

Ms Deborah EE

Director, Institute of Healthcare Quality
Group Quality Resource Management
National Healthcare Group

Deborah, a Critical Care Registered Nurse with many years in healthcare, obtained her Diploma in Administrative Management from Institute of Administration, UK. Her passion for teaching spurred her to achieve Masters in Education, Training and Development from University of Hull in 1996. She attained the designation of a Certified Professional in Healthcare Quality – CPHQ in February 2010. She is now among a group of healthcare professionals that strive for world class excellence, which is dedicated to growth and passionate about what they do. In 2012, she achieved her MBA with Anglia Ruskin University, UK and certification in Art and Science of Coaching from Erickson Coaching International.

Mr Bernard WONG

Manager
Clinical Standards and
Improvement Department
National Healthcare Group

Bernard, a Systems Engineer by training has been actively involved in quality improvement activities since 2006. Bernard is knowledgeable in various improvement methodologies Clinical Practice Improvement Programme (CPIP), LEAN management and Six-Sigma. He is also involved in facilitating of improvement projects in Tan Tock Seng Hospital (TTSH). Bernard has taught the Basic Toolkit for National Healthcare Group (NHG) College since its very start, and continues to play a significant role in supporting and shaping the curriculum content for the main CPIP course curriculum.

Ms Katherine LIM

Manager, Group Quality Resource Management
National Healthcare Group

Katherine has been with healthcare quality for 20 years, and in the past 12 years, she is involved in managing clinical training programmes.

Katherine has knowledge in various improvement methodologies of Clinical Practice Improvement Programme (CPIP), Six-Sigma, Root Cause Analysis (RCA) and Failure Modes, Effects and Analysis (FMEA), and does facilitation for Quality Improvement Toolkit (QI Toolkit), RCA and FMEA in NHG and external programmes, and conducts QI Toolkit training in NHG.

For any enquiries, please contact:

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Quality
Improvement (QI)
Toolkit for centre-based

BROAD AIM



Basic Toolkit Workshop is designed for beginners to form a basic understanding of tools typically used in Quality Improvement (QI) projects.

This interactive full-day workshop will introduce the fundamentals of patient-centered Quality Improvement (QI) in healthcare.

Topics include methods of improvement, features of effective teams, use of right data for measurement and diagnostic tools to target the right interventions.

Interactive teaching will be conducted in the form of classroom discussions, case studies and video viewing.

LEARNING OBJECTIVES



1. Introduction to quality improvement and patient safety
2. Science of improvement
3. Identifying opportunities for improvement
4. Assembling an improvement team
5. Quality planning tools
6. Measurement and run charts
7. Solutioning
8. Testing changes

COURSE PRE-REQUISITE



As part of registration criteria, participants who will be attending the course are advised to come with a problem (and not a project or solution or work-in-progress). Participants will be expected to do a simple project following the theory day.

VENUE



Venue: AIC Learning Institute @ City Square Mall

Address: City Square Mall, 180 Kitchener Road, #06-05/06, Singapore 208539

TEACHING METHODOLOGY



1. Lessons
2. Case studies discussion
3. Videos

COURSE FEES



For Healthcare VWOs and Private Nursing Homes with Portable Subsidies,

For S'poreans and S'pore PRs = \$75.37 per pax

For Non-S'poreans & non-PRs = \$380.82 per pax

Any other organisations = \$686.27 per pax

TARGET AUDIENCE



Centre managers, registered nurses, administrators and therapists working in the Day Rehabilitation Centres (DRC), Senior Day Care Centres

COURSE DATES/ DURATION



Date/ Time:
Run 1

Day 1: 21 Apr 2017 (3 - 5pm)

Identifying Opportunities for Improvement

Day 2: 4 May 2017 (8.30am to 5pm)

How to Plan, Implement and Evaluate a QI project

Note: Participants need to attend both day 1 & 2 to complete training.