



Our Quality Journey Ren Ci Hospital

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LEADERSHIP

- Enlightened ... safety is an important agenda
- Macro view ... see the big picture
- End in mind
- Have a plan
- Never give up
- Always positive and encouraging

The value of a **TEAM**

If you want to go fast...go alone.

If you want to go far.... go together

Have a core competent team within the
organisation

CQMU....Ren Ci Hospital...ILTC hospitals and
homes and cluster hospitals ...

Have the right **ATTITUDE**

- Care and Concern...safe and good care
- Cut waste...innovate
- Curiosity...think out of the box...innovate
- Generosity...learn and share

Paradigm shift

- Quality assurance ... Quality improvement
- Punitive ... no blame just culture
- 2 jobs...our professional job and QI....QI is the second job of everyone

BENCHMARKING

- Standards of care
- National ...international??
- HPO

Governance and policy

- Policy and guidelines based on standards of care
- Comprehensive....cover all areas of care and sectors

TRAINING

- Training based on policy and guidelines
- Professional training vs training in QI and QA

MEASUREMENT

- Data...performance and outcome indicators, adverse events, M and M
- Audit...core competencies and clinical practice
- Patient safety culture survey
- Set Performance and Strategic target

Rewards and celebration

- Quality Week
- Quality stars
- QI exhibition
- Showcase on newsletters and national publications
- Opportunity to represent at international and national conferences and meetings

Systems and sustainability

- System in place
 - Review committees..M and M ..Peer Review
 - Hospital committees...infection control and outbreak management
 - Data management
 - Clinical Audit management
 - Safety walks
 - QI training Roadmap...type of training...who to train...staff to be trained...by when...final objective
 - QI projects...clinic session..presentation to management and conferences
 - Quality Week...knowledge sharing by experts..celebration and rewards..showcase QI work
 - HPO ...standards and performance indicators

Challenges

- Low priority of HODs...not their core job
- Disinterested ground staff
- ‘Police’
- Support the core team...thankless job
- Staff ...Just do it...vs ...systematic approach
- Overdependency on core team...empowerment of staff
- Solutions don't seem to work...Recurrent problems
- Perceptions and culture change at all levels

There is HOPE...

- About 40% of staff have been trained in QI in 2 years
- Many staff have participated in QI projects with several winning QI projects
- Staff solving problems on their own using QI methodologies which they have learnt
- Managers able to analyse adverse events using RCA methodology
- Reporting and learning from mistakes by staff

The journey...

- Is loooooong....and never ends
- But get started ...
- And Keep going...
- Take Small steps...
- Never give up...
- PDSA...
- You will be amazed at what you can achieve.....

Thank You!

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