Updated on 6Jan2023

MOH EatSafe SG FAQs

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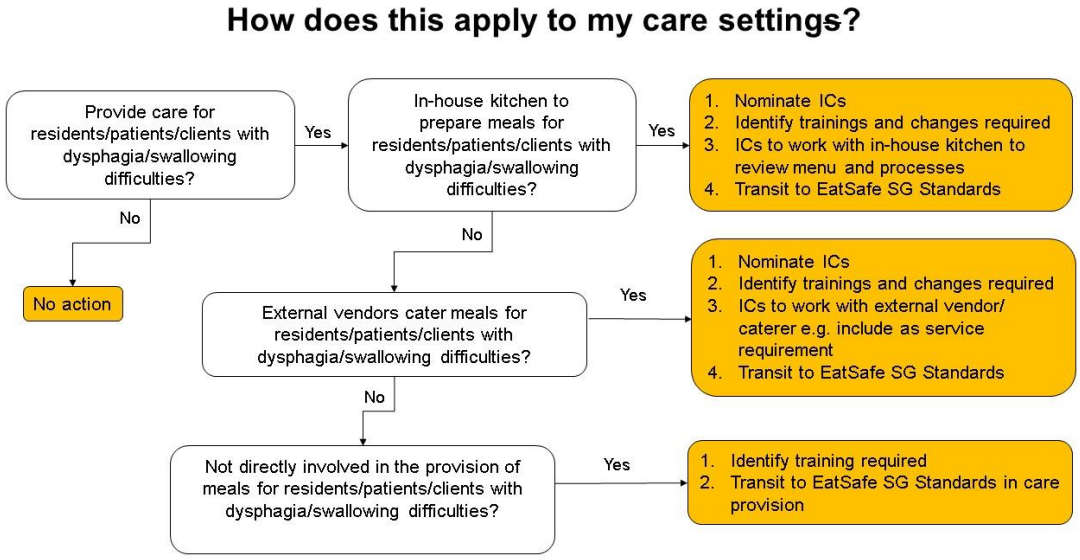
Updated on 6Jan2023

1. Inclusion / exclusion from MOH EatSafe SG initiative

1.1 How to I check if my institution /care setting needs to attend the MOH EatSafe SG Training?

You may refer to the flow chart below.



1.2 What if my institution /care setting does not serve food?

If your institution /care setting currently has clients / participants with dysphagia /swallowing problems, or if you anticipate that you will be receiving clients /participants with dysphagia /swallowing problems, EatSafe SG will apply.

You will need to nominate Institutional Champions (ICs) via the EatSafe SG Connect form (https://go.gov.sg/eatsafesg) and they will be responsible for the roll out of education and training for identified stakeholders in your institution /care setting.

1.3 My institution /care setting does not have any clients with dysphagia. Is training still mandated?

MOH EatSafe SG does not apply to institutions /care settings that do not support clients with dysphagia and does not anticipate supporting client with dysphagia in future.

Institutions /care settings are encouraged to anticipate the likelihood of supporting clients with dysphagia in the future. If clients with dysphagia are anticipated in the future, institution /care setting should nominate Institutional Champions (ICs) who will be responsible for the roll out of education and training for identified stakeholders.

1.4 Are there exemptions from the training?

Yes. We have noted that there are nurses who do not work with patients with dysphagia, such as

- Nurses with administrative responsibilities

- Nurses who work in Operating Theatre, or in other medical procedural settings
- Nurses who work in outpatient clinics (e.g., Dermatology)

Institutional Champions (ICs) can allow exemptions at their discretion.

1.5 My care setting provides various services such as inpatient, day care and home care. Do I have to send nurses from all settings for training?

Yes. Training would be relevant for nurses across all settings as they are likely to encounter patients with dysphagia.

The Theory (e-learning) is mandatory for all nurses. The Basic Hands-On course is optional but recommended, and may be beneficial for nurses who care for a larger proportion of patients with dysphagia (e.g., inpatient service vs day care).

You may wish to refer to the EatSafe SG Training framework.

2. Training material

2.1 Are the same training materials /resources used for the EatSafe SG training Framework similar across all care settings?

Yes. The same materials are used regardless of care settings.

2.2 Will I receive the materials to train stakeholders in my institution?

MOH will work with AIC and ICs to share and disseminate information.

2.3 How do I obtain copies of the visual collaterals?

Attendees of the Basic and/or Advanced Hands-on workshop will be able to obtain hard copies of the visual collaterals for their institution (3sets per institution).

You can write in via the EatSafe SG Connect form (https://go.gov.sg/eatsafesg) for soft copies of the visual collaterals.

3. EatSafe SG Training Framework

3.1 What is the EatSafe SG Training framework? How do I know the level of training which I have to attend /arrange for my staff to attend?

The EatSafe SG Training framework is a proposed sustainable education and training structure to ensure all stakeholders are equipped with the skills and knowledge which are aligned with EatSafe SG standards. It outlines the depth of training required by stakeholders, and is aligned to the amount of knowledge required by various stakeholders in their roles pertaining to dysphagia management.

You can refer to the chart below on the level of training of the various group of stakeholders.

EatSafe SG Training Framework

Levels of training		Target population	Training modality			
			1. Visual Collaterals	2. Theory (E-learning)	3. Hands-on	
					Basic	Advanced
CG	• Details customised for family / patient education by trained staff	• **Patients and caregivers**	Y			
0	• Know of new diet and fluid labels	• **All other healthcare worker** • **Provider of raw food materials** • **End-product providers e.g. thickener vendors**	Y			
1	• Know the new diet and fluid labels • Understand what the descriptors are for each level • Able to order an appropriate diet and fluid consistency using a protocolised flow chart	• **Doctors**	Y	Mandatory for HOs/MOs and highly recommended for Doctors who are involved in Dysphagia Care (e.g. Geriatrician, General Physician)		
2	• Know the new diet and fluid labels • Understand what the descriptors are for each level • Test diet and fluids to assess which IDDSI levels they fit into • Know which types of food go into which diet levels • Able to order an appropriate diet and fluid consistency using a protocolised flow chart (Nurses only)	• **Nurses and care assistants** • **Kitchen staff* and chef** • **Dietitians** • **Speech Therapists**	Y	Y	Optional but recommended. *Kitchen staff and chef may sign up for "Food Prep Skills Class"	
3	• Know the new diet and fluid labels • Understand what the descriptors are for each level • Know how to conduct audits and training for basic hands-on skills for thickening, syringe tests and diet texture mapping • Able to order an appropriate diet and fluid consistency using a protocolised flow chart (Nurses only)	• **Institutional Champions**	Y	Y	Y	Y

3.2 Is there an order to complete the necessary training?

There are 3 key components in the EatSafe SG Training framework – Theory (e-learning), Basic Hands-On workshop and Advanced Hands-On workshop.

As the contents and demand of skill sets are stacked, you will need to complete Theory (e-learning) before attending the Basic Hands-On workshop. And you will need to complete Basic Hands-On workshop before attending the Advanced Hands-On workshop.

3.3 When do I start the EatSafe SG Training programme?

As of Dec2022, all Institutional Champions (ICs) would have received advisories from MOH and/ or AIC on how to manage and /or access Theory (e-learning).

For community care partners, you may check in at Community Care Learning Management System (CCLMS) Marketplace for more information on availability and sign-up to the various programs.

It will be at the discretion of your ICs to plan and coordinate roll out appropriate to your institution /care setting.

3.4 When do I need to complete the EatSafe SG Training programme?

We strongly encourage all affected institutions /care setting to complete the necessary training as early as possible in order to meet the deadline for mandatory implementation in Q2CY 2024.

3.5 Theory (e-learning)

3.5.1 Who should attend the Theory (E-learning)?

All stakeholders involved in the care of people with dysphagia will have to attend Theory (e-learning). There are 2 versions of Theory (E-learning) – Full and Abridged.

The Full module is for Speech Therapists, Dietitians and Nurses, and the Abridged version for Doctors, Food Service/kitchen staff and others

3.5.2 How do I enroll for Theory (E-learning)? How is the course fee like?

Theory (E-learning) is fully funded and available via appropriate platforms which you /your institution can access.

For community care partners, you can access via Community Care Learning Management System (CCLMS).

3.5.3 How many languages are available for Theory (E-learning)?

Theory (E-learning) will only be available in English.

3.5.4 What are the options if staff are unable to complete the Theory (E-learning) due to language proficiency?

The e-learning content uses simple language with a lot of pictures and videos to illustrate. The content has also been reviewed by various Nursing Home representatives and their feedback was used in the development of the e-learning programme.

The competency quiz is not a memory test. There will be helping pictures and/ or tables for reference.

If language proficiency is a concern, you may approach your Institutional Champions (ICs) for assistance. The ICs will be well equipped to guide you.

3.5.5 What if I fail Theory (E-learning)?

You will have unlimited trials to meet the 100% pass criteria.

Alternatively, you may approach your Institutional Champions (ICs) for assistance. The ICs will be well equipped to guide you.

3.6 Basic Hands-On and Advanced Hands-On workshop

3.6.1 Who should attend the Basic Hands-On workshop?

Basic Hands-On workshop is one of the 2 hands on component of the EatSafe SG training framework. You will need to complete the Theory (e-learning) before participating in this Basic Hands-On class.

Basic Hands-On workshop is compulsory for Institutional Champions (ICs). It is optional but highly recommended for Nurses and care assistants, Kitchen staff and chef, Dietitians and Speech Therapists.

3.6.2 Who should attend the Advanced Hands-On workshop?

Only Institutional Champions need to attend the Advanced Hands-On workshop. You will need to complete the Basic Hands-On workshop before participating in this Advanced Hands-On class.

Advanced Hands-On is compulsory for Institutional Champions (ICs).

3.6.3 How do I enroll for Basic- and Advanced Hands-On workshops? What is the course fees?

3.6.3.1 For Public Healthcare Institutions (PHIs) and Community Hospitals (CHs)

For Public Healthcare Institutions (PHIs) and Community Hospitals (CHs), the Basic- and Advanced- Hands-On workshops will be conducted by your appointed EatSafe SG Trainers.

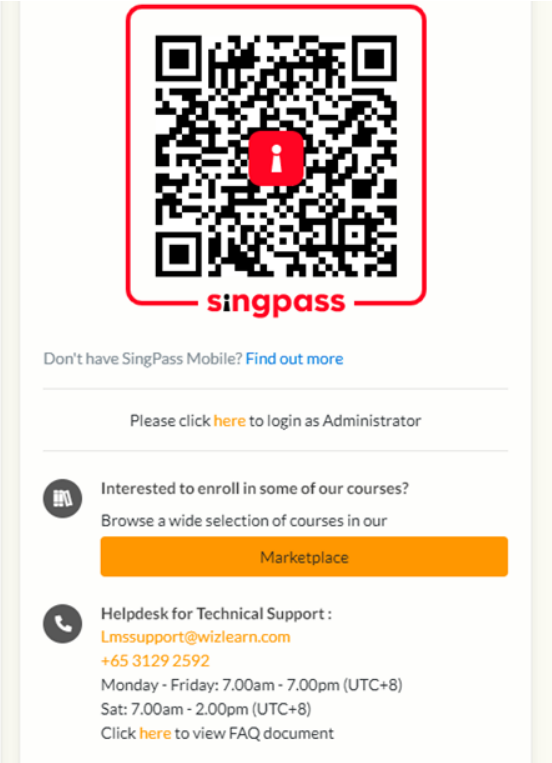
These can run as new in-house training programmes or incorporated into current training programme for care of people with dysphagia. This will be at the discretion of Institutional Champions (ICs) and EatSafeSG Trainer to proceed in accordance to their institution's needs.

3.6.3.2 For Community Care Organisations (CCOs)

For in-service staff working in Community Care Organisations (CCOs), you may browse for course availability and sign up via Community Care Learning Management System (CCLMS).

You may contact your CCO's LMS administrator to create a valid CCLMS user account for course registration as needed.

You may scan the QR code below to download the FAQ to find out more about CCLMS.



The prevailing course fee subsidy (90% for Singaporeans/ PRs, and 45% for Work Permit Holders working in eligible CCOs) will apply.

3.6.3.3 Others

For other care services (e.g., private entities or self-paying individual), you may refer to St. Luke's Academy (https://www.slh.org.sg/st-lukes-academy) for more details on course runs and register directly with St. Luke's Hospital (AIC's appointed Learning Institute (LI).

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Ms Revathi	68952782	slcwadmin@stluke.org.sg

3.6.4 What should I do if I /my kitchen staff still require more hands-on skills?

You may want to consider enrolling in the Food Prep Skills class.

3.7 Food Prep Skills class

3.7.1 What is the Food Prep Skills class?

This is a course for food service staff and chefs who wish to know more about food preparation methods that will adhere to IDDSI diet textures while ensuring optimal nutrition.

The Food Prep Skills class is an optional half-day workshop which allows participants to have hands-on opportunity to prepare modified diet textures under the guidance of Chef Trainers from NTUC Foodfare and EatSafe SG Trainers from St. Luke's Hospital.

3.7.2 Are there pre-requisites to attend the course?

Yes. You should have basic culinary experience and have completed the Theory (E-learning component).

If you are an in-service staff or vendor of ILTC, you will need to know the dysphagia diet (minimal 3 levels) which your institution will be providing. You should also approach the Institutional Champions (ICs) for guidance on how to carry out the different diet testing methods.

You should refer to the course description on CCLMS for updated information on pre-requisites and enrollment details.

3.7.3 How do I enroll for Food Prep Skills class? What is the course fees?

3.7.3.1 For Community Care Partners (CCOs)

For in-service staff working in Community Care Organisations (CCOs), you may browse for course availability and sign up via Community Care Learning Management System (CCLMS).

You may contact your CCO's LMS administrator to create a valid CCLMS user account for course registration as needed.

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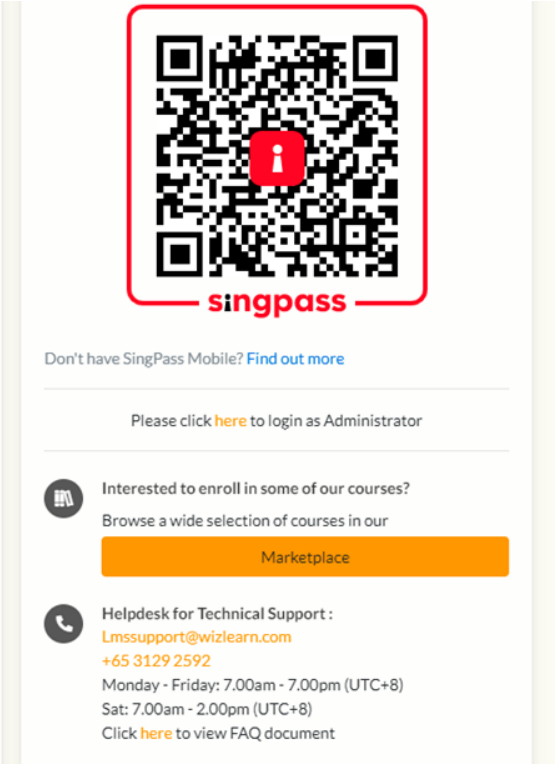

The prevailing course fee subsidy (90% for Singaporeans/ PRs, and 45% for Work Permit Holders working in eligible CCOs) will apply.

3.7.3.2 Others

For other care services (e.g., public and private healthcare institutions or self-paying individual), you may refer to St. Luke's Academy (https://www.slh.org.sg/st-lukes-academy) for more details on course runs and register directly with St. Luke's Hospital (AIC's appointed Learning Institute (LI).

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Ms Revathi	68952782	slcwadmin@stluke.org.sg

4. Implementation Processes

4.1 What are the key roles in EatSafe SG team and my institution /care setting which I should note?

4.1.1 Institutional Champions (ICs)

Institutional Champions (ICs) are personnel appointed by their respective institutions/ care settings.

The role of ICs includes:

- Maintain accuracy of diet and fluid preparation by carrying out regular audits within the specific scope. The audit frequency is to be determined within the institution
- Continue on-the-ground reminders and education of relevant staff
- Liaise with in-house or locum Speech Therapists and Dietitians for any challenges faced
- Conduct Basic Hands-On training for identified staff

4.1.2 Point of Contacts (POCs)

Point of Contact (POCs) should be selected from the list of nominated ICs. They will serve as the contact point between their institutions and MOH.

4.1.3 EatSafe SG Trainers

EatSafe SG Trainers are Speech Therapists or Dietitians appointed by their respective HODs from Public Healthcare Institutes (PHIs), AIC's Learning Institutes and Community Hospitals (CHs).

EatSafe SG Trainers can take on the roles of ICs as listed above. In addition, they will also be able to train their ICs (for both Basic and Advanced Hands-On workshops) as required.

4.1.4 EatSafe SG Master Trainers

EatSafe SG Master Trainers are personnel appointed by MOH.

The role of EatSafe SG Master Trainers includes:

- Developing standardized training materials for national implementation
- Trainer for EatSafe SG Trainers
- Provide MOH NH consultation services

4.2 How do I nominate or update details of Point of Contacts (POCs) and Institutional Champions (ICs)?

You may use the EatSafe SG Connect form (https://go.gov.sg/eatsafesg)

4.3 Institutional Champions (ICs)

4.3.1 How many Institutional Champions (ICs) are needed for each institution /care setting?

Each institution /care setting is required to appoint at least 3 Institutional Champions (ICs) to drive and support implementation of EatSafe SG standards.

It is recommended for registered Nurses, Speech Therapists and/or Dietitians be appointed as ICs, taking into consideration of staff's current role and scope of influence to facilitate change within their institution (e.g., within the ward, department or institution).

4.3.2 What are the pre-requisites to consider when nominating Institutional Champions (ICs)?

You should only nominate in-service staff as they will need to have good knowledge of work processes in your institution /care setting in order to drive and support of EatSafe SG standards.

It is recommended that Nurses, Dietitians and Speech Therapists be prioritized as Institutional Champions (ICs). With their healthcare background and knowledge, they will be in a better position to bridge the knowledge for their colleagues for EatSafe SG standards.

4.3.3 How often will the Institutional Champions (ICs) need to liaise and send updates to MOH with regards to training?

As of December 2022, all institution /care settings would have access to resources to commence rollout of EatSafe SG training.

MOH will be in touch with POCs on a quarterly basis (commencing Feb2023) for updates on their institution's training progress.

4.3.4 My day care /rehab centre does not serve diet. Do I have to nominate Institutional Champions (ICs)? If so, can I nominate my in-house Speech Therapist?

The target population of your day care/ rehab centre is diverse and very likely to include clients with dysphagia/ swallowing impairment.

You will need to nominate Institutional Champions (ICs) so that all staff receive adequate training on EatSafe SG standards. This would be useful in the event that clients with dysphagia bring their own modified diet/ fluids into the centres. It will be at your discretion to include your in-house Speech Therapist.

4.3.5 My institution/ care setting is serviced by external Speech Therapists on a weekly/ fortnightly basis. Would it be recommended for me to nominate the external Speech Therapist as one of the Institutional Champions (ICs)?

It is strongly recommended that only in-service staff are nominated as Institutional Champions (ICs) as they are familiar with work processes to effectively drive implementation. In addition, as in-service staff, they will be within easy access should other colleagues require consults.

It is important to note that Community Care Learning Management System (CCLMS) and course subsidies by AIC are only applicable for in-service staff. It will be left to your institution/ care settings' operation needs and structure to engage the external Speech Therapists.

4.3.6 My institution/ care setting has multiple centres (e.g., Nursing Home with multiple locations) and/ or multiple services (e.g., inpatient care, day care, home care, etc.).

4.3.6.1 How many Institutional Champions (ICs) do I need to nominate?

We recommend that each unique centre and service provider nominate their own Institutional Champions (ICs). This will facilitate implementation in their respective work spaces.

4.3.6.2 I am not able to nominate 3 Institutional Champions (ICs) per site as I have a small ratio of professional staff capable of fulfilling the stipulated roles. What should I do?

In the case of manpower constraints, we would encourage you to speak to your management team to map out a sustainable training and implementation plan (e.g., having ICs cross sites to train/ implement changes).

4.4 EatSafe SG Trainers

4.4.1 I am a Speech Therapist/ Dietitian in private practice, can I sign up to be a EatSafe SG Trainer?

At the moment we are not considering Speech Therapists and Dietitians in private practice as EatSafe SG Trainers are the program is relatively new and it is our priority to ensure training standards are maintained and kept consistent.

4.4.2 My institution/ care setting does not employ in-service Speech Therapists and Dietitians, who will take on the roles and responsibilities of the EatSafe SG Trainers?

To recap, one of the key role of EatSafe SG is to conduct Basic and Advanced Hands-On training for their Institutional Champions (ICs).

The roles of EatSafe SG Trainers are unique to Public Healthcare Institutes (PHIs) and Community Hospitals (CHs), which are likely to have in-service Speech Therapists and/or Dietitians. Otherwise, you may write in to us via EatSafe SG Connect form (https://go.gov.sg/eatsafesg) to discuss alternatives.

For institution/ care settings without EatSafeSG Trainers, such as Nursing Homes, Home care services, etc., your Institutional Champions (ICs) will receive training via AIC's appointed Learning Institute – St Luke's Academy.

4.5 How do I contact MOH for any clarification on EatSafe SG implementation?

You may submit questions/ clarifications via the EatSafe SG Connect form (https://go.gov.sg/eatsafesg).

4.6 Will MOH be able to provide information on which hospitals/ institutes/ care setting that has implemented EatSafe SG standards? I am confused about the terminologies in transfer memos for modified diet and fluids.

It will not be logistically possible to collate a definitive list as hospitals/ institutes/ care settings are in different stages of adopting changes.

If you have any concerns on the allowed dysphagia diet for your patient/ resident/ client who was transferred/ referred from another setting, we strongly recommend that you contact the relevant staff (e.g., Speech Therapist, Dietitian and/or Staff Nurse) for clarification

4.7 My institution has already implemented dysphagia diet that follow the IDDSI framework before the launch of EatSafe SG. What should I do now?

To ensure national standards and patient safety, your institution is required to:

- Nominate Institutional Champions (ICs) to attend the Basic- and Advanced Hands-On workshop
- Ensure all relevant staff attend and pass Theory (E-learning)
- Ensure minimally 3 IDDSI dysphagia diet levels are available for our patient/ clients in your institution
- Ensure appropriate changes in the both clinical documentation system and meal ordering systems to reflect the IDDSI dysphagia diet levels served

4.8 My institution has an in-house kitchen to prepare all meals. Although I have sent my food service staff and chefs for all available courses (e.g., Theory (E-learning), Basic Hands-On, Advanced Hands-On and Food Prep skills class), they still require assistance and/ or clarification on food testing methods. What should I do?

You may wish to check the FAQ to see if the similar concerns have been addressed. Otherwise, you may use the EatSafe SG Connect form (https://go.gov.sg/eatsafesg) to submit queries for our EatSafe SG Master Trainers to address.

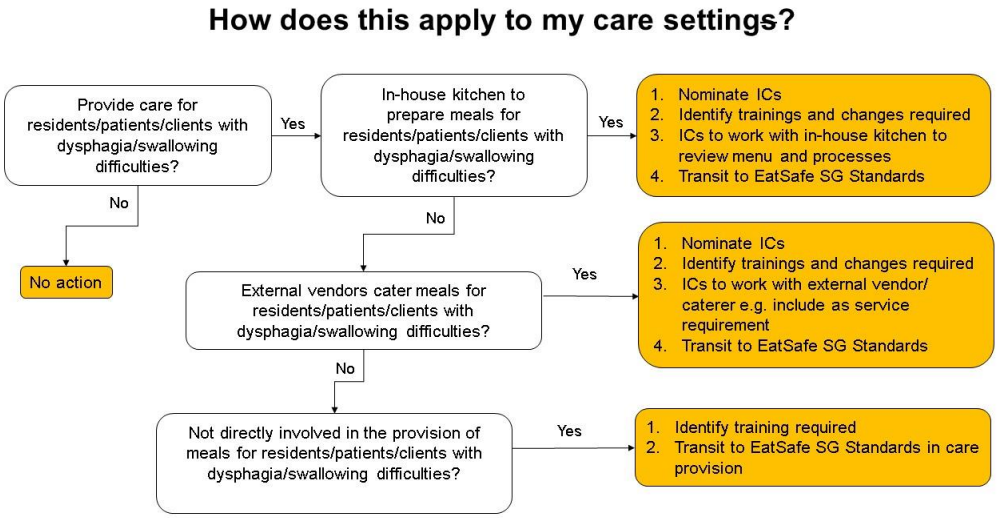
If you are from a long-term care residential setting, you may wish to tap on the MOH NH consultancy services.

4.9 My institution does not have an in-house kitchen. How should my institution implement EatSafe SG?

You will need to still nominate Institutional Champions (ICs) to ensure relevant stakeholders are kept up to date with changes to characteristics and terminologies of modified diet textures and fluids consistencies.

You may refer to the chart below and note the follow ups required:

- Nominate ICs
- Identify training and changes required
- ICs to work with external vendor/ caterer e.g., include as a service requirement
- Transit to EatSafe SG Standards



4.10 My external vendor / caterer requires more training. What should I do?

To recap the role and job scope of an Institutional Champion (IC), which is to conduct training for relevant staff.

Your ICs should provide the appropriate training and clarification on EatSafe SG standards.

You may also wish to direct them to the Food Prep skills class.

4.11 I am a food service provider/ vendor (e.g.. Meals on Wheel, Food Caterer). How should I implement EatSafe SG?

As you do not work directly with people with dysphagia, there is no need to implement Institutional Champions (ICs) for implementation of EatSafe SG.

You may wish to consider the Food Prep skills class.

4.12 What is the deadline for my institute to implement EatSafe SG fully?

The deadline for mandatory implementation is Q2CY 2024, with the following criteria fulfilled:

- Completion of mandatory and appropriate training
- Complete review of food services/ menus offered to patients/ clients/ residents
- Ensure dysphagia diets served use the same terminologies and descriptors details in the IDDSI framework
- Provide minimally 3 IDDSI dysphagia diet levels:
    - Regular (Level 7) or Easy to Chew (Level 7EC)
    - Soft & Bite-sized (Level 6) or Minced & Moist (Level 5)
    - Pureed (Level 4) or Liquidised (Level 3)

ICs may refer to the Implementation Guide (from the MOH EatSafe SG website) to plan activities within their own institutions.

5. Consultation Services for Nursing Homes

5.1 What is the consultation service about?

This is a fully-funded consultation service by MOH for Nursing Homes with in-service kitchen. The aims of the consultation service are:

- Support food preparation teams to assess current practices in the care settings in relation to the provision of recommended dysphagia diet/ modified fluid.
- Collaborate with food preparation teams to identify gaps towards implementation of fluid and diet types according to the EatSafe SG standards
- Work with food preparation teams to plan and recommend changes.
- Provide guidance on training (not covered by national training curriculum, e.g., ad-hoc diet modification for various diet levels) to ensure successful implementation of EatSafe SG standards

5.2 How can I access the consultation service?

Your Institutional Champions (ICs) will receive the more information on how access the consultation service upon completion of their Advanced Hands-On workshop.

It is important to note that the following pre-requisite would need to be fulfilled, and you may wish to plan ahead on training roll out for identified stakeholders:

- Completed the following EatSafe SG training programme:
    - Theory (E-learning) (80% of NH staff)
    - Basic Hands-On (100% of ICs)
    - Advanced Hands-On (100% of ICs)
    - Food Prep skills class (optional but recommended for staff involved in the preparation of dysphagia diet)
- Identified IC(s) who will work closely with EatSafe SG Master Trainers to achieve all deliverables for duration of collaboration
- Identified IC(s) to have worked with key/relevant food prep staff to:
    - Show evidence on attempts to improve on the identified dysphagia diet texture levels (minimum 3) to meet IDDSI standards
    - Ensure that key/ relevant food prep staff are able to perform and interpret IDDSI diet texture test method
- Agree and sign MOU with MOH

5.3 What should I do if I do not have in-house kitchen and need help with food preparation?

Your Institutional Champions (ICs) can try to support with the appropriate training and clarification as needed to your vendors.

If the vendors require more hands-on skills, you may wish to direct them to Food Prep skills class.