



Quality Improvement | Design Thinking | Resilience | For Healthcare

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Quality Improvement | Design Thinking | Resilience**

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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

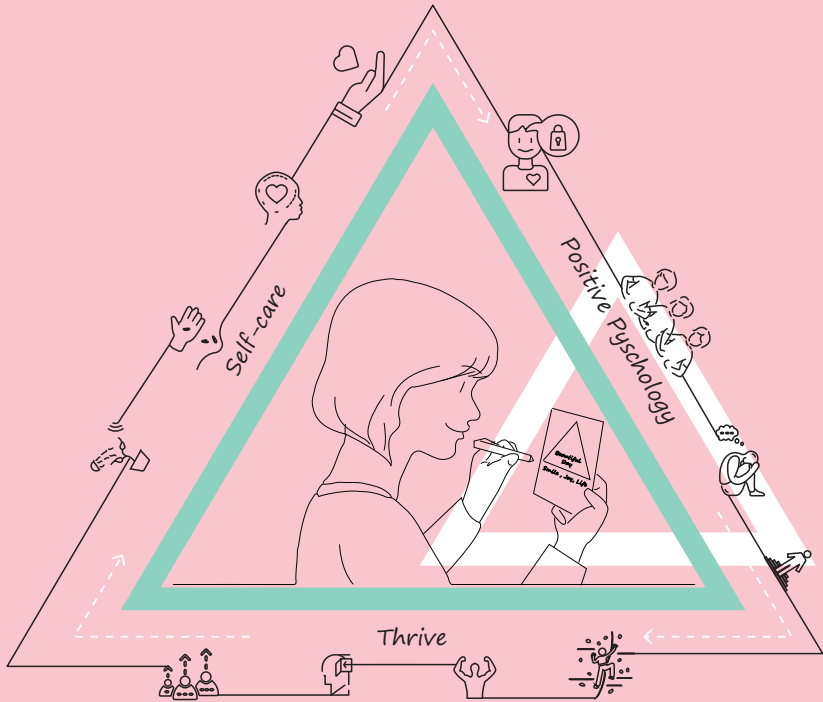
Provides quality, innovation and patient safety teams with knowledge and skills to analyse problems, develop, test and implement impactful interventions to improve care delivery systems.

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

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Build Your Resilience

01

3 Good Things Cultivate Positive Emotions

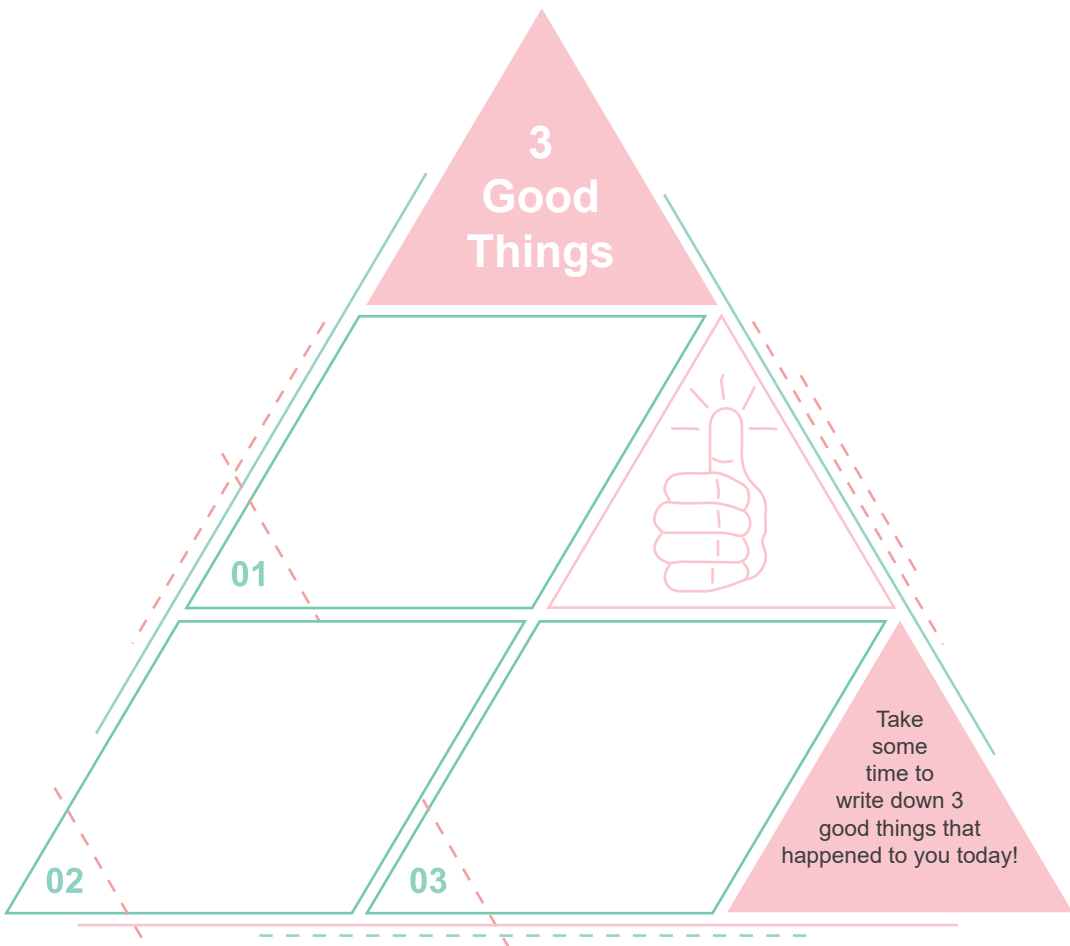
Humans are naturally hard-wired in remembering the negative aspects of our day, but flipping around this inclination can be simple.

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.

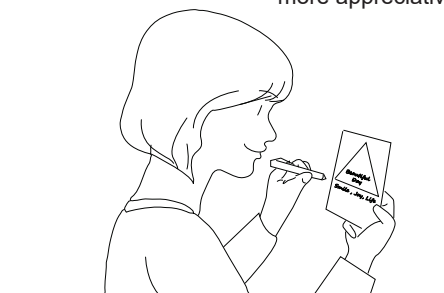
Source: Dr Bryan Sexton, Associate Professor in Psychiatry and Behavioral Sciences at Duke's School of Medicine and an expert in the field of resilience.





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.



For softcopy of this graphic, scan the QR code here



"There is always a rainbow after every storm."



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

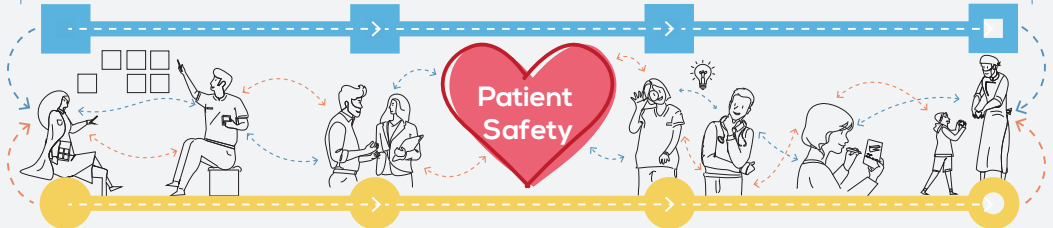
Identify & Prioritise Root Causes
Identifying Wastes of the Process

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.**



Scan the QR Code to visit
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