



**INSTITUTE OF  
HEALTHCARE QUALITY**

# Driver Diagram – Building a Theory of Improvement Workshop

## For Registration

1. Register via iHR  
HQ Corp Office: HQ\_DD  
NHG Diagnostics: D\_DD  
NHG Staff: Respective Institution HRD
2. Complete IHQ Registration Form and send to [ihq@nhg.com.sg](mailto:ihq@nhg.com.sg)

## Course Fees

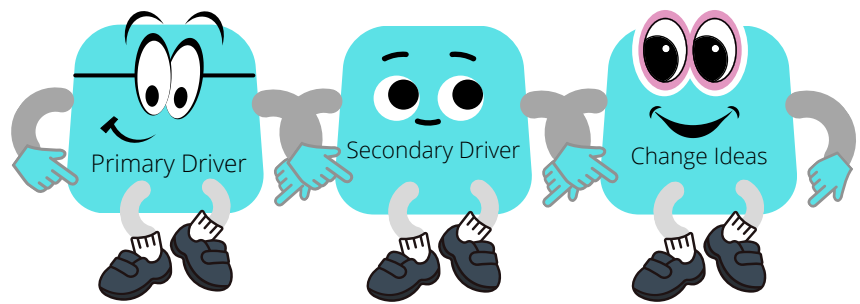
	NHG Fees	Non-NHG Fees
Without 8% GST	\$360.00 per pax	\$420.00 per pax
With 8% GST	\$388.80 per pax	\$453.40 per pax

## 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>



A Driver Diagram is a simple and useful planning tool that enables a team to visualise the improvement strategies towards the achievement of the goals for the project. It is effective in engaging your stakeholders or team to think systematically about the challenges involved or the environment they wish to improve -- and to develop the strategies or improvement ideas together.

Ultimately, the driver diagram helps the team to understand where they are going in their work or improvement journey, with a clear link from action to effect.

## Aim

This course introduces the approach in creating a driver diagram, and explains how the process is useful to the team. This step-by-step process allows you and your team to:

- Understand the system or environment where the improvements take place
- Identify and organise their 'drivers' or change strategies
- Define appropriate measures for monitoring, and
- Communicate the shared knowledge and the desired changes visually to various stakeholders in your organisation.

## Learning Outcomes

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

1. Have deeper understanding of the use of Driver Diagram and its essential elements
2. Demonstrate the know-how in creating a driver diagram by:
  - Developing the overall goal statement and high-level measures
  - Developing the primary and secondary drivers
  - Developing the measures and its targets, and
  - Implementing pilots and avoiding pitfalls.

## Target Audience

Any staff who are at a supervisory or managerial level, or involved in programmes/ initiatives at the system/organization-level

- Doctor (resident/registrar and above),
- Senior Nursing and Allied Health Staff
- Assistant Manager and above

