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NHG Education

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NHG Education @ SHBC 2018 - Developing Trust

It was back to basics for some 4,000 local and overseas participants at this year's Singapore Health and Biomedical Congress (SHBC), held from 25 to 27 October 2018, at Max Atria @ Singapore Expo, and Nanyang Technological University Lee Kong Chian School of Medicine's Novena Campus.

Bearing this year's theme 'Back to Basics: Adding Years to Healthy Life', the Education@NHG track centred its programmes around the foundation of relationships - developing trust, with an experiential workshop on psychological safety, and the annual SHBC Medical Humanities Arts Exhibition with 'Trust' as its theme.

On why the topics relating to trust were selected, SHBC Education Track Champion, Ms Wang Wenjing, Nurse Educator (Woodlands Health Campus), explained that "trust is a fundamental part of the relationship throughout the healthcare education and care delivery ecosystem - relationship between patient and healthcare professionals, learners and trainers, healthcare community and among healthcare professionals".

Agreeing, fellow SHBC Education track champion, Dr Angelia Chua, Family Physician-Consultant (National Healthcare Group Polyclinics), added that clinical educators and learners "need to have the trust in order to be able to continue in the learning journey together, and [ultimately] to improve patients outcomes"

Safety... First

Titled 'Creating a Psychologically Safe Learning Environment', the experiential workshop was the first of its kind introduced at SHBC.

Mr Tong Yee, Director of The Thought Collective, who conducted the two oversubscribed, three-hour workshops provided participants a glimpse of how disruptive, closed and unauthentic a learning environment (or workplace) can be, if participants, trainers, staff and even management do not feel psychologically safe.

This refers to an environment where ideas, thoughts or doubts are withheld (or censored) by the



'Creating a Psychologically Safe Learning Environment' with Mr Tong Yee

individual or a group due to the fear of being judged, ridiculed or shamed, usually by a more domineering -in status, authority or personality- individual.

Throughout both sessions, Mr Tong stressed that effective learning occurs when learners (or employees) are able to bring the fullness of their presence into the learning environment (or workplace), absorbing all that can be offered. Sharing that it would only be possible in an environment that is psychologically safe, and/or through the development of awareness and emotional range.

"The principles Mr Tong Yee shared not only applies to education, they are also relevant to daily

working environment such as managing relationships with bosses or colleagues," said Dr Chua who attended one of the sessions.

Ms Wang concurred, adding that "the experiential learning strategies introduced by Mr Tong Yee illustrated the concepts very well... providing a good coverage of psychology safety at the workplace".

She believes that the concepts covered are beneficial to clinical educators and management -from the Gen X cohort, who face challenges training, managing and engaging the younger cohort of healthcare professionals entering the workforce.

A Display of Trust



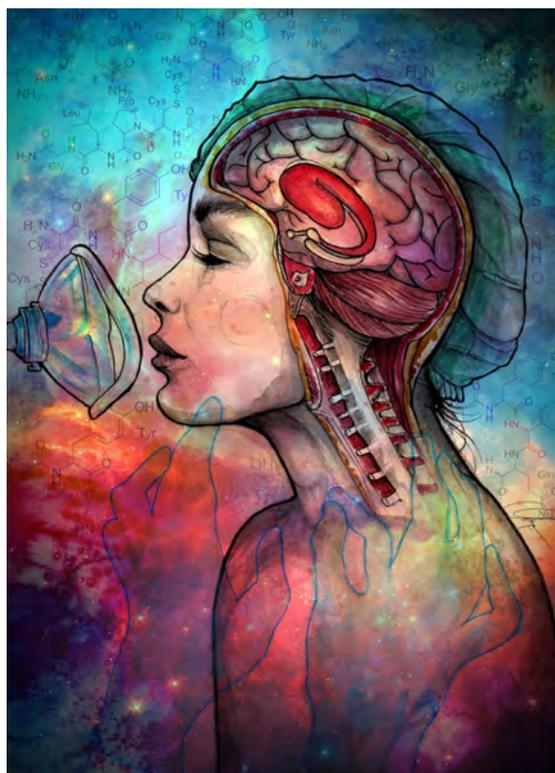
SHBC Medical Humanities Gold Award winner, Ms Quinatasya Afridi (right) showcasing her artwork to Guest of Honour, Minister Gan Kim Yong

32 unique interpretations and perspectives of the word 'trust' were expressed in the form of photographs, paintings, poetry and even a sculpture, at this year's SHBC Medical Humanities Arts Exhibition.

The 32 artworks were selected from a pool of 60 public entries based on how well they captured the exhibition's theme of 'Trust'.

Singapore University of Social Sciences psychology student Ms Quinatasya Afridi, bagged the Gold Award for her mixed-media artwork 'I Trust You with All My Brain', which won her a \$500 cash prize sponsored by Nanyang Technological University Lee Kong Chian School of Medicine.

Using a combination of watercolours, Chinese ink and digital media, the artwork recounted Ms Quinatasya's experience of undergoing general anaesthesia; where she had to entrust herself "to the healthcare professionals and modern medicine when she was in the position of pure vulnerability - naked,



Gold Award Artwork - 'I Trust You with All My Brain'

unconscious, with foreign objects being pushed and probed into her body".

Ms Wang, who was one of the exhibit's judges shared that the artwork illustrated the "deep trusting relationship between patient and healthcare team", that is required when receiving treatment as a patient, and delivering treatment as a healthcare professional.

"The winning artwork fully demonstrates the importance of trusting with the brain (logic), and not just following one's heart blindly," said Dr Chua, fellow exhibit judge.

Framing for Better Content

By Ms Wong Xiu Min

The Learning Design and Technology (LDT¹) team from National Healthcare Group (NHG) Education organised creative workshops on photography and mobile video production for NHG staff, on 12 July and 14 August respectively.

This second run of creative workshops attracted some 27 participants from various healthcare professionals who were eager to pick up basic photography and videography skills.

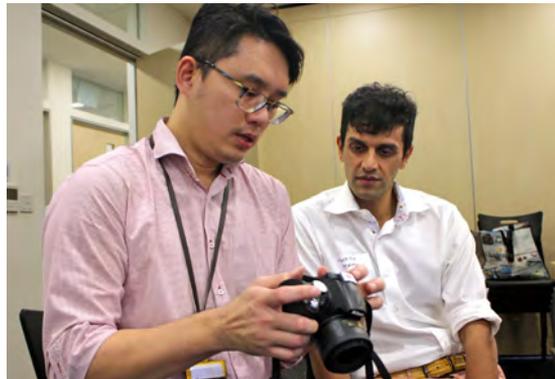
Mr Ben Lee, Assistant Manager (LDT), who conducted the workshops, shared that the workshops came about due to requests from NHG educators who faced issues with producing engaging instructional photos and videos. "These workshops hope to bridge those gaps, to enable our educators to create better instructional content, enhancing teaching and learning through the use of creative media," he added.

During the workshops, the participants were given a basic introduction of photography and videography before having a go at producing media content with their newly acquired skills.

"I have learnt a lot from the workshop. said Ms Florence Cheong, Senior Principal Occupational Therapist, Tan Tock Seng Hospital, who attended both workshops. "The skills I picked up were very useful."

"Both sets of skills can be used hand in hand to create better media content for patient education."

Mr Warric Ng, Assistant Nurse Clinician, Institute of Mental Health, who attended the mobile production workshop, shared, "I think the best part of this course is that it was interactive for beginners. The course contents were engaging, and the group activity allowed us to try it out for ourselves."



Mr Lee (left) guiding a participant through the rule of thirds.



Mr Lee giving the introduction during the mobile video production workshop.

"I would definitely recommend this to staff who are tasked to produce videos for departmental or organisational purposes."



Participants trying their hand at mobile videography.

¹LDT - the Learning Design and Technology team has now branched to Education Engagement (E2), and Education Technology and Analytics (ETA).

Chief Resident Induction: A Time to Recalibrate

BY DR VANESSA LIM

Amidst the everyday hustle and bustle of clinical work, back-to-back case presentations, chasing research deadlines, and so on, the two days spent at the recent NHG (National Healthcare Group) Chief Residents Induction Programme felt like a breath of fresh air I didn't even realise I needed. It was an unexpected 'break' that broadened views, challenged existing ideas, and even allowed us to glean insights into our personal and professional selves.

We were kept on the edge of our seats as our guest speaker, Ms Kuik Shiao-Yin of The Thought Collective, shared her social enterprise's aim to build up the social and emotional capital of our nation through programmes that facilitate cross-sector conversations.

Training in our respective specialities, it is easy to get lost in the maze of medical minutiae, so it was a pertinent reminder of how our roles in healthcare fit into the overall objective of achieving a common societal good. This involves building trust at multiple levels – the head, heart, and gut.

My technical expertise as a specialist is a basic expectation that my patients should have of me, but above and beyond that, genuine sincerity and

concern for each and every patient is the glue that our healthcare system should be built on.

A mainstay of this annual programme was the opportunity to attempt the MBTI (Myers-Briggs Type Indicator) personality test. Having previously had a go at it as a 14-year-old in secondary school, it was interesting to see how some of my core personality traits remained quintessentially Vanessa... and also how other traits had evolved with time and, I'd like to think, maturity. What was perhaps even more interesting was the exercise that followed - working on several tasks in groups divided based on the various personality categories and seeing the descriptors in the MBTI booklet come to life.

I very much appreciated the emphasis on first understanding ourselves well, to be able to work well with others of other personalities and conflict-management styles.

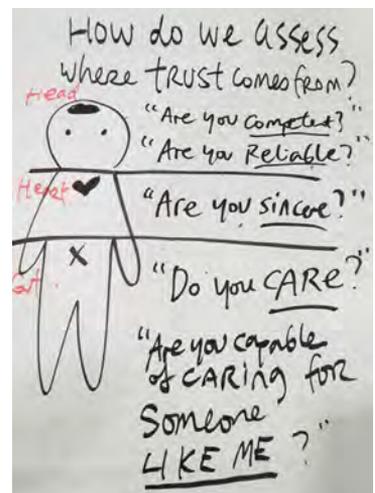
We then wrapped up the two days learning about useful negotiation strategies to engage with others within a team and advance meaningful agendas for our patients.

Overall, this programme has been a timely recalibration exercise, with the chance to pause and evaluate our personal growth and professional journey thus far. It has also provided a macro perspective of how our everyday work contributes to the overall healthcare landscape, reminding us of the original reasons why we chose to do medicine.

Dr Vanessa Lim Ziyong Vanessa is a graduate of the NHG Internal Medicine Residency Programme and current Deputy Chief Resident of the NHG Dermatology Senior Residency programme.



Dr Vanessa Lim (in white, standing, fourth from left) and the Chief Residents at this year's induction programme.



Building trust at multiple levels

210 Senior Pharmacists Attend TTSH's Portfolio-Based Workshops

In December 2017, Tan Tock Seng Hospital (TTSH) was awarded a tender by the Ministry of Health (MOH) for the provision of training services for 16 half-day Portfolio Building (PB) workshops, and six one-day Portfolio Assessment (PA) workshops over a period of three years. This is part of the National Pharmacy Strategy to enhance the development of Pharmacists in Singapore through supporting the adoption and implementation of the national Competency Standards for Pharmacists in Advanced Practice.

Led by Associate Professor Tham Kum Ying, Senior Consultant and Education Director, TTSH, a team of TTSH pharmacists developed the curriculum and course materials, and launched the inaugural PB workshop on 10 May 2018, followed by the inaugural PA workshop on 25 May 2018.

These workshops are opened to all senior practicing pharmacists from diverse healthcare settings in Singapore, from both public and private sectors, with National Healthcare Group (NHG) College providing programme administration support. Since May 2018, five Portfolio Building workshops, and two Portfolio Assessment workshops have trained 150 and 60 senior pharmacists respectively.

The PB workshop focuses on the implementation of the advanced practice framework for the pharmacists within their institution through a portfolio-based approach. From the selection and collection of evidence of learning through using an Outcome



Assoc Prof Tham Kum Ying (3rd from right) with her team behind the Portfolio Building and Assessment workshops. (From left: Ms Koh Sei Keng (MOH), Ms Lee Hwei Khiem, Ms Chong Hou Meng, Ms Law Hwa Lin, Ms Tan Keng Teng, A/Prof Tham Kum Ying, Ms Chuang Shen Hui and Ms Lim Hong Yee)

Logic Model, to designing their portfolios, pharmacists from different institutions had the opportunity to tap on the collective wisdom of fellow participants; deliberating ways to make portfolios work in their context.

The PA workshop drills deeper to equip the participants with the capabilities to conduct assessments of portfolios, and establish the requisite assessment system within their own institutions.

These workshops have been well-received, with all 2018 to 2019 workshops fully subscribed. Associate Professor Lita Chew, Chief Pharmacist, MOH lauded the efforts by the TTSH-NHG team, and expressed that these contributions would aid in the push for pharmacists towards greater self-directed, continual and life-long learning.



Participants learning about application of Outcome Logic Model through group discussion.