



**INSTITUTE OF  
HEALTHCARE QUALITY**

### For Registration

1. Register via iHR  
 HQ Corp Office: HQ\_PSINT  
 NHG Diagnostics: D\_PSI  
 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	\$630.00 per pax	\$720.00 per pax
With 8% GST	\$680.40 per pax	\$777.60 per pax

### Workshop Pre-requisite:

- Participants **MUST** have attended a basic Patient Safety Course/Workshop
  - a) Either Patient Safety Foundation Course or Equivalent or Respective Institute's Patient Safety Workshop OR
  - b) IHI Online Open School PS Modules
- Exposure to PS related work in the institution/hospital will be an added advantage.

### 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>

# Patient Safety (Intermediate) Workshop



## Beyond Basics

Patient Safety (Intermediate) workshop is designed to move beyond basics to enable generating and expanding the pool of Patient Safety Officers or equivalent with adequate knowledge and skills to strongly support organization's leadership in making their respective organizations safe, highly reliable, and resilient.

Participants will apply principles of human factors, reliable systems, critical analytical skills to identify unsafe areas and practices, bring about cluster-wide change by creating a culture of safety, via instituting Collaboratives (large scale cross-institutional QI projects), tools and techniques required to create reliable systems, understand links between clinical risks, patient safety and overcoming challenges that new technologies add to care and unsafe communication.

### Programme Objectives:

- To provide knowledge and skills to create patient safety culture and reliable systems
- To understand the importance of clear, concise and standardized communication and teamwork
- To provide knowledge to use systems-based approach in ensuring patient safety
- To provide knowledge and skills to develop and implement strategic quality/safety plan
- To understand and apply human factors analysis for investigating human accident or incident causation.
- To understand principles of large-scale improvements to bring about necessary changes intra-cluster and how to bring about changes without compromising patient safety

### Target Audience:

- Staff designated to carry out patient safety officer\* role or equivalent and those with potential to lead patient safety
- Staff who work with quality department or equivalent
- Staff\*\* who are at supervisor or managerial level and are involved in patient safety management and are passionate about patient safety and wish to make their institutions ultra-safe and move towards "Zero Harm".

