

# BRIDGING RADIOGRAPHY TECHNICAL SESSIONS WITH E-LEARNING

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- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

## Define Problem/Set Aim

### Opportunity for Improvement

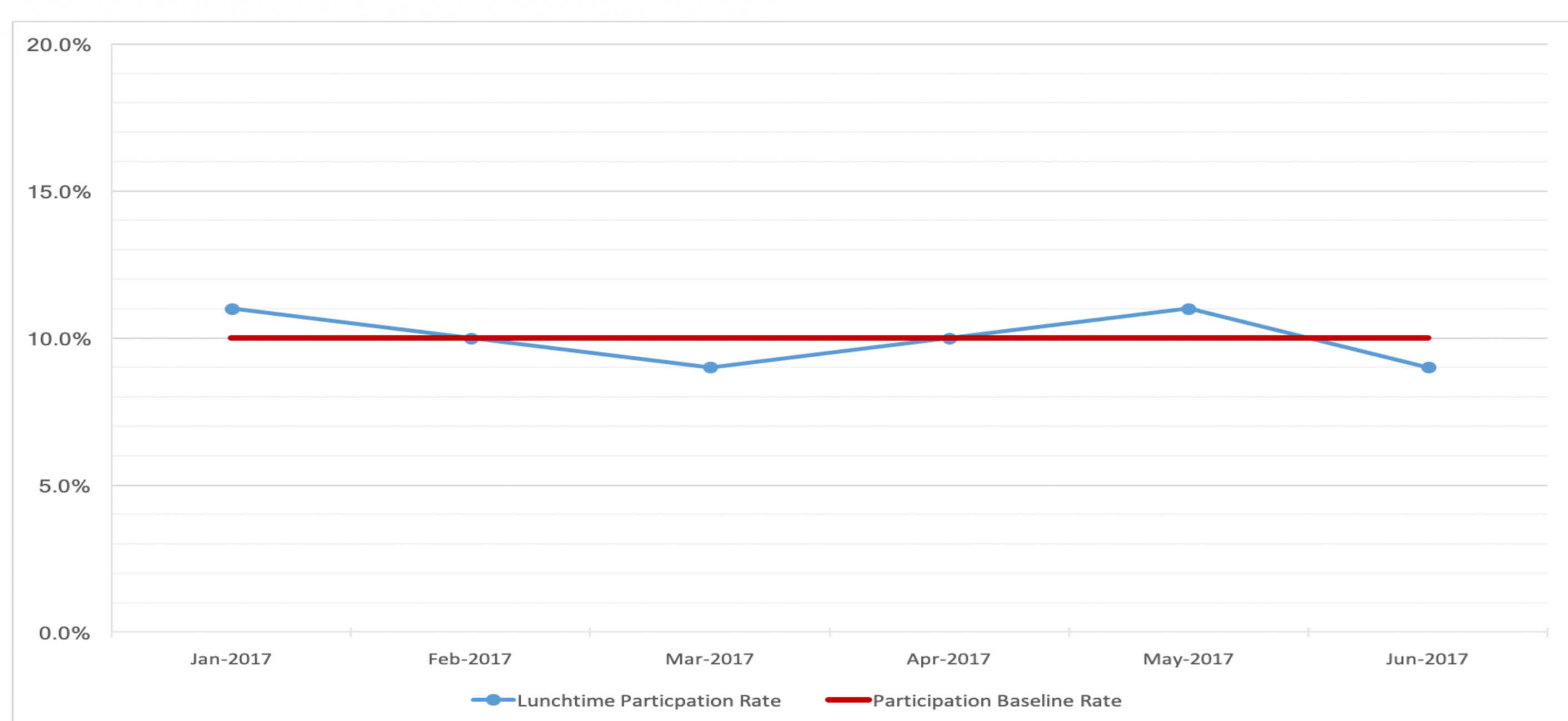
Between Jan and Jun 2017, an average of 10% of all radiographers were able to attend monthly technical sessions during lunch time. This was below the department's target of 80%. A survey showed that radiographers' willingness to attending technical sessions dropped from 50% to 43.9% in the same period.

### Aim

- Specific—Increase radiographers' participation in monthly technical sessions, through e-learning from July 2017. Attendance data will be collected to ensure accuracy and reliability
- Measurable—The participation rate, from both lunchtime and e-learning sessions, will reach up to 80%
- Achievable—The e-learning will be conducted through NTFGH's eLEARN LMS, which is available for presentation upload and dissemination
- Relevant—Increased participation rate demonstrates increased personal investment in radiographic continuous professional development (CPD)
- Timely—The combined participation rate target will be achievable in 12 months

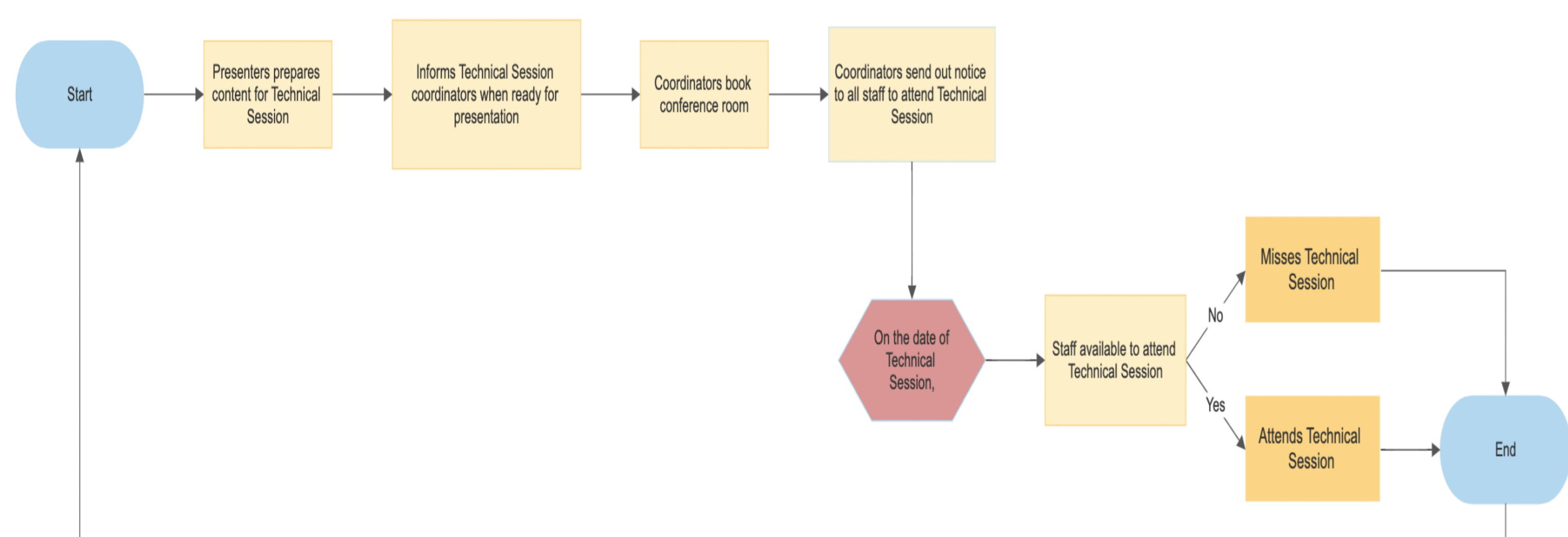
## Establish Measures

### What is your current performance?

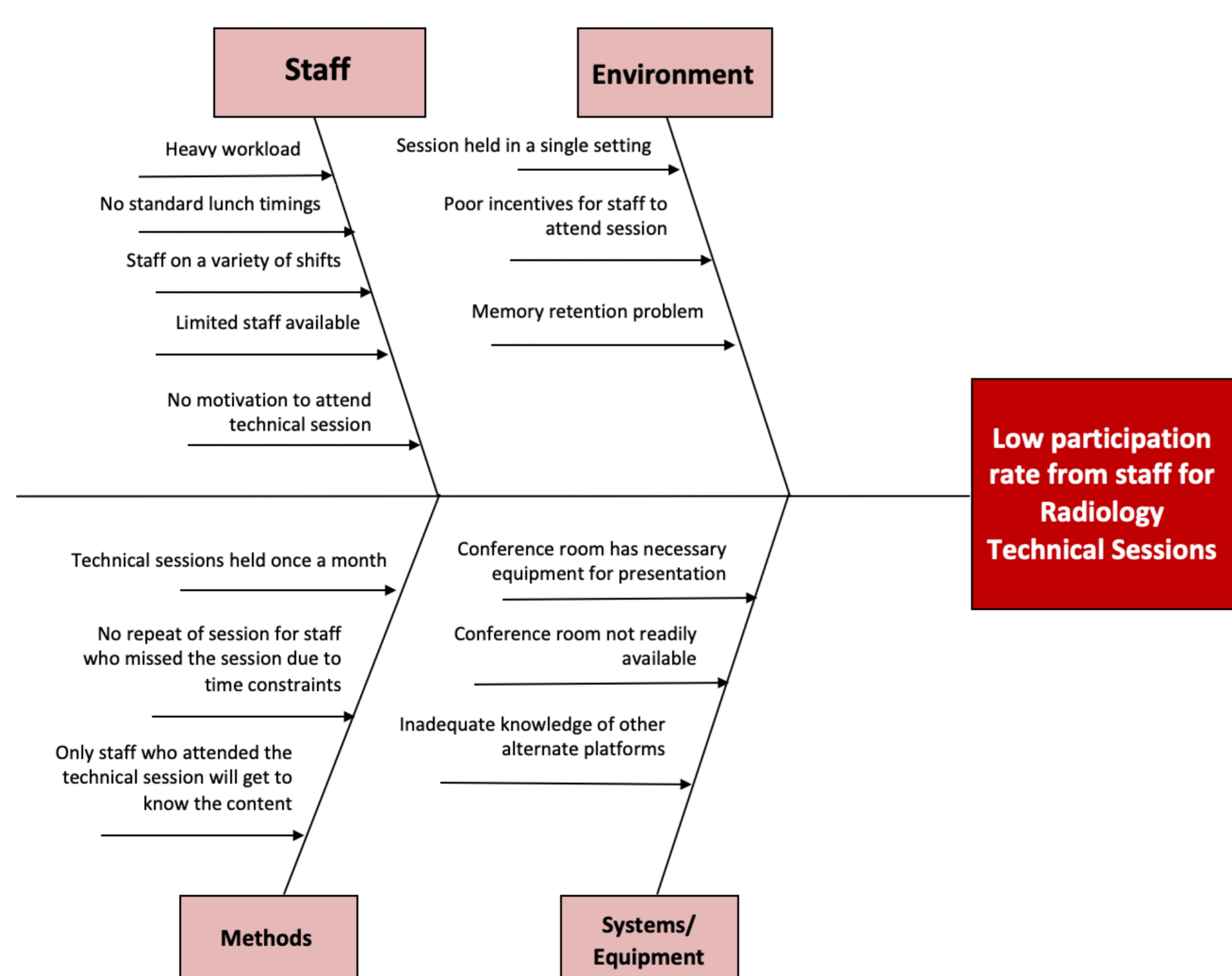


## Analyse Problem

### What is your current process?



### What are the probable root causes? Include pareto (if any)



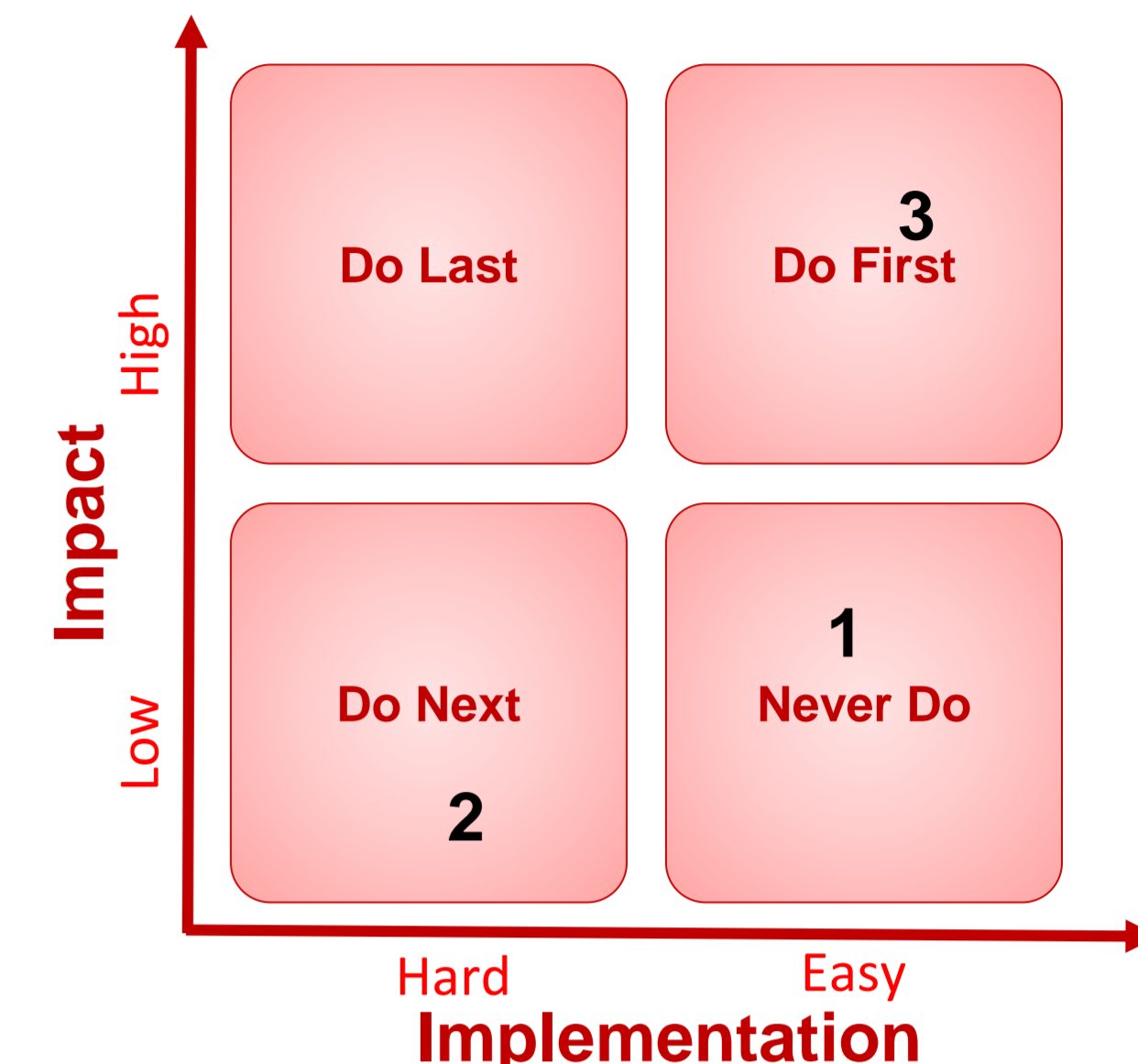
## Select Changes

### What are the probable solutions?

### What are the solutions selected?

### How will this piloted?

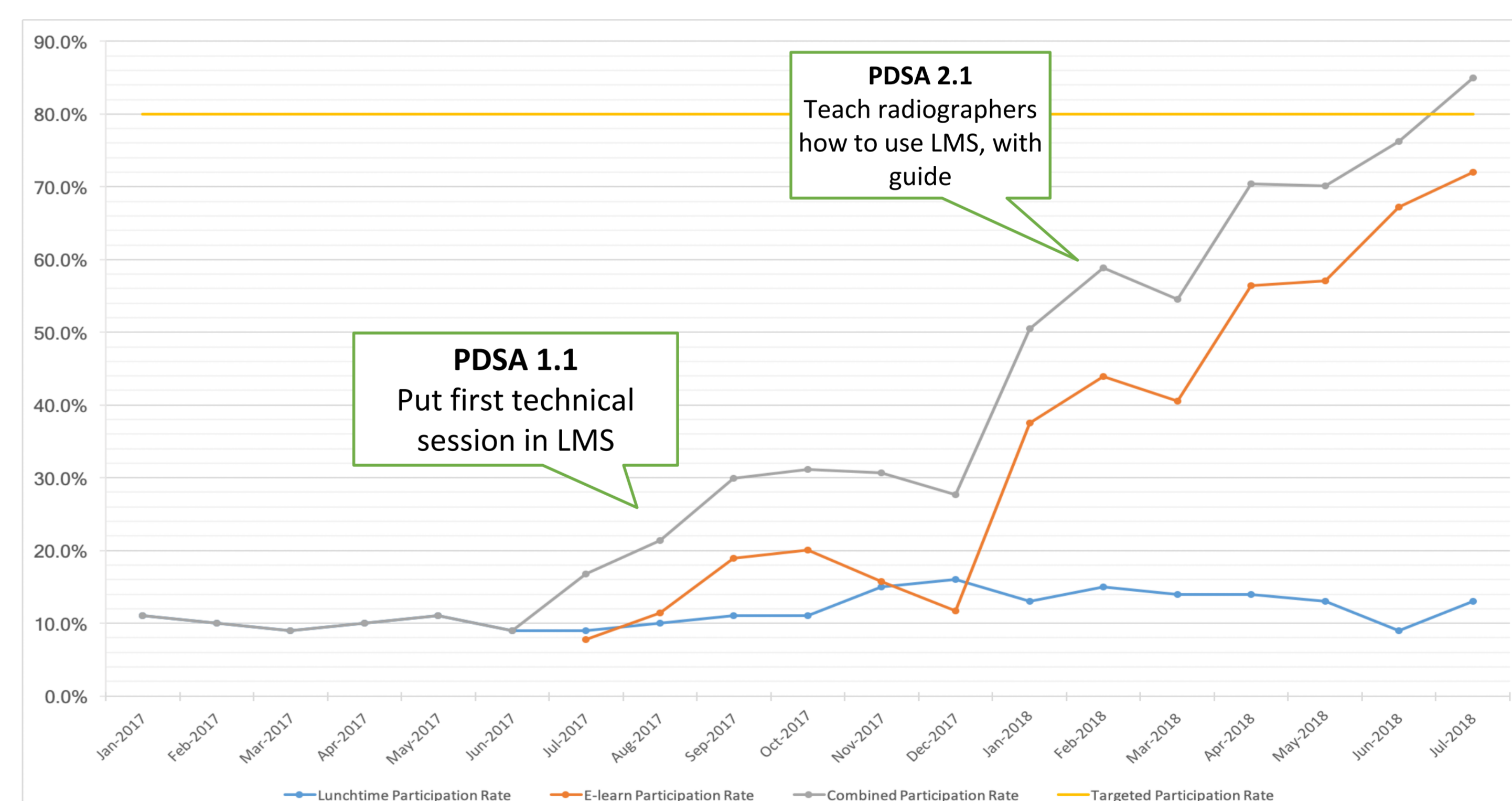
Root Cause	Potential Solutions
Radiographers' non-attendance to monthly technical sessions held during lunch hour due to heavy workload	1 Change to dinnertime/before-work session
	2 Stop work during lunchtime so that all radiographers can attend the talk
	3 Use eLEARN LMS to store and disseminate technical sessions



## Test & Implement Changes

### How do we pilot the changes? What are the initial results?

CYCLE	PLAN	DO	STUDY	ACT
1	Technical session coordinators to learn how to use the eLEARN LMS platform	Coordinators to upload the first technical session in the eLEARN LMS	Radiographers reported that they were unsure on how to access the technical session online	Coordinators need to teach radiographers on how to use the eLEARN LMS platform to access the technical session
2	Coordinators to teach radiographers on how to use eLEARN LMS to access the technical sessions	Coordinators to develop a step-by-step pictorial guide on navigating the eLEARN LMS	Radiographers commented they can now access technical sessions readily.	The intended changes are achieved. Coordinators may now look into increasing the participation rate further.



## Spread Change/ Learning Points

- The department management is supportive of the use of eLEARN LMS to disseminate technical session slides
- Monthly announcements on the presentation topic and its synopsis is disseminated to all radiographers to reinforce CPD
- Radiographers now have a readily available resource to review past technical sessions.
- What can be improved:
  - Include a video clip in each technical session to increase the level of interactivity and the use of multimedia
  - Enforce the importance of CPD participation through eLEARN LMS.