

Strengthening Resilience in Crisis: Learning on the Go

The COVID-19 crisis has propelled the performance of each country's healthcare system to the world stage, where every global citizen would witness how resilient the country's healthcare system is when tested by the most threatening pandemic in the last 100 years. The volatile nature of the crisis has also prompted enhancements to existing technology and processes, and is the catalyst in speeding up innovations critical to battle.

Even before the pandemic, many organisations were already exploring new andragogy for training. With the evolving COVID-19 situation, it became even more compelling to leverage on new modalities to keep pace with the speed of information. One such innovation is the Microlearning initiative by the Centre for Healthcare Innovation's People Development Team, which has been integral in the training of healthcare professionals, and staff adapting to a new way of working due to safe distancing. Hosted by the ULeap platform, Tan Tock Seng Hospital and Central Health users can access bite-sized modules via the ULeap mobile application. The asynchronous learning solution provides a sustainable approach to reducing time away from patient care due to training, and allows training modules to be developed and shared quickly.

Learn "Just-In-Time"

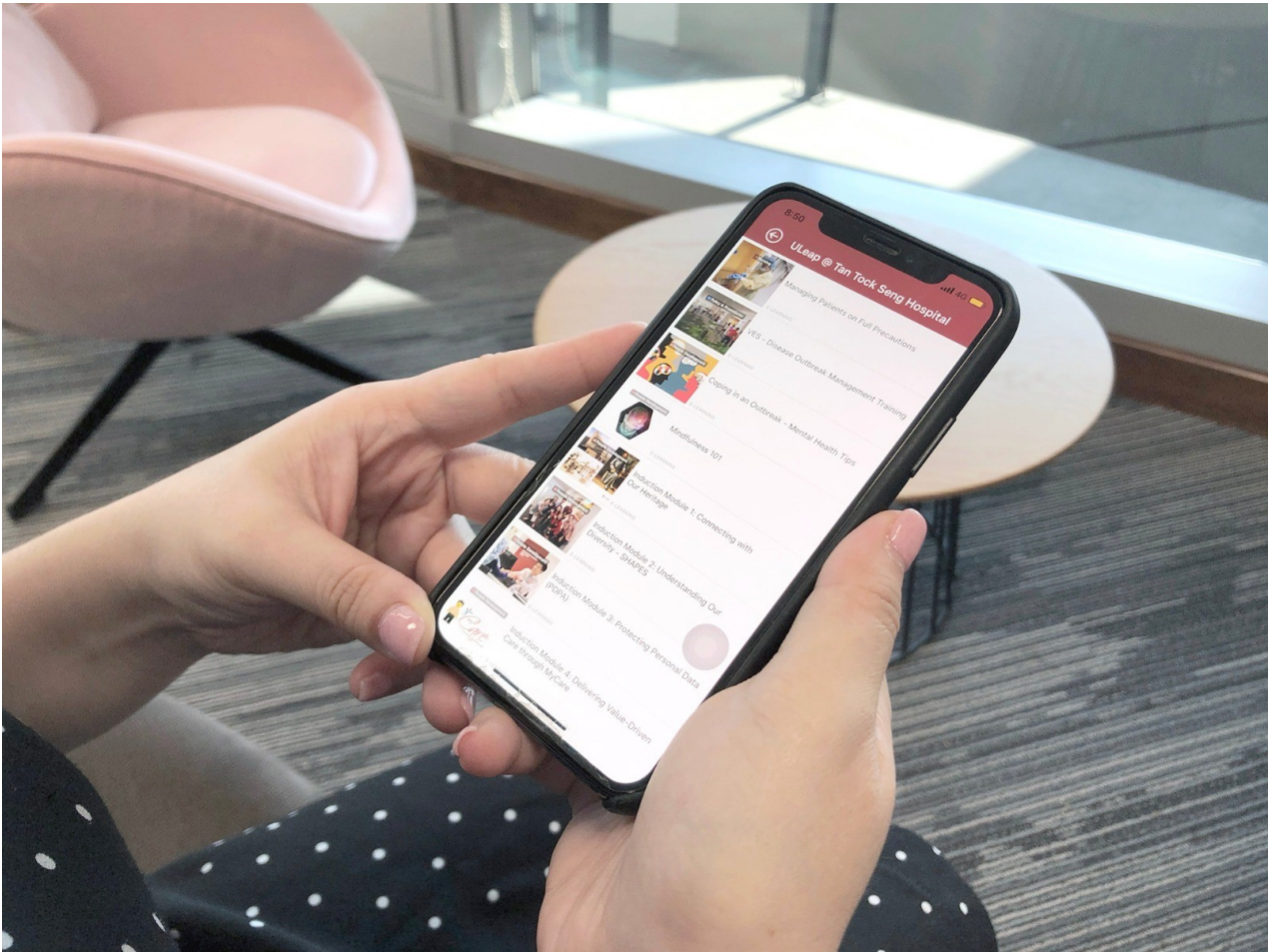
When the crisis hit Singapore, the healthcare industry was prepared to augment manpower needs and to mobilise staff and outsourced support to critical clinical and non-clinical areas. Staff had to be trained quickly to cope with evolving guidelines, updates and new duties. In response to this urgent need, both clinical and non-clinical stakeholders came together to develop the necessary modules to provide learning on-the-go.

The flexible and easy-to-use platform allows Microlearning modules to be developed quickly, an important capability for "Just-In-Time" training.

Less than 2 months into COVID-19, Microlearning has equipped more than 160 Welfare Officers supporting frontline operations on the psychological demands of the current crisis. Made up of 5 modules (*Stress at the Workplace*, *Active Listening*, *Coping in An Outbreak – Mental Health Tips*, *Managing Difficult Situations using C.A.R.E. Approach*, and *Managing Suicidal Ideas*), the program content has been specially curated and designed to equip the Welfare Officers with the fundamentals of Psychological First Aid and the essential knowledge and skills to identify ground level stressors, evaluate staff needs on the ground, and improve the staff wellbeing as part of staff support during this time.

Other modules include those that train clinicians, nurses and allied health professionals in the use of Personal Protective Equipment (PPE) as well as Standard Operating Procedures.

With the introduction of the "circuit breaker" regulations and emphasis on safe distancing, Singapore's workforce has switched to a compulsory work-from-home (WFH) arrangement, with the exception of those in essential services. To ease the transition for affected administrative staff and ensure minimum impact on work-related communications, a Microlearning module on Video Conferencing was also introduced.



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Beyond Classroom Walls

First launched in September 2019, the mission for Microlearning is to enable every learner to be a content creator, building the resilience of the healthcare community by equipping users with the ability to share their knowledge and co-learn at their fingertips. With access to the ULeap mobile application, users can learn on demand, anytime and anywhere, breaking down the traditional “classroom walls”.

“Realising our Microlearning mission of making every learner a content creator will be a new way to define learning,” says David Hendrick Jr, Director of CHI-People Development.

In just over six months, a total of 123 modules have been developed, with 43 modules published in the past 2 months, responding to the COVID-19 crisis. The number of users have also grown by 60 percent since its launch, with more than 5,500 users accessing the ULeap platform.

“Microlearning allows learners to learn on-the-go, at a time of their convenience. This has shortened the time required for me to train staff,” said Teo Sing Hwee from Occupational Therapy, Tan Tock Seng Hospital.

Echoing her sentiments on the ease of Microlearning are Joanna Lee and Mary Leong from Nursing Education & Practice who share that nurses are now able to “refresh their knowledge on WorkSAFE quickly and just in time to handle situations swiftly.” WorkSAFE is a 4-part program that aims to equip Nurses with the knowledge and skill to anticipate, respond, and apply appropriate preventive strategies and physical interventions to violent and aggressive patients.

Microlearning will become the new norm for learning, with CHI’s partners and collaborating centres contributing to the content needed for the healthcare workforce. “Apart from various clinical and non-clinical staff who developed these modules, we are also partnering NTUC Learning Hub, FranklinCovey Singapore in the development and discussions. We are seeking other like-minded partners to be on this journey,” adds Mr Hendrick, as he looks forward to more opportunities in strengthening the resilience of the healthcare community through Microlearning.



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