HEALTH PERFORMANCE UNIT

INDIVIDUAL PERFORMANCE MODULES

Competence is what you can do;
Performance is what you actually do

Good listener

Competent

Trustworthy

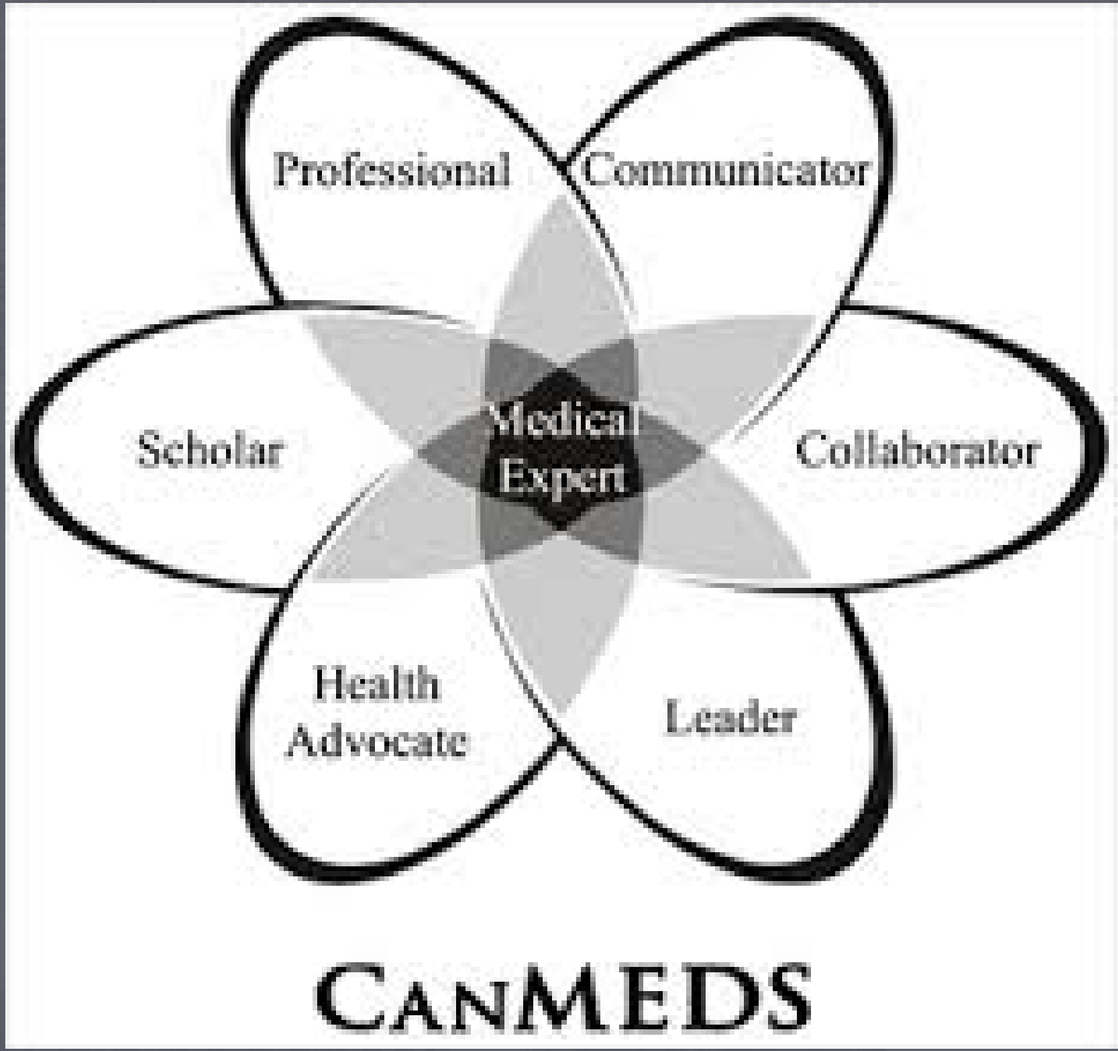
Altruistic

Ethical

Accountable

Moral

Ref: Bhugra D. Characteristics of a good doctor. Journal of the Royal Society of Medicine. 2024;117(4):131-133. doi:10.1177/01410768241230773


Professional
Communicator
Scholar
Medical Expert
Collaborator
Health Advocate
Leader
CanMEDS

Objectives

Redefining the individual performance measurement in the healthcare by conceptualizing it with understanding that healthcare delivery is a multifaceted process requiring more than just clinical excellence. It requires a combination of:

- Technical skill
- Psychological well-being
- Personal accountability
- Effective communication

Innovation & Problem Solving
Skills
Knowledge & Capacity Development
Adherence To Policies & Protocols
Documentation
Patient Experience & Satisfaction
Emotional Intelligence & Stress Management
Teamwork & Collaboration
Training & Mentorship
Productivity & Efficiency
OPERATIONAL
CLINICAL EXCELLENCE
INTERPERSONAL EXCELLENCE

CLINICAL EXCELLENCE

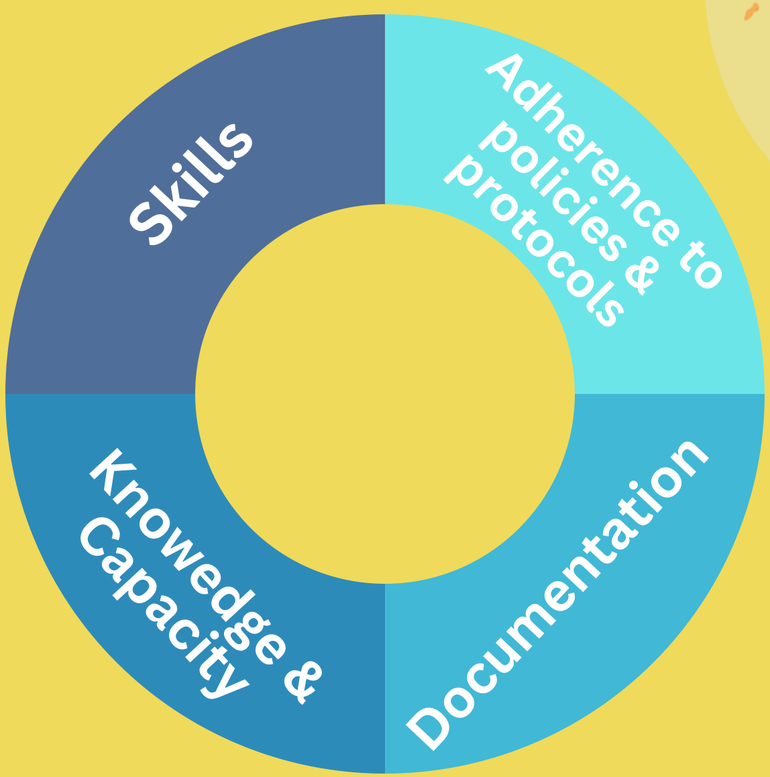
A multifactorial entity, and that the range of relevant factors can be collapsed into three critical domains relating to technical proficiency, personal skills and future legacy (1)

Consisting consistent delivery of healthcare services that achieve the best possible patient outcomes through the integration of evidence-based practice, technical proficiency, and patient-centered care.

(1) Kapur N (2009), "On the pursuit of clinical excellence". Clinical Governance: An International Journal, Vol. 14 No. 1 pp. 24–37, doi: https://doi.org/10.1108/14777270910933442

Clinical competence that evaluates the precision and effectiveness of a specific skill performed.

Compliance to existing policies for best practices, reduce variability in care, enhance patient safety and operational efficiency.



Expanding knowledge to ensure safe, effective and high-quality patient care

Accurate, complete and timely documentation in clinical practices.

Skills

Specific to each fraternity

Knowedge & Capacity

Based on MyCPD entries but mandatory to be tested

Enrolment to training programs

Adherence to policies & protocols

AI-generated questions to answer based on previously seen patient

Documentation

Complete documentation within 4 hour

CLINICAL EXCELLENCE

Subject to each fraternity
e.g., 100% patients with reduction of HBa1C <1%

>75% marks in 20 CME attended

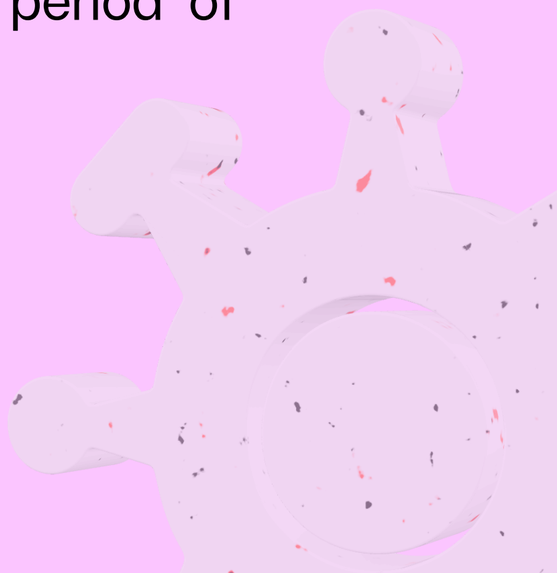
>80% adherence to policies based on random cases selected

>85% notes completed in <4 hours

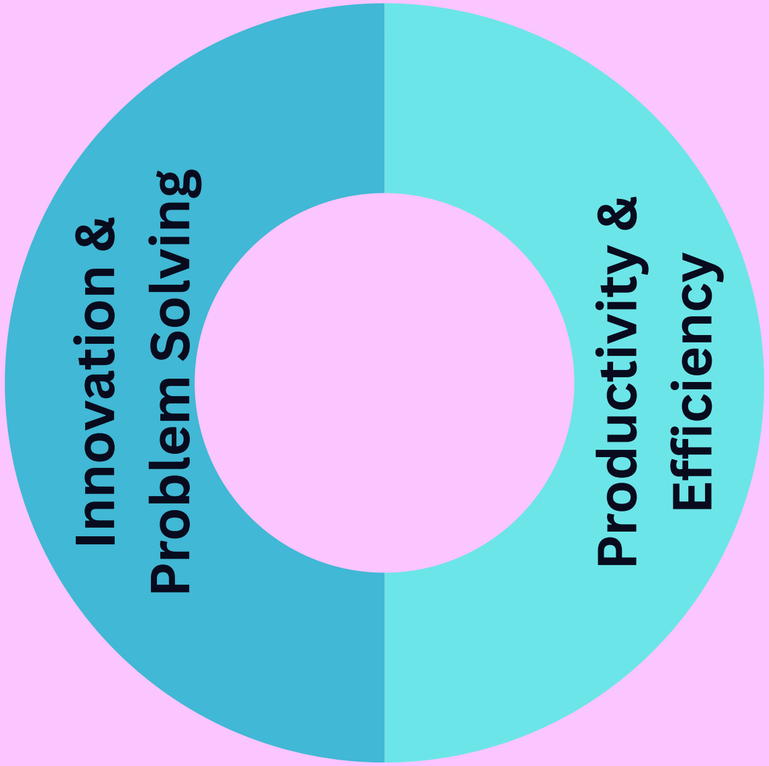
OPERATIONAL

A module that look into organizational excellence, beyond clinical outcomes. This includes how effectively the HCW member utilizes resources and drives change by actively contribute to the modernization of health services.

Operational efficiency in healthcare implies the effective utilization of resources such as hospital beds, medical staff, equipment and supplies for delivering timely and quality care. Efficiency at a high level is of paramount significance in a period of constrained budgets and rising costs of care.



Involvement in identifying service delivery gaps and plan for innovative interventions.



Ability to provide services in a timely, cost-effective and resource-efficiency without compromising patient care

PRODUCTIVITY & EFFICIENCY

Number of patients seen

INNOVATION & PROBLEM SOLVING

Involvement in research or publication

Adapting new technique or technology in clinical practice

OPERATIONAL

Volume of patients >100/month

100% point on any publication **or** involvement
in research **or** adoption of new technology/treatment

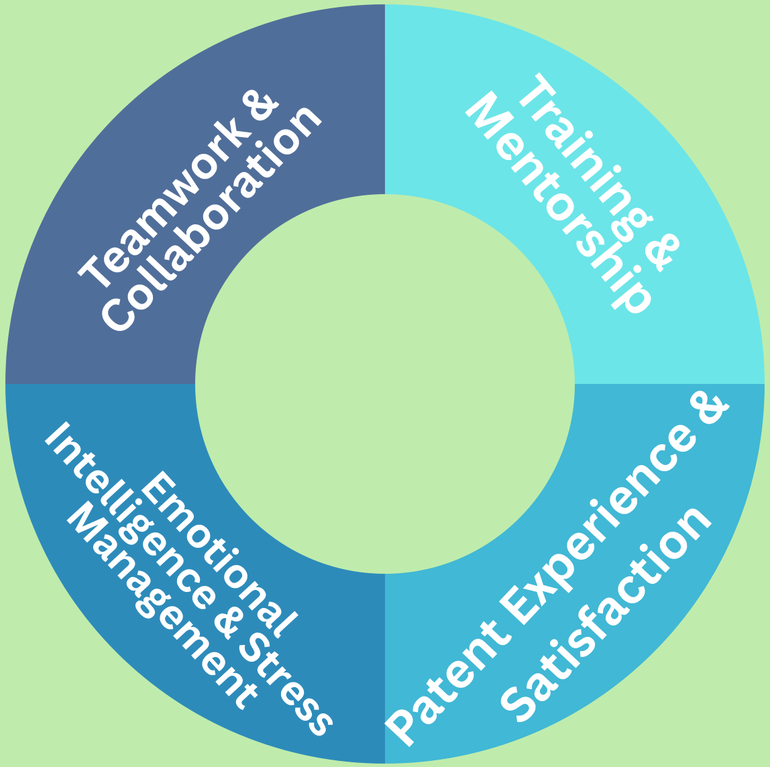
INTERPERSONAL

Interpersonal skills are those essential skills involved in dealing with and relating to other people largely on a one-on-one basis. The interpersonal communication behavior of many people suggests they assume to have the ability to communicate effectively, which they do not possess and which they take for granted.

McConnell CR. Interpersonal skills. What they are, how to improve them, and how to apply them. Health Care Manag (Frederick). 2004 Apr-Jun;23(2):177-87. doi: 10.1097/00126450-200404000-00012. PMID: 15192999.

Interpersonal effectiveness, leadership with clarity of communication among the collegues.

Commitment in actively upskilling the peers and juniors, effectiveness in transferring specialised clinical knowledge



Identify psychological and psychosocial factors that influence their well-being and by extension towards patient safety

Measuring a clinician's ability to deliver compassionate, respectful and responsive care.

TRAINING & MENTORSHIP

Number of juniors successfully trained (a procedure or enter post-grad programs)

TEAMWORK & COLLABORATION

Plus point provided by team members or collegues after recieving assistance.

EMOTIONAL INTELLIGENCE & STRESS MANAGEMENT

A pathway for the doctor and overviewed by in-house counsellor.

PATIENT EXPERIENCE & SATISFACTION

Surveillance by patients after recieving treatment.

INTERPERSONAL

- No of successful mentorship
- Point marks by the colleagues
- Scoring system according to JPA
- PSQ18

In clinical audits (such as those by the MOH or WHO), 80% is often the benchmark for "Satisfactory Compliance."

- Why not 100%? Clinical medicine is complex. A doctor might deviate from a CPG because the patient has a rare allergy, the drug was out of stock, or the patient refused.
- The "Professional Judgement" Buffer: The 20% margin allows for justified deviations. If a doctor scores 85%, they are considered to have high adherence while still exercising clinical judgment.

CLINICAL EXCELLENCE	INTERPERSONAL EXCELLENCE	OPERATIONAL
Skills	Patient Experience And Satisfaction	Productivity & Efficiency
Knowledge & Capacity Development	Emotional Intelligence & Stress Management	Innovation & Problem-Solving
Adherence To Policies & Protocols	Teamwork & Collaboration	
Documentation	Training & Mentorship	

Expected Outcomes

Immediate (Real-time)

- Aknowledge level of performance and identify those who are struggling.

Evidence-based Talent Identification

- Identify truly commited talent to pursue in career advancement.
- Projection of the needs in specialty training or fellowship.

Expected Outcomes

Mental well-being

- Early detection of burn-out among the healthcare workers

Optimisation of resource allocation

- The information reflects from the number
- Optimizing the skills at the correct locations
- Medical equipment purchases prioritized based on the skills available.