

VINMEC RISING

AN INNOVATIVE APPROACH TO STAFF ENGAGEMENT IN INNOVATION AND QUALITY IMPROVEMENT

Vinmec Healthcare System - Vietnam

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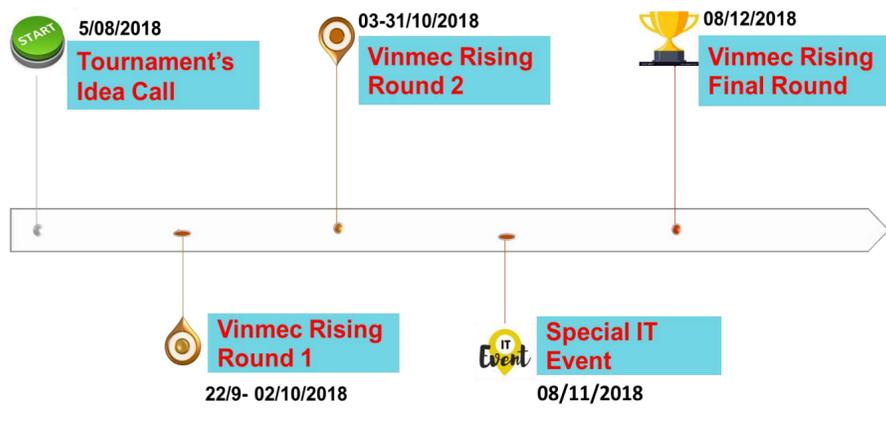
SUMMARY

Innovation and quality improvement are critical factors for organizational development by driving value generation and staff engagement, however, often initiated in healthcare systems by managers or executives. Involving front-line staff, who have the most understanding of care delivery process and patient experience, in innovation and improvement can help identify new improvement opportunities and novel approaches, which would be overlooked if innovation and improvement were left to physicians and executives alone. On the other hand, although the top-down approach in change management is fast and efficient, sustainability is not always obtained. Innovation and change initiatives should be sparked in the bottom-up manner, from the people who directly deliver treatment and care for patients every day.

Taking all the facts into account, Vinmec Healthcare System launched the Vinmec Rising Tournament in 2018 in order to promote staff engagement in innovation and quality improvement. The tournament started with an idea call, which received 99 submissions from 7 Vinmec hospitals. The ideas were screened and developed into 19 projects with the participation of 185 employees from all corners of the hospitals. The staff were encouraged, trained and supported to proactively identify improvement opportunities, implement novel ways to solve the problems, and study the effectiveness of the interventions. Five finalists then came for the final round, in which projects were presented in oral and poster forms and a final winner was chosen by the judging panel based on the value created for patients and for the organization.

The success of the tournament were firstly measured by the improvement outcomes of the projects in terms of productivity increase, cost reduction and patient experience improvement. The second value of the tournament is in creating a system-wide culture of innovation and quality improvement. Moreover, all employees were notified that the process will not cease at the final round, as all projects will be replicated in all 7 hospitals, resulting in a lot of other winners in Vinmec Healthcare System.

TIMELINE



OVERALL RESULTS

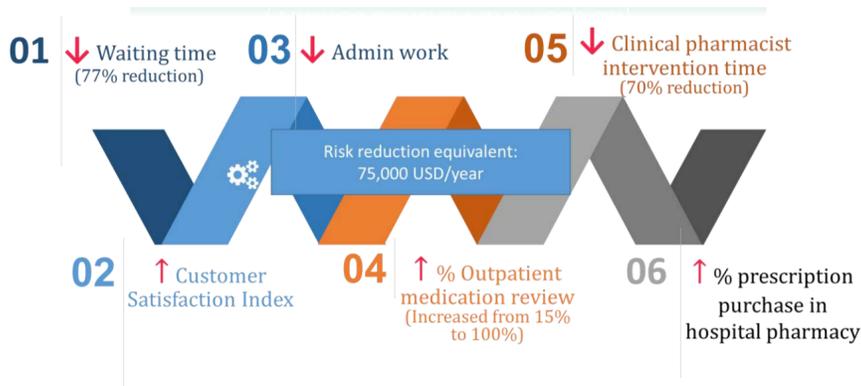


Value generation

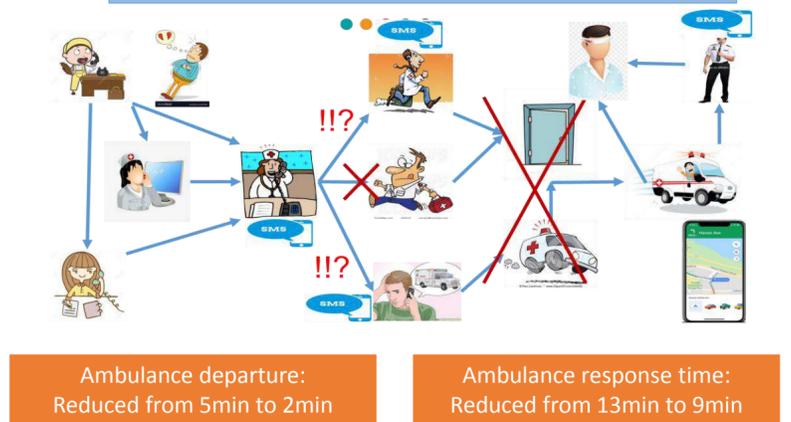
- 😊 Patient Experience:
 - Reduction of Waiting time
 - Patient Satisfaction
- 📈 Productivity Enhancement
- 📉 Cost Reduction

SELECTED PROJECTS

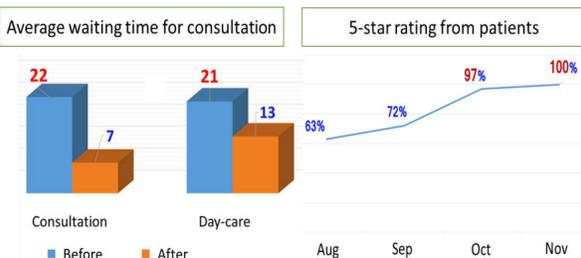
Improvement of Outpatient Medication Dispense (Vinmec Central Park Hospital)



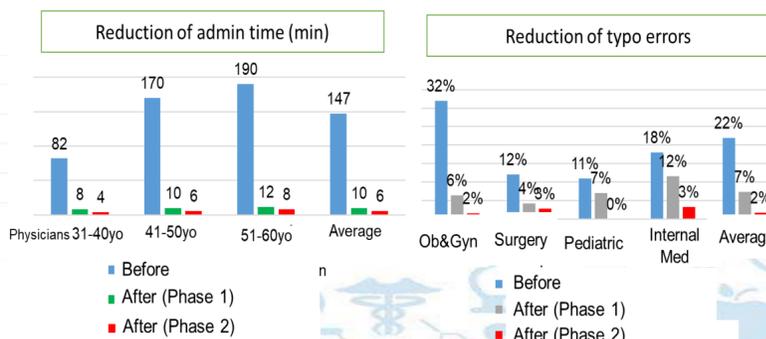
Improvement of Ambulance Services for Vinpearl Resort (Vinmec Phu Quoc Hospital)



Improvement in Cardiology Centre (Vinmec Times City Hospital)



Pilot Implementation of EMR (Vinmec Ha Long Hospital)



Improvement in Vaccination Centre (Vinmec Times City Hospital)

