

# ONBOARD

## *Incredible Care*

### Doing Better Every Day

By coming together as a team,  
we can make wait time more  
meaningful for our patients



# Contents

- 3 *Talk* of the town
- 6 Did you *know* ?
- 8 Get your *game* on!
- 9 The *Incredible Care* factor
- 10 *Snack* on this



## Caring for patients

### Supporting with Incredible Care

Our patients can sometimes find themselves waiting for longer periods when the patient load is high. As part of Incredible Care to enhance the patient experience, the teams from Service Culture, Medicine Clinic and Communications came together to brainstorm creative wait time activity ideas. We couldn't be more excited to bring these ideas to life!



I think this initiative is good as it keeps the elderly occupied and allows them to learn something new. It keeps the mind active and reduces the risks of dementia. Furthermore, when we are waiting to see the doctor, we tend to be overly concerned and stressed about our health and sickness but this programme helps to take the mind away from such worries.

– Mr Yeo, Patient



## Wait Time Management Programme

Thanks to our dedicated corporate volunteers from DBS Bank and our colleagues from the Rehabilitation Department, we launched the Wait Time Management initiatives at the Medicine Clinic on 12 September 2023. These activities include stretching exercises which take place for 10 minutes on alternate Tuesdays and Thursdays, as well as educating patients on the use of the OneNUHS App.

# Talk of the town

## Positive Ageing Toolkit

Alongside this, we have also introduced the Positive Ageing Toolkit sponsored by the Council for Third Age (C3A). This is a personal set of resources that our patients can use to discover the 7 dimensions of wellness. They can plot out their scores from each dimension into a self-discovery wheel to map it out for their reference. Patients will then be able to access a network of resources to participate in different programmes and activities. Over time, patients will be able to redo this toolkit and chart their progress every quarter.



“

As I have a soft spot for the elderly, I find this programme meaningful as we can help them download and learn about the benefits of the OneNUHS app. Beyond that, I get to talk to people here and this is something different from my daily work which mainly involves me sitting at my desk taking calls. I find this programme really fun.

– Joanne, Clinic Buddy,  
DBS

## The Incredible Outcome

### Doing Better Every Day

Though this is still in its pilot phase, patients like this programme and find it useful, and our volunteers enjoyed their time here. We are truly grateful to everyone who contributed in one way or another in making this happen. Indeed, Incredible Care starts with ‘me’ and by coming together as a team, we can help our patients have a meaningful learning experience while they wait.



## Corporate Social Responsibility

### Looking to make a difference in 2024?

A Memorandum of Understanding between NUH, Healthcare Services Employees Union (HSEU) and NTUC Health to introduce a Corporate Social Responsibility (CSR) Programme was signed on 30 November 2023.

This partnership aims to establish a meaningful and sustainable programme that promotes the culture of giving and the spirit of volunteerism.

Starting this month, you will be able to volunteer your time on a regular basis at NTUC Health Nursing Home, located at Jurong West.

To sign up, look out for more information from HR Benefits, Wellness & Engagement Team.



## Volunteer in NUH. Be the change.

Our volunteers spend time engaging our patients through activities like arts and crafts, music, games and more.

For volunteering opportunities, contact:  
[nuhvolunteers@nuhs.edu.sg](mailto:nuhvolunteers@nuhs.edu.sg)

# Did you *know*?

Do you want to make an impact at work and build Incredible Care for our NUH community? Here are 2 different programmes that you can participate in:



**Enabling Quality Improvement  
in Clinical Practice**



**Improvement Sprints  
(Process/Service/Hybrid)**

## Incredible Care Quality Improvement Programmes

These programmes were established to guide and transform our staff into champions of quality improvement initiatives. Through these programmes, participants will be equipped with tools and concepts that they can use to improve processes and create seamless experiences and new levels of service excellence in their day-to-day work.

Programmes	Quality Improvement Course (EQUIP)	Improvement Sprints (Process/Service/Hybrid)
<b>Objectives</b>	<ul style="list-style-type: none"> <li>Empower clinicians and other healthcare professionals with quality improvement tools to improve patient care</li> <li>Apply learning to real-world practice through a clinical improvement project</li> <li>Test change ideas in small cycles (Plan Do Study Act (PDSA))</li> </ul>	<ul style="list-style-type: none"> <li>Apply appropriate methods in a structured, guided and timeboxed manner to understand holistically and deeply about a complex issue with a process or service</li> <li>Define gaps or opportunities for improving specific process, service and/or experience for patients and staff</li> <li>Brainstorm, test and refine solutions to achieve desired outcome</li> </ul>
<b>Target audience</b>	<ul style="list-style-type: none"> <li>Doctors, nurses and allied health professionals</li> </ul>	<ul style="list-style-type: none"> <li>Cross-functional project teams from one or more departments collaborating to improve a process and/or service and achieve a target goal or desired outcome</li> </ul>

Did you *know*?

Programmes	Quality Improvement Course (EQUIP)	Improvement Sprints (Process/Service/Hybrid)
<b>Commitment</b>	<ul style="list-style-type: none"> <li>Attend QI courses and get started on your project with guidance from advisors and facilitators</li> <li>Attend all the sessions in the 6-month course: <ul style="list-style-type: none"> <li>Session 1: 2.5-day workshop focusing on QI tools and concepts</li> <li>Session 2: First Review - Project presentation one month after the workshop</li> <li>Session 3: Final Review - Project presentation at the six-month mark</li> </ul> </li> <li>100% attendance required to graduate</li> <li>Certificate will be issued to participants who have attended the workshop and have successfully completed the project</li> </ul>	<ul style="list-style-type: none"> <li>Attend all the sessions: <ul style="list-style-type: none"> <li>Scoping meeting with project sponsor(s), team leader(s) and QI facilitator(s) to get aligned on the challenge, target, scope and team composition</li> <li>Pre-work to gather data and conduct on-site observations</li> <li>1 to 4.5-day workshop focusing on QI tools and concepts</li> <li>Implementation, evaluation and iteration of solutions (timeframe varies according to the solutions)</li> </ul> </li> <li>Certificate will be issued at the end of the workshop</li> </ul>
<b>For more details or to sign up, please contact:</b>	<ul style="list-style-type: none"> <li><b>Dr Sangeetha Guruvayurappan</b> DID 6772 6528 sangeetha_guruvayurappan@nuhs.edu.sg</li> <li><b>Dr Amy Aung</b> DID 6772 5923 amy_aung@nuhs.edu.sg</li> </ul>	<ul style="list-style-type: none"> <li><b>NUH Quality Improvement</b> qi@nuhs.edu.sg</li> </ul>



\*Examples of QI tools and concepts include 6S, Plan Do Check Act Cycle, LEAN and Behavioural Insights

## Celebrating Success

Once the projects are completed, each team can consider submitting their project for the QIX Awards – an award that recognises the proactive initiation of projects, success in achieving positive outcomes and commitment to the culture of continuous improvement within NUH.

# Get your *game* on!

Answer the questions below to test how well you have read this newsletter, and stand a chance to win a \$20 NTUC Voucher!



*Scan here!*

or visit <https://for.sg/gygo3>

## How to participate

Scan the QR code, submit your answers online, and you could be one of the lucky winners!

**Contest closes on 31 January 2024.**

Winners will be notified by email or phone (for those without corporate email address). Good luck and have fun!

## Questions

Hint: All the answers can be found in this issue of 'Onboard Incredible Care'.

- 1 Which of the following activity is not part of the Wait Time Management Programme? (Hint: Check out "Talk of the Town")
  - a. Stretching exercises
  - b. Learning how to use the OneNUHS App
  - c. Watching educational videos on Youtube
  - d. Learning about the 7 dimensions of wellness
- 2 Amongst the items that A/Prof Victor Koh shared, which item represents perseverance? (Hint: Watch "The Incredible Care Factor" video)
  - a. Portrait painting on rock
  - b. Family photo
  - c. Department outing photo
  - d. Crocs shoes
- 3 Please fill in the blank.  
To understand what is important to patients and caregivers, we should constantly review the department's \_\_\_\_\_ scores and verbatim. (Hint: Read "Snack on This")



## Answers from the previous issue

1. What did participants receive at the Seeding Kindness event?

Answer: A  
A pouch, snacks and a message card

2. What is the 3rd item that sparks joy for Chief Nurse Ms Joann Pang?

Answer: B  
A jade comb

3. Which of the following tips will help to improve your wellbeing?

Answer: C  
Learn something new

# The *Incredible Care* factor

Providing Incredible Care isn't always easy. Work and life can get hectic, affecting our performance and mood. How do members of our NUH family continue to serve with empathy and compassion through the seasons?



## Associate Professor Victor Koh

Associate Professor Victor Koh is the Head and Senior Consultant for the Department of Ophthalmology at the National University Hospital and Associate Professor at NUS Yong Loo Lin School of Medicine. He graduated from the School of Medicine in 2007 and completed his basic and advanced Ophthalmology specialist training in 2016.

A/Prof Koh has received numerous awards, with the most recent being the NMRC Clinician Innovator Award (Investigator) in 2022. He works to provide evidence-based and individualised therapy for his patients.

Discover what 4 items inspire him to keep going, and enable him to deliver Incredible Care, even when the going gets tough.

**Scan the QR code to watch the video.**



# Snack on this!

In the hustle and bustle of medical work, through all the busyness of our shifts and caring for patients, we sometimes forget about the important factors in giving Incredible Care.

Here are 6 tips to remember, from maintaining a professional image to good communication.

Tips by Service Culture Department and A/Prof Victor Koh.

## Tip #1

### Uniform and corporate jackets

Uniform jackets should be worn during work, especially at the front counter. Remember to remove your jacket or pull up your sleeves during clinical work to adhere to the bare below-elbow policy. Corporate jackets can only be worn when not doing frontline duties.

## Tip #2

### Scrubs & full uniforms

You are required to don the full set of uniforms issued with a name badge. Remember that your uniform should not be modified in any way that changes or affects the visual design of the uniform (NUH HR Intranet - Dress Code Policy & Professional Image Guidelines clause 6.3.2)

## Tip #5

### Opportunities for Improvement

Constantly review the department's ePES scores and verbatim to understand what matters to our patients/caregivers. Follow up with patients/caregivers where there are concerns and share the feedback with relevant departments. Feedback is an opportunity to improve and everyone plays a part in contributing to the whole patient experience journey!

## Tip #3

### Remember G.O.O.D.

#### *Greet, smile, eye contact*

Smile and greet patients with eye contact to show respect. Do address them using appropriate salutations e.g. Mr./Ms./Madam.

#### *Observe details*

Proactively look out for patients and colleagues in moments of need and provide the appropriate assistance promptly.

#### *Offer alternatives*

Avoid saying "No!" or "Cannot!" Do offer alternatives such as, "May I offer you these other dates instead?" or "Would you prefer this date or that?"

#### *Deliver timely updates*

Proactively provide updates especially when the wait time is long so that patients and caregivers can plan their activities accordingly.

## Tip #4

### Communicate Empathetically

We should be mindful not to talk about patients and caregivers within earshot of waiting areas, as patients might overhear the conversations. Be aware of your verbal and non-verbal communication. For example, our tone of voice should be friendly, avoid sounding bossy or impatient.

## Tip #6

### Try to address the patients by their names or last names

For example, Mr Tan, Mrs Lim. It conveys respect and immediately makes the consult more personable. This also encourages the patients to open up to their doctor.

- A/Prof Victor Koh



Feedback on *Onboard Incredible Care*? Or want to share more stories of Incredible Care with us? We would love to hear from you! Email us at [NUH\\_IncredibleCare@nuhs.edu.sg](mailto:NUH_IncredibleCare@nuhs.edu.sg)

Brought to you by Project Office (Incredible Care)



National University  
Hospital

INcredible  
care <sup>@NUH</sup>  
It starts with me