Formalised Training for Cross-Institution Infection Control (CIIC) Auditors

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Problem Statement

CIIC audit in SingHealth aims to maintain a high standard of compliance to Hand, Environmental, Kitchen Hygiene by identifying areas of improvement and implementing standardised patient safety practices across healthcare settings.

Along with adhoc trainings (Figures 1-2), a buddy system is in place (Figure 3), where new auditors are paired with experienced auditors for "On the Job" training.

For optimal performance of the auditors, the need for a structured training to ensure up-to-date audit practices are covered, was identified.
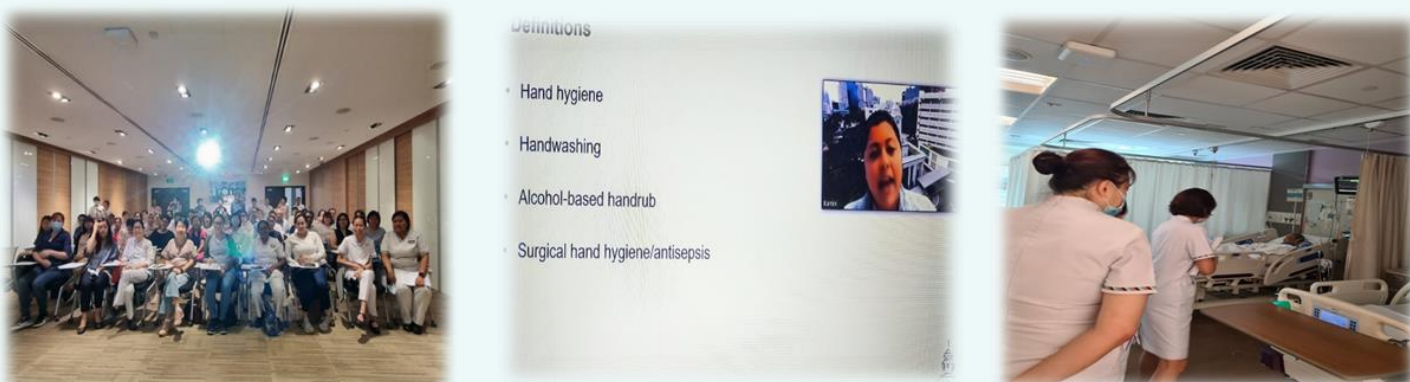

Figure 1: Face-to-Face Training   Figure 2: Zoom Training   Figure 3: Buddy System

Project Aim

- Enterprise Risk Management process indicators such as 'Measure', 'Manage' and 'Monitor' were applied into the conceptualisation of the risk controls, which was to develop the structured Auditor's training modules.

- Managing of risk is effectively done through education bundle of eLearning, Buddy System and classroom trainings.

- Monitoring of the controls is ongoing to assess the competency and skillsets of the auditors.

Measure
Manage
Monitor

Lessons Learnt

- eLearning is made engaging through highly interactive learning scenarios, games and quizzes.

- Yearly physical trainings prove to be an effective in providing CIIC auditors with bite-sized and focused refresher training. It also provided an annual opportunity for CIIC auditors to come together to share and form its community of learning.

- Though training is essential to empower CIIC auditors to conduct effective CIIC audits, it is important to recognize the auditors for their commitment and time in conducting audits and developing their skills. The recognition is done through annual CIIC Auditors Appreciation and through formal appointment of auditors. The training development work contributed by senior CIIC auditors were also showcased at the 2023 Enterprise Risk Management Congress and has won the Best Poster Award for Research, Innovation & Education.

Potential Solutions

A team of experienced CIIC auditors, Tracer Consultants together with IPSQ, co-developed a set of 4 eLearning modules, namely Soft Skills, Cross Institution Hand Hygiene (CIHH), Environmental Hygiene (CIEH) and Kitchen Hygiene (CIKH) to meet objectives of the structured training.

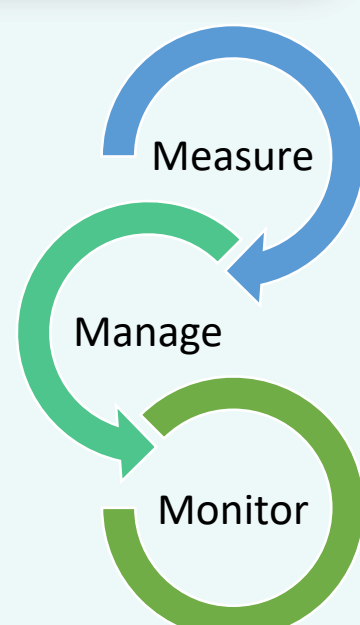| Team Formation	• Tap on the pool of domain expertise
Content Development	• Content based on audit tools, covering audit standards of soft skills, environment, hand and kitchen hygiene
Testing and Revising	• Test and revise of training content with feedback from subject matter experts and the learners
Launch	• Launch of eLearning modules in February 2023

Outcomes & Impacts

- Since the launch, **80.5% (n=140)** of CIIC auditors have completed the assigned eLearning modules.

- Favourable comments such as "well-planned, concise, informative curriculum and scenarios, easy accessibility, incorporated real life case studies, especially useful for newly appointed auditors", were received from the learners.

- Interests pertaining to cross learning of eLearning modules, such as CIHH auditors being keen on CIEH and CIKH modules were received. Hence cross learning access was granted.

- Learners had also requested for the modules to be extended to 4 SingHealth Institutions for the training of their internal auditors.

- eLearning is an effective tool as it helps to mitigate the risks in training by providing a virtual training environment to apply new knowledge and skills and provide refresher trainings for experienced auditors.

- It is a sustainable and scalable mode for busy healthcare workers and can be extended to other audit domains.
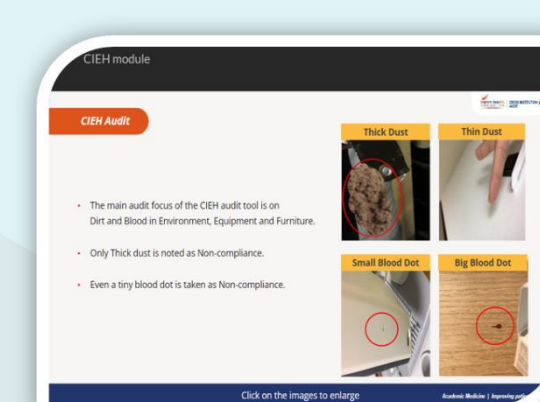

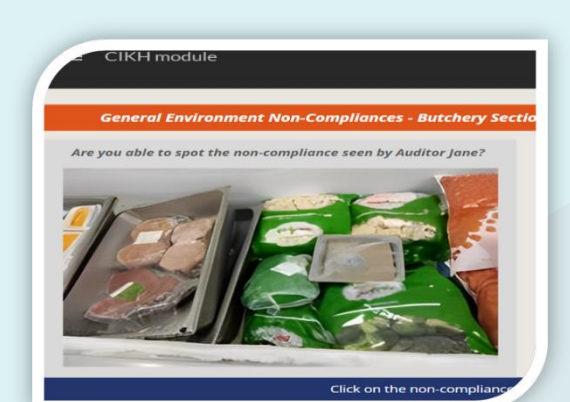Figure 4: CIHH eLearning   Figure 5: CIEH eLearning   Figure 6: CIKH eLearning