



Enhancing Competency: The Impact of Advanced Tracer Training (ATT) on Positive Shift Towards Collaborative Continuous Improvement.

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Institute for Patient Safety & Quality

SAMUEL Anju Mary¹, TANG Xin Yan¹, FOO Sue Ting Zann¹, & TAN Kok Hian¹

¹. SingHealth Duke-NUS Institute for Patient Safety & Quality

INTRODUCTION

As part of the Ministry of Health's (MOH) directive for a continuous assessment of systems to achieve the best quality evaluation system and capability development, SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ) organised the inaugural virtual Advanced Tracer training (ATT) for participants from SingHealth and other clusters in 2020.

In August 2021, the National Ensure Safer System (ESS) programme was rolled out to Singapore public healthcare institutions by MOH. IPSQ was appointed as the Cluster Deployment Office (CDO) to facilitate the implementation of the ESS Framework in SingHealth.

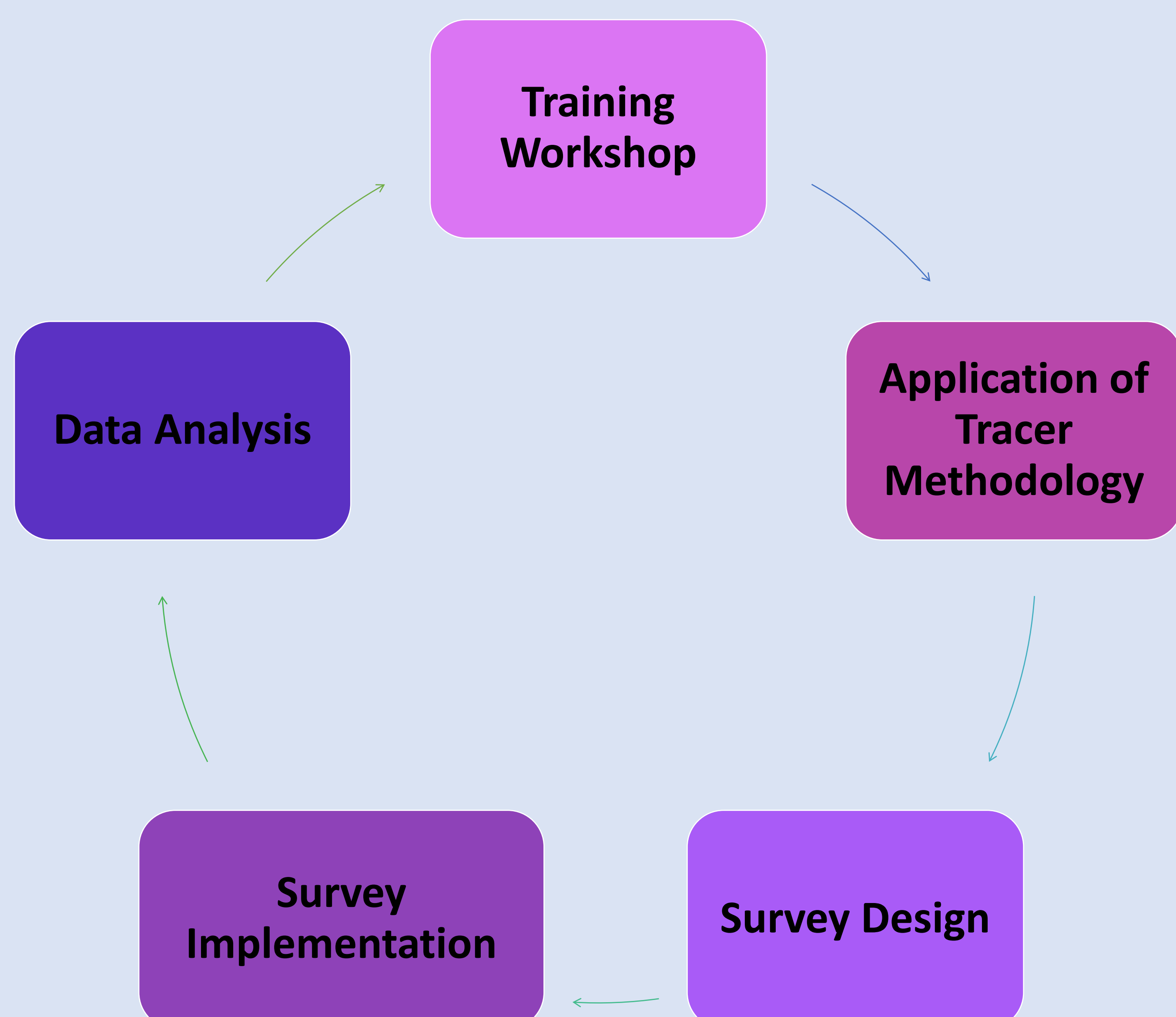
To further enhance the competency of ESS surveyors in SingHealth, in addition to the MOH ESS programme, IPSQ organized the 2nd ATT for 51 SingHealth staff from 29 Feb to 05 Mar 2024, and obtained consensus and support from its council that ATT will be a core training for cluster ESS surveyors.

OBJECTIVE

To investigate the impact of ATT in enhancing the competency of ESS surveyors and fostering a positive shift towards collaborative continuous improvement.

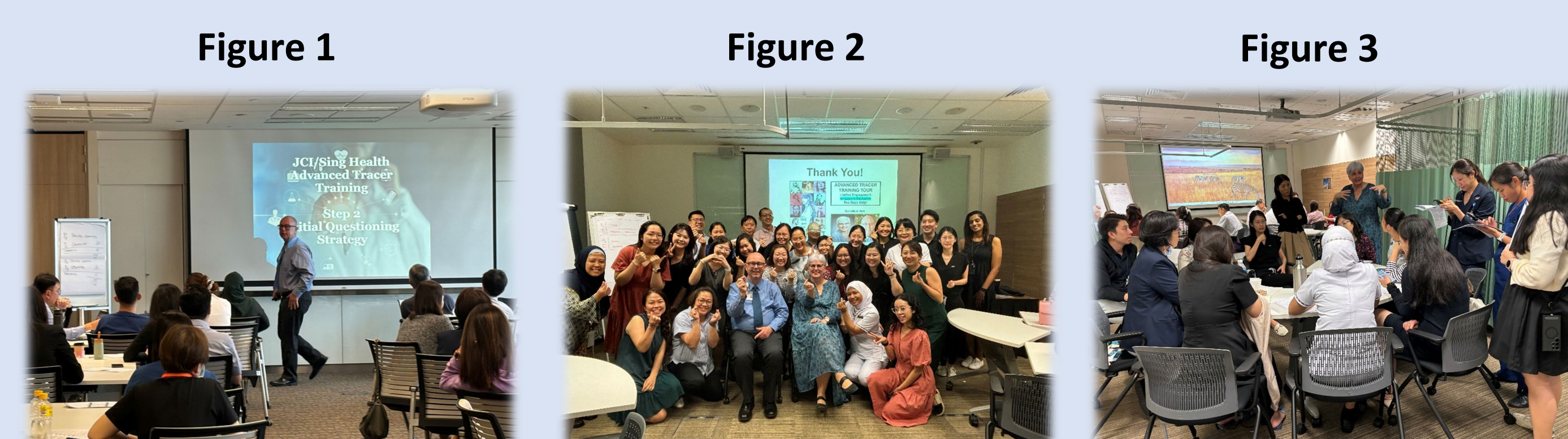
METHODOLOGY

The methodology comprised a cycle of organising ATT for SingHealth ESS surveyors, conducting ESS Tracer activities using the newly acquired skills, developing and implementing survey questions to understand staff perception on the training effectiveness, and the final step being data analysis to analyse findings and sharing insights for continuous improvement before subsequent trainings.



RESULTS

ATT (Figures 1-3) has demonstrated increased practical application of hospital standards through effective tracers and helped in the development of assessment as well as interview skills. 80% of ESS surveyors (89/111) reported a high level of satisfaction with the training (8.38/10).



Tracer methodologies applied by ESS surveyors during ESS assessments have encouraged staff more (Table 1: 30.0% difference in staff who selected Strongly Agree/Agree) and fostered open communication (Table 2: 23.8% difference in staff who selected Strongly Agree/Agree).

Table 1

Scale	Overall SingHealth			
	MOH ESS		JCI	
Strongly Agree	29	20.3%	4	2.8%
Agree	76	53.1%	58	40.6%
Neutral	36	25.2%	68	47.6%
Disagree	2	1.4%	13	9.1%
Strongly Disagree	0	0.0%	0	0.0%
Total	143	100%	143	100%

Table 2

Scale	Overall SingHealth			
	MOH ESS		JCI	
Strongly Agree	27	18.9%	5	3.5%
Agree	79	55.2%	67	46.9%
Neutral	36	25.2%	54	37.8%
Disagree	0	0.0%	17	11.9%
Strongly Disagree	1	0.7%	0	0.0%
Total	143	100%	143	100%

The staff perception survey revealed a significantly more positive experience with ESS compared to previous Joint Commission International (JCI) accreditation (Table 3: 18.9% difference in staff who selected Strongly Agree/Agree).

Table 3

Scale	Overall SingHealth			
	MOH ESS		JCI	
Strongly Agree	22	15.4%	11	7.7%
Agree	85	59.4%	69	48.3%
Neutral	30	21.0%	44	30.8%
Disagree	4	2.8%	17	11.9%
Strongly Disagree	2	1.4%	2	1.4%
Total	143	100%	143	100%

CONCLUSION

ATT is a sustainable model of capability building, equipping ESS surveyors with tools for ESS assessments. High level of satisfaction in the staff perception survey and ATT evaluation results indicate that the cluster is making positive strides towards ensuring a high reliability system.

IPSQ will organize ATT conducted in FY24. In FY25, local expertise will be engaged to co-develop training content for the in-house cluster ATT, thereby aiming at a sustainable approach for long term development and use of resources beyond those offered by JCI.