



Quality Improvement | Design Thinking | Resilience | For Healthcare

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**Editorial Team**

**Editor:**

Professor Tan Kok Hian

**Editorial Assistant:**

Zann Foo

**Editorial Associate:**

Nurhuda Ishak

**Main Authors:**

Keith Heng, Tang Joo Ying, Teo Shao Chu

**Contributing Authors:**

Cynthia Cheong, Foo Shi Jie, Lim Yong Kang,  
Lucas Ng, Mabel Sim, Pearlyn Lim,  
Seow Yee Ting, William Yap

**Design by:**

Keith Heng, Lim Yong Kang



**Institute for  
Patient Safety & Quality**

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# AM-EPIC Framework



## Academic Medicine – Enhancing Performance, Improving Care (AM-EPIC)

The AM-EPIC Framework is an education and professional development framework that comprises a portfolio of programmes aimed at upskilling and uplifting the Patient Safety, Quality and Innovation capabilities of our staff.



Provides leaders with broad knowledge in systems governance, enables them to oversee effective programmes in quality & safety and align innovation & quality initiatives with academic clinical organisations' strategic initiatives.

### Leadership Programmes

Provides advanced knowledge and skills that enable Quality Professionals to lead large scale quality initiatives and facilitate the work of quality, innovation and patient safety teams.

### Train the Trainers / Masters Programmes

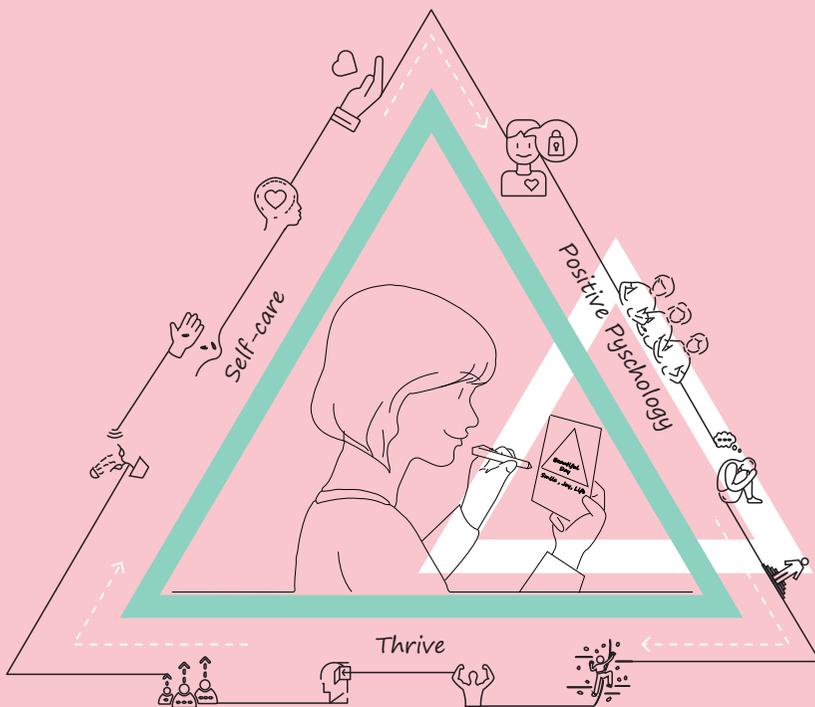
Provides quality, innovation and patient safety teams with knowledge and skills to analyse problems, develop, test and implement impactful interventions to improve care delivery systems.

### Skills & Training Programmes

Provides faculty and staff with a strong foundation in key concepts in quality and safety in healthcare.

### Foundation Programmes

Figure 1: Education and Professional Development Framework for Academic Medicine – Enhancing Performance, Improving Care (AM-EPIC)



# Resilience Toolkit

*For Healthcare*

Contributors:

Tang Joo Ying, Mabel Sim,

Cynthia Cheong & Lucas Ng

# Build Your Resilience

01

## 3 Good Things Cultivate Positive Emotions

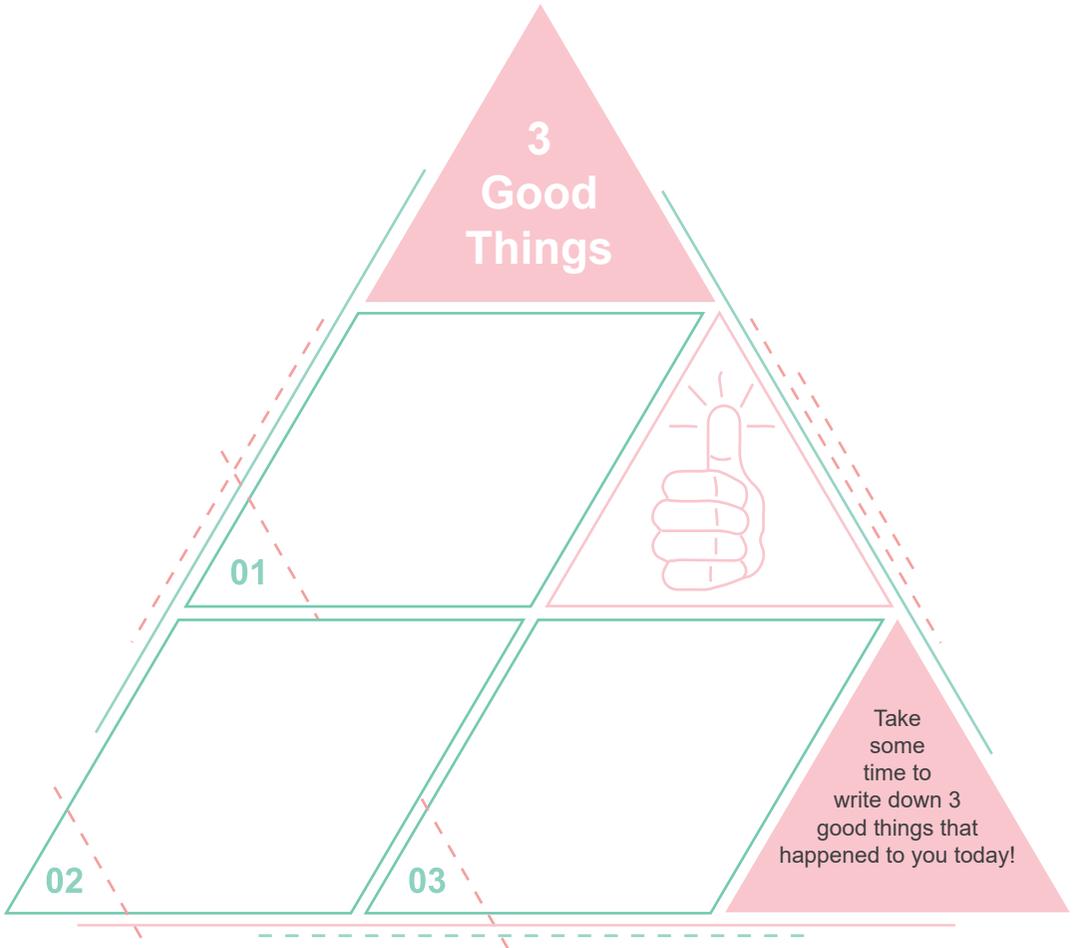
Humans are naturally hard-wired in remembering the negative aspects of our day, but flipping around this inclination can be simple.

Promoting positive thoughts and building resilience can be as easy as taking notes each night before bed. Think of three things that happened during the day that went well and your role in the positive outcome, then jot them down.

The key is to savour those positive emotions to train your brain to remember good things.

Source: Dr Bryan Sexton, Associate Professor in Psychiatry and Behavioral Sciences at Duke's School of Medicine and an expert in the field of resilience.





Each day for at least one week, write down three things that went well for you today.

It is important to create a physical record of the good things that happened. By taking time to notice the good things around us, we will be more appreciative and grateful in our lives.



"There is always a rainbow after every storm."

For softcopy of this graphic, scan the QR code here





02



## Gratitude Letter

**Be Genuine, Kind,  
and Appreciative**

Showing Gratitude is the ability to be thankful, appreciative and kind. Gratitude can be cultivated with simple tools.

Think of someone who has done something amazing for you, or contributed to your well-being in any way; this person can be alive or no longer with you.

Spend the next few minutes to write a brief note, telling this person what they did, how it impacted you and what this says about them.

Source: Dr Bryan Sexton, Associate Professor in Psychiatry and Behavioral Sciences at Duke's School of Medicine and an expert in the field of resilience.



[Bit.ly/grattool](https://bit.ly/grattool)

03

## 1 Good Chat

### Cultivate Relationship Resilience

Positive and strong social relationships enhance emotional well-being. You can start building and improving social connection through good chats.

As you start noticing the good chats you have with others, you will notice and appreciate what makes it good. It enhances your ability to notice small moments of connection with people, even those you do not know well.

Take a moment to reflect on a conversation over the past 24 hours that made you feel relatively warm and uplifted. The nature and duration of the conversation do not matter; it can be with your loved one, co-worker or even a stranger. The point is that it left you feeling more replenished and not drained.



Source: Dr Bryan Sexton, Associate Professor in Psychiatry and Behavioral Sciences at Duke's School of Medicine and an expert in the field of resilience.



[Bit.ly/1goodchat](https://bit.ly/1goodchat)

# Quality Improvement & Design Thinking Methodology

## Quality Improvement

### Understand

Form Team  
Construct Mission Statement  
Map Process Flow

### Identify Problems & Causes

Identify & Prioritise Root Causes  
Identifying Wastes of the Process

### Propose Solution

Brainstorm  
5S + Safety  
Visual Management  
PICK Chart  
Communicate to Stakeholders  
PDSA

### Implement, Sustain & Spread

Implement  
Run Chart  
Change Management  
Sustain & Spread



### Understand

Stakeholder Mapping  
Secondary Research  
Empathy Interviews  
User Observations  
Context Immersion  
Make Sense of Data  
Identify Opportunities  
Craft "HMW" Statements

### Explore

Brain-Writing & Round Robins  
Analogies  
Trigger Cards  
Ideas Selection

### Test

Prototyping  
Test & Learn  
Refine & Iterate

### Implement, Sustain & Spread

Implement  
Sustain & Spread

## Design Thinking

**In your Patient Safety and Quality  
Improvement journey,  
please contact your institution  
representatives for their support.**



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Website



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