheeled into the bathing</li> </ul>			<ul style="list-style-type: none"> <li>• Full bathing automation with automatic soaping, temperature control and</li> </ul>			

Complemented by Job Instructions on good Transfer Techniques using Mobile Hoist (an example of a tech-enabled device), Commode & Long Trolley

### Sample Job Instructions & Skills Checklist to Ensure Consistent Practice



# 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

### 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).

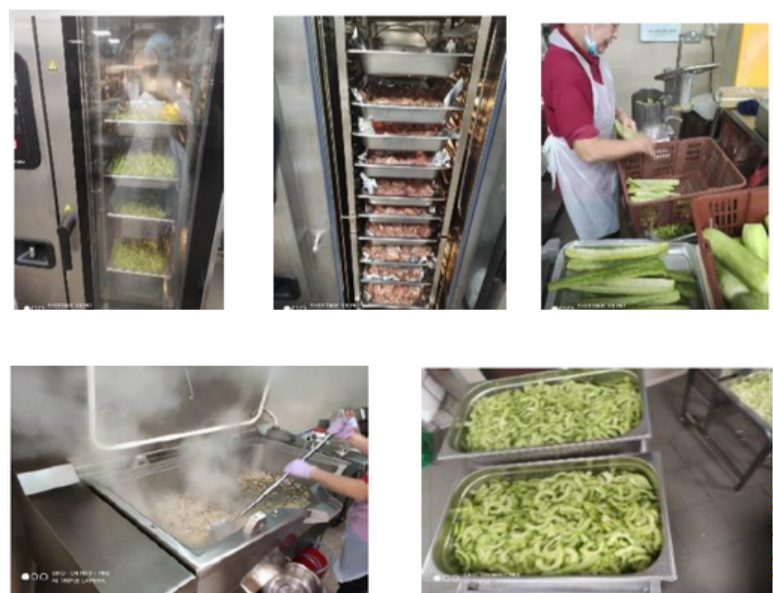
Based on pre and post program data, participating service's providers food satisfaction level improved by more than 40% (in average).

#### MANUAL PREPREPARATION



**Tradition cooking method: Time consuming and manpower intensive**

#### WITH AUTOMATION



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

### 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**

### More than 20 new dishes to be added in weekly menu



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# Clinical Quality Collaborative Workshop


## 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



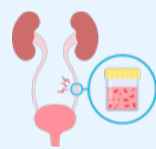
Medication Safety and Management



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**



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



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