



**INSTITUTE OF
HEALTHCARE QUALITY**

Clinical Risk Management Workshop

For Registration

1. Register via iHR
HQ Corp Office: HQ_CRMW
NHG Diagnostics: D_CRM
NHG Staff: Respective Institution HRD
2. Complete IHQ Registration Form and send to ihq@nhg.com.sg

Course Fees

	NHG Fees	Non-NHG Fees
Without	\$180.00	\$200.00
8% GST	per pax	per pax
With	\$194.40	\$216.00
8% GST	per pax	per pax

Workshop Pre-requisite:

- All participants that have attended the ERM-in-Practice Workshop.

About Us

For other IHQ programmes and more details of this workshop, please scan the QR code below:



<https://corp.nhg.com.sg/QnS/Pages/Training.aspx>



The sustainability of an organisation is dependent on its ability to respond to uncertainty in a timely manner. With the current healthcare challenges of a rapidly aging population, increased burden of chronic diseases and limited healthcare resources, NHG is currently on a transformational journey to provide patient care in a safe and sustainable manner. These pivotal changes have created a greater impetus for effective risk management.

An effective and holistic risk management process, in turn, will improve proactive identification and management of risks, provide assurance that the NHG's objectives are achieved within an acceptable degree of residual risks, as well as improve management decisions for resource allocation, preparedness for crises, audit planning and assurance processes.

Aim

Building on principles from the current NHG Enterprise Risk Management (ERM) framework and processes, the workshop seeks to provide clinical staff and risk leads with a broader perspective of how to adopt an effective risk management process across the 10 risk domains. By doing so, participants will be able to learn how an effective risk management process fits into NHG's safety, improvement and innovation framework, enabling them to manage risks effectively in the clinical settings. Participants will be able to adopt an integrated approach to risk management within their clinical services and establish an effective communication and operational linkages in their work for quality assurance, patient safety and quality improvement.

Learning Objectives:

At the end of the workshop, participants will be able to:

- Adopt a proactive and integrated risk management approach in identifying or detecting risk and patient safety issues.
- Connect and manage risks and opportunities across the 10 risk domains using a multi-level approach.
- Identify the various stakeholders involved in an integrated risk management process and plan for effective risk communication strategies across the organisation.

Target Audience:

HQ staff that are leading clinical risks in their initiative/program, including:

- HODs / Deputy HODs (including Business Unit Owners)
- Directors and Managers
- Clinical Risk Leads
- Clinical Quality Leads

