

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.

For any enquiries, please contact:

Agnes Sobha
Manpower Development and Resourcing Division
Agency for Integrated Care

Tel : 6603 6854
Fax : 6820 0735



BROAD AIM



Root Cause Analysis is a workshop designed for beginners to form a basic understanding of the determinants of behavior leading to problems and safety issues.

This interactive full-day workshop will introduce the fundamentals of root cause analysis in healthcare and community care settings.

Topics include types of root causes and when RCA should be used

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

LEARNING OBJECTIVES



1. Appreciate the science of human factors and determinants of behaviour leading to problems and safety issues
2. Determine how to differentiate between individual and systemic approach to an incident
3. Understand the different types of root causes and when RCA should be used
4. Conduct RCA step-by-step and apply its principles through the use of case studies
5. Develop solutions

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



Executives, Registered nurses, Administrators and Therapists working in the Centre-based, Nursing Homes, Community Hospitals, Homecare settings etc.

COURSE DATES/ DURATION



Date/ Time:

Workshop Date: 22 Jun 2017 (8.30am to 5.30pm)

