

NHG | GROUP QUALITY

INSTITUTE OF HEALTHCARE QUALITY COURSE CATALOGUE

2023 - 2024



Adding years of healthy life

INTRODUCTION

The Institute of Healthcare Quality (IHQ) under the ambit of the National Healthcare Group (NHG), Group Quality Department was established in 2008 to integrate cluster-wide efforts in developing healthcare professionals to be advocates of and leaders in patient safety and quality improvement. A concurrent goal is to enhance the capacity of our people in improving quality.

Since its inception, IHQ has progressively developed programmes aimed at enhancing the capabilities of NHG staff to effect change on multiple fronts - patient safety, quality and innovation – and to take a proactive approach towards fulfilling NHG's Vision and Mission.

The programmes support NHG institutions in their pursuit to create the next-generation leaders and workforce with the relevant skills. The approach taken is that of continuous education and training.

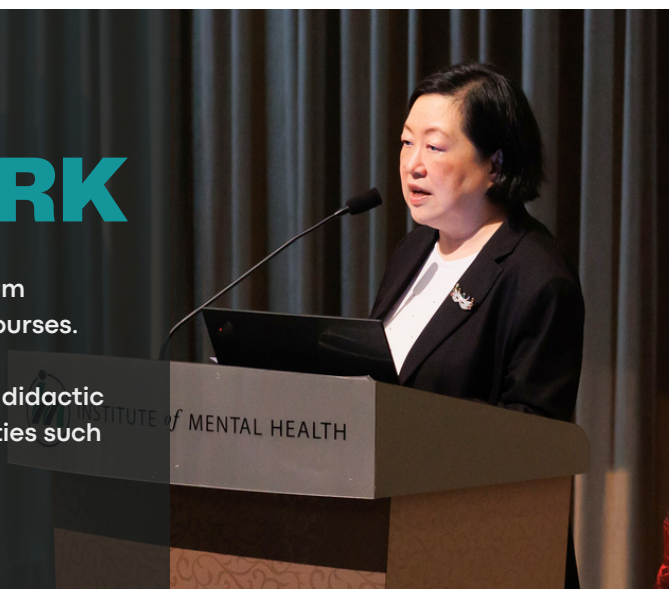
CONTINUOUS EDUCATION & TRAINING



OUR FRAMEWORK

Our Training Framework comprises a spectrum of patient safety and quality improvement courses.

Our classroom-based teaching incorporates didactic teaching interspersed with interactive activities such as games, quizzes and role-plays. These are complemented by pre- and post-workshop learning activities.



Participants may also need to complete projects related to the course, to enhance their learning experience beyond classroom work. They can access toolkits specially designed to serve as handy guides.

OUR FACULTY

Our Faculty has many years of experience in healthcare and are well recognised both nationally and internationally in their fields of expertise.

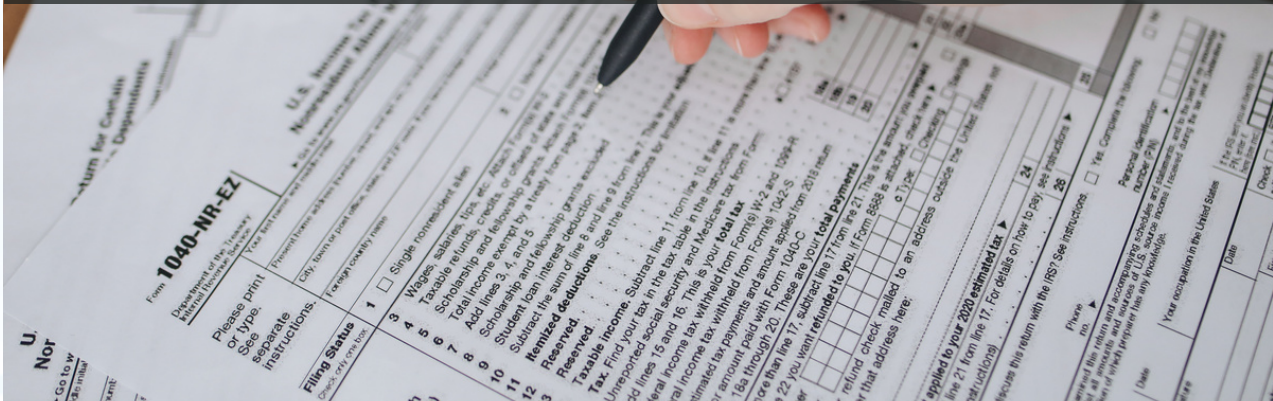


Skilled in teaching, coaching and mentoring, our Faculty brings along other relevant skills essential for adult learning such as communication, people management, pedagogy and time management.

Our Faculty has also demonstrated the ability to translate theory into practice and the knowledge and experience to guide participants in their healthcare improvement journey.

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REGISTRATION & ENQUIRIES



NHG Institutions

Staff should approach their respective institutions Human Resource Dept (HRD) for registration.

NHG HQ/NHG Diagnostics/NHG Pharmacy

Staff should submit their registration via iConnect in their respective institution.

Non-NHG Personnel

Staff should email ihq@nhg.com.sg for the registration form.

For enquiries, kindly visit our website at:

<https://corp.nhg.com.sg/QnS/Pages/Training.aspx> or email ihq@nhg.com.sg

CLINICAL PRACTICE IMPROVEMENT PROGRAMME (CPIP)

Building Teams with a Quality Improvement Mindset



ABOUT THE WORKSHOP

The Clinical Practice Improvement Programme (CPIP), launched in 2002, is designed to help develop clinical leadership in the delivery of evidence-based quality care. It provides a platform for multi-disciplinary healthcare teams to learn ways to lead improvement where gaps are evident in the delivery of care.

The programme provides scientific training in the following areas: understanding patients' needs and diagnosing practice gaps; measuring and understanding variance in practice and processes; developing interventions using plan-do-study-act (PDSA) cycles; collaborating with multi-disciplinary care providers; and designing strategies to sustain change.

Following the workshop, participants will have to undertake a six-month improvement project with guidance from CPIP facilitators. This experiential learning model will help participants to transit from “knowing” to “doing” as they apply the quality improvement principles and tools in their project to improve patient care.



LEARNING OBJECTIVES

At the end of the programme, participants will learn about, understand and apply:

- The science and essential elements of quality improvement
- Effective teamwork
- Project management
- Evidence-based medicine and variation in quality improvement work
- Measurement for improvement
- Cost and quality

Course Duration

Six months. Participants are required to attend ALL 3 sessions (the main workshop, midpoint and final review) and complete an improvement project.

Session 1: The Main Workshop - 3.5 days

Session 2: Midpoint Review - 1 day

(To review teams' progress | 3 months after the main workshop)

Session 3: Final Review - 1 day

(To review project outcomes | 6 months after the main workshop)

Target Audience

- Clinicians (Medical/Nursing)
- Allied healthcare managers
- Administrators who have the authority and responsibility to change and improve practice

Pre-requisites

There are no pre-requisites for this course

Scan the QR code for more information



CLINICAL RISK MANAGEMENT (CRM)

Integrating Risk, Safety & Improvement



ABOUT THE WORKSHOP

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 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 will improve proactive identification and management of risks, provide assurance that NHG's objectives are achieved within an acceptable degree of residual risks, as well as improve management decisions for resource allocation, crisis preparedness, audit planning and assurance processes.

Building on the principles embodied in 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 risk management process across the 10 risk domains. By doing so, participants will appreciate 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 programme, participants will be able to:

- Understand and 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 effective risk communication strategies across the organisation.

Target Audience

Staff who are leading clinical risks including:

- Heads of departments / Deputy Heads of departments (including business unit owners)
- Directors and managers
- Clinical risk leads
- Clinical quality leads

Pre-requisites

There are no pre-requisites for this course.

Course Duration

0.5 day

Scan the QR code for more information



DEVELOPING DRIVER DIAGRAMS

Building a Theory of Improvement

VISUALISE DRIVERS

This course introduces a step-by-step approach in creating a driver diagram.

It allows you and your team to:

- Understand the system or environment where the improvement takes 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

A Driver Diagram is a simple and useful planning tool that enables a team to visualise the underlying drivers that are necessary and sufficient for achieving the intended outcome and to identify improvement strategies towards the achievement of the goals for the project.

It is effective in engaging stakeholders or teams 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 between action and effect.

LEARNING OBJECTIVES

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 primary and secondary drivers
 - Developing the measures and their targets, and
 - Implementing pilots and avoiding pitfalls

Target Audience

Staff who are at a supervisory or managerial level, or involved in programmes/ initiatives at the system/organisation-level, including:

- Doctors of Resident/Registrar and above
- Senior Nursing and Allied Health Staff
- Administrative staff of at least Assistant Manager and above

Pre-requisites

There are no pre-requisites for this course.

Course Duration

0.5 day

Scan the QR code for more information



FAILURE MODES, EFFECTS & ANALYSIS (FMEA)

Reaping Wisdom from Failure



ABOUT THE WORKSHOP

Failure Modes, Effects and Analysis (FMEA) is a team-based, systematic and proactive approach that is used to evaluate a process and / or product.

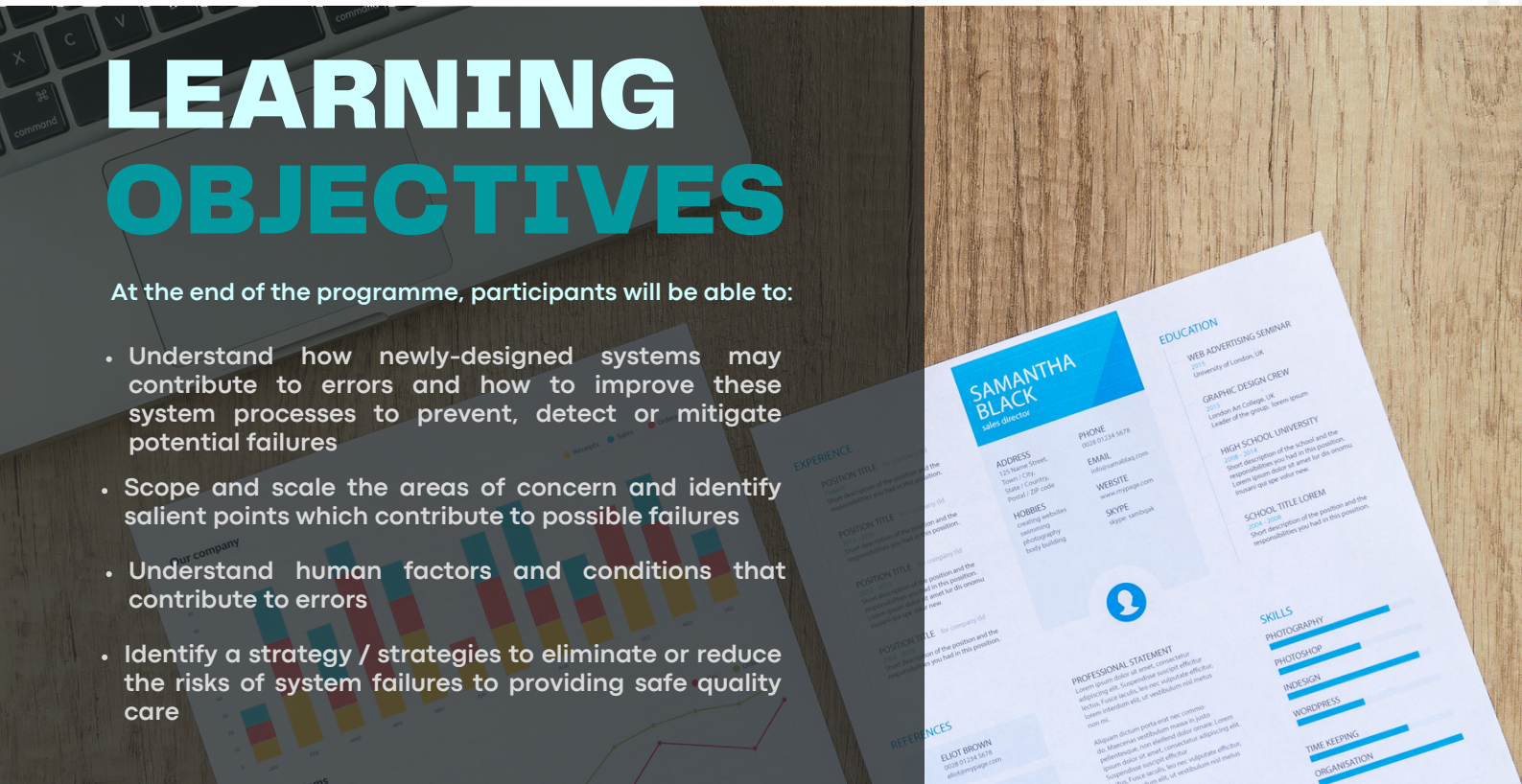
It helps you to identify where and how a process might fail, as well as assess the relative impact of different failures before they happen.

It is particularly useful in evaluating a new process or product for possible failure prior to its implementation or use and in assessing the impact of a proposed change to an existing system/situation/state.

LEARNING OBJECTIVES

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

- Understand how newly-designed systems may contribute to errors and how to improve these system processes to prevent, detect or mitigate potential failures
- Scope and scale the areas of concern and identify salient points which contribute to possible failures
- Understand human factors and conditions that contribute to errors
- Identify a strategy / strategies to eliminate or reduce the risks of system failures to providing safe quality care



Target Audience

Administrators and Healthcare Professionals (doctors, nurses, allied health professionals and ancillary staff) who want to take a proactive approach in failure prevention and creating reliable systems.

Pre-requisites

There are no pre-requisites for this course.

Course Duration

1 day

Scan the QR code for more information



FAILURE MODES, EFFECTS & ANALYSIS (FMEA) MASTERCLASS

Extending the Foundation of FMEA

ACHIEVE PROFICIENCY

Failure Modes, Effects and Analysis (FMEA) is a team-based, systematic and proactive approach that is used to evaluate a process and / or product.

The Masterclass is specially designed for participants who want to achieve proficiency in conducting and facilitating the FMEA process. Participants will develop an in-depth knowledge of the steps in the FMEA process and critical analysis skills essential for the design and evaluation of controls to mitigate potential failures and avoid common pitfalls.

LEARNING OBJECTIVES

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

- Have an in-depth understanding of key FMEA process steps
- Structure an appreciative inquiry process for analysis
- Recognise and identify causal patterns
- Appreciate and differentiate between latent and active failures
- Apply criticality analysis in FMEA to prioritise the identified risks effectively
- Understand and manage control measures
- Organise and facilitate the FMEA team
- Critique and manage the FMEA process
- Apply appropriate strategies to address common pitfalls and problems encountered

Target Audience

- Senior Clinicians, Quality Managers, Healthcare Administrators and Nurse Managers who have been participating in and / or facilitating FMEA
- Heads of Departments and Clinical Process owners who have been directing or leading FMEA
- Risk Managers and Institution / Department Risk Leads who are involved in conducting and / or facilitating FMEA

Pre-requisites

Participants must fulfil the following pre-requisites:

1. Completed basic FMEA training (this can be an FMEA workshop by the Institute of Healthcare Quality (IHQ), or equivalent) AND
2. Facilitated/Led/Participated in at least one actual FMEA project

Course Duration

1 day

Scan the QR code for more information



HUMAN FACTORS IN HEALTHCARE

Enhancing the Safety and Reliability of Systems

MODULAR & PROGRESSIVE

The workshop covers:

Module 1

- Introduction and Overview of Human Factors in Healthcare: Understanding Human Factors and Human Interactions with System

Module 2

- Human Factors Contributing to Error Causation: Understanding Human Abilities and Limitations and Preconditions Affecting them and Role of Biases in Decision Making

Module 3

- Human Factors Engineering Concepts: Use and Application of SEIPS Model; Use of HFACS for Investigations using the Human Factors Lens, HFIX and FACES principles to generate solutions and to evaluate and prioritise solutions generated

Module 4

- Use of Human Factors in Design / Redesign: General Principles in designing for Safety and their application in day-to-day work in healthcare

The Human Factors in Healthcare Workshop is designed to be modular and progressive. Each interactive session includes clear learning objectives, theoretical explanations, hands-on activities, and discussions relating to real-world and healthcare situations.

LEARNING OBJECTIVES

At the end of the programme, participants will:

- Have a greater awareness of key human factors and relate these to patient safety issues faced by healthcare professionals
- Better appreciate the various systemic factors contributing to safety lapses
- Adopt a more holistic approach towards improving quality and safety using the human factors' lens to investigate and mitigate safety issues

Target Audience

- Doctors (Registrars and above)
- Nurses (Senior Staff Nurse and above)
- Allied Health Professionals (senior allied health staff and above)
- Administrators (Assistant Manager and above) who are interested in ensuring safer and reliable systems in institutions

Pre-requisites

There are no pre-requisites for this course.

Course Duration

1.5 days

Scan the QR code for more information



MEASUREMENT (BASIC)

What Gets Measured Gets Managed



ABOUT THE WORKSHOP

The Measurement Workshop aims to provide participants with the knowledge and skills to develop and apply practical measurement and data analysis skills to monitor current system performance and identify opportunities for improvement.

This foundation course provides participants the necessary knowledge and skills for the development of sustainable change.

LEARNING OBJECTIVES

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

- Gain an understanding of the different types of performance management and measurement technique in healthcare improvement
- Develop their own measures in an area of interest e.g. a proposed improvement project or quality monitoring focus
- Develop a measurement plan with appropriate data collection and analytics tools
- Create useful reports by integrating data and analysis to drive change

Target Audience

All staff including:

- Doctors
- Nurses
- Allied Health Professionals
- Administrators

Pre-requisites

There are no pre-requisites for this course.

Course Duration

1 day

Scan the QR code for more information



MEASUREMENT (INTERMEDIATE)

Going Beyond Basics in Measurement for Healthcare

The Measurement (Intermediate) course is a continuation of the Measurement (Basic) course and provides healthcare practitioners with a robust and comprehensive approach to the use of data and statistical methods to make informed decisions.

This course aims to elevate participants' knowledge and skills, from a mere understanding of numbers and simple charts to appropriate analysis and application of both qualitative and quantitative data. Participants will learn how to analyse data, understand the implications of values, trends and variation, and apply systems level thinking for performance assessment.

The key features and topics of this course include the following with their respective learning objectives. (All modules include interesting activities and hands on sessions for better understanding of the subject matter)

LEARNING OBJECTIVES

At the end of the programme, participants will learn:

1. Revisiting Basics

- Revise basics of why measure, what to measure, how to use measure, how to analyse and report data, use of simple charts such as run charts

2. Reliability, Validity and Accuracy of Data

- Learn and understand how to ensure data accuracy, reliability, validity and consistency by using scientific methods.

3. Concepts and Measures of Variation- Spread/Dispersion

- Apply concepts, use and application of analytic tools to understand measures of spread/dispersion: e.g. Range, Inter-quartile Range, Standard Deviation etc.
- Understand the principles of confidence levels / intervals and commonly used tests of significance

LEARNING OBJECTIVES

Continued from above:

4. Statistical Process Control Charts and Its Use

- Understand how to diagnose and manage variation, revisit common cause and special cause variation.
- Develop knowledge and skills on depicting variation using commonly used statistical process control (SPC) charts.
- Know and understand different types of SPC charts for different data types and other , other charts and graphs to study variation.

5. Benchmarking and Its Role in Healthcare

- Understand the role of benchmarking in healthcare, its definition, how and when to use different types of benchmarking
- Understand how to select an appropriate source of benchmarking comparative data and how to apply a step-by-step process for benchmarking

6. Using Qualitative Data in Healthcare

- Understand how and when to use qualitative data, methods of collecting and measuring qualitative data
- Understand how to develop and use surveys and questionnaires for collecting qualitative data and its analysis and reporting.

7. Performance Measurement at Systems Level

- Learn and understand system performance measures
- Learn how to create metrics, scoring systems
- Learn and understand how to use the Clinical Value Compass, develop Balanced Score Cards (BSC) and Dashboards, including its benefits, differences
- Learn how to improve system performance using Driver Diagrams and its linked measurement indicators

Target Audience

- Doctors, Nurses and Allied Health Professionals
- Administrators (Interested in measurement in healthcare)
- Quality Management Professionals

Pre-requisites

Participants must have completed the Measurement (Basic) course.

Course Duration

1 day

Scan the QR code for more information



MEDICATION SAFETY (BASIC)

Enhancing Safe Medication Practices



SAFETY

ABOUT THE WORKSHOP

This workshop offers a broad perspective of medication safety and equip front-line healthcare providers with the basic knowledge and skills for improving medication safety in their workplaces.

Participants will learn how medication errors occur, how to report and learn from medication-related incidents, and how to formulate effective system-level solutions in medication use/handling processes.

LEARNING OBJECTIVES

At the end of the workshop, participants will:

1. Have a broad perspective of medication safety in the processes of medication management and use
2. Be equipped with the fundamental knowledge and skills to:
 - Understand why medication errors can occur and know the different types of human errors
 - Understand the importance of recognising, speaking up, proactive reporting, and thorough analysis of unsafe medication practices, medication errors, and near-misses
 - Write an incident report
 - Understand "Just Culture"
 - Learn from errors, improve current processes and prevent recurrence
 - Engage patients and caregivers in safe medication use
 - Use established communication tools for routine patient care scenarios and activities

Target Audience

All staff including:

- Pharmacy Technicians
- Pharmacy Assistants
- Senior Enrolled Nurses
- Enrolled Nurses

Pre-requisites

There are no pre-requisites for this course.

Course Duration

1 day

Scan the QR code for more information



MEDICATION SAFETY (INTERMEDIATE)

Systems Thinking for Enhancing Medication Safety

BROADER PERSPECTIVE

This course differs from the basic medication safety course as it provides an even broader perspective and insight into reliable processes via systems thinking.

Medications are widely used in both acute and chronic patient care settings and are known to be associated with medication errors and adverse drug events, particularly in complex healthcare systems and processes. Hence, medication safety has always been the top priority of healthcare institutions who are committed to provide safe, reliable and quality care.

This course seeks to equip healthcare professionals involved in medication management and use with the knowledge and skills to improve medication safety in their workplaces. Participants will understand why medication errors occur, how to report and learn from errors/near misses, and how to formulate effective solutions and measures. They will learn to improve medication safety via systems thinking, multi-disciplinary team approach and patient/caregiver/engagement in safe medication use.

LEARNING OBJECTIVES

At the end of the programme, participants will:

1. Have a broad perspective of medication safety in the processes of medication management and use
2. Be equipped with the fundamental knowledge and skills to:
 - Approach medication errors with systems thinking and understanding of human errors
 - Report and learn from medication errors as a learning organisation
 - Formulate effective system-level medication safety initiatives and appropriate measures to monitor their effectiveness
 - Become an effective multi-disciplinary team member in improving medication safety
 - Engage patients and caregivers in safe medication use
 - Lead successful transformations in medication safety

Target Audience

- Doctors, Registered Nurses and Pharmacists
- Quality Managers
- Healthcare Administrators
- Risk Managers
- Institute or Department Risk Leads who participate, facilitate, direct or lead FMEA

Pre-requisites

There are no pre-requisites for this course.

Course Duration

1 day

Scan the QR code for more information



PATIENT SAFETY (INTERMEDIATE)

Moving Beyond Basics



ABOUT THE WORKSHOP

The Patient Safety (Intermediate) Workshop goes beyond the basics, to equip and expand the pool of Patient Safety Officers or equivalent with adequate knowledge and skills to strongly support organisation leadership in the quest for high reliability and resilience.

Participants will apply the principles of human factors, reliable systems and critical analytical skills to identify unsafe areas and practices, so as to bring about cluster-wide change by creating a culture of safety through collaboratives (large scale cross-institutional Quality Improvement projects) and using relevant tools and techniques to create reliable systems.

Participants will also learn about the links between clinical risks and patient safety as well as the challenges that new technologies bring, impacting safe care and communication.

LEARNING OBJECTIVES

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

- Gain insights, knowledge and skills to create patient safety culture and reliable systems
- Understand the importance of clear, concise and standardised communication and teamwork
- Understand the use of systems-based approach in ensuring patient safety
- Understand the approach, knowledge and skills to develop and implement strategic patient safety plans
- Understand and apply human factors and models in day-to-day operations
- Understand the principles of large-scale improvements to bring about necessary cluster-wide changes without compromising patient safety

Target Audience

All staff including:

- Staff designated to carry out patient safety officer roles or equivalent and those with potential to lead patient safety initiatives
- Staff who work with quality departments or equivalent
- Staff who are at supervisor or managerial level and are involved in patient safety management or are passionate about patient safety and wish to make their institutions ultra-safe and move towards “Zero Harm”

Pre-requisites

- Participants must have attended a basic Patient Safety Workshop (e.g. Patient Safety Foundation Course and/or equivalent such as the Institute for Healthcare Improvement (IHI) Online Open School Patient Safety Modules)
- Exposure to patient safety-related work in the institution/hospital is an added advantage

Course Duration

Total: 2.5 days

Day 1: Full day

(One month later)

Day 2: Full day

Day 3: 0.5 day

Scan the QR code for more information



PATIENT SAFETY & QUALITY IMPROVEMENT (PSQI) FACULTY DEVELOPMENT MASTERCLASS

Upskilling to Teach and Guide PSQI Efforts

ADULT LEARNING & COACHING

The workshop covers:

- Principles of adult learning and coaching (knowing when) practical skills in facilitation (small, medium, large audiences)
- Effective classroom management
- How to conduct an effective PSQI learning activity (setup, conduct, debrief skills) using case discussion, role play, games and activities scenarios
- How to design a new PSQI learning activity: design, plan, operationalise ideas, test and review



This workshop is designed to meet the needs of new PSQI faculty and facilitators. Persons who are technically adept at performing or delivering on PSQI initiatives are often invited to share their knowledge and experience and to teach others to follow in their footsteps.

The workshop is directed at all newly identified faculty/facilitators who teach and guide PSQI efforts within their institutions or existing faculty/facilitators who desire to hone their participant engagement skills and improve their curriculum design for PSQI courses and activities.

The workshop comprises practice scenarios, follow up guidance and reflections including self and peer assessments. Participants will also have to complete a learning portfolio.



LEARNING OBJECTIVES

At the end of the workshop participants will gain skills and knowledge required to:

- Understand learner's needs and adult learning pedagogy
- Convey concepts in PSQI through classroom activities
- Set up, deliver and debrief classroom activities effectively
- Facilitate at QI coaching clinics and for individual project groups
- Use PDSA to improve the curriculum

Target Audience

- Associate Consultants (or equivalent) and above
- Senior Nurse Managers/Educators
- Senior allied health professionals
- Administrators (senior manager and above)
who have a role/ interest in coaching, facilitation and teaching

Pre-requisites

Participants must have prior knowledge and skills (at intermediate to advanced levels) in Patient Safety and Quality Improvement. Prior experience in training and basic skills of facilitation in discussion seminars or projects is an advantage.

Course Duration

2 x 0.5 days | 3 months apart

Scan the QR code for more information



QUALITY IMPROVEMENT TOOLKIT

The Basic Essentials of a Quality Improvement Journey



ABOUT THE WORKSHOP

The Quality Improvement Toolkit (QI) workshop will equip participants with the basic principles and tools needed to support changes in clinical practice and process improvements. It will help participants to advance their personal development, so that they can work more confidently, efficiently and effectively in the evolving healthcare environment.



LEARNING OBJECTIVES

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

- Understand and apply quality improvement principles
- Understand the Model for Improvement (MFI) and the steps involved in the improvement cycle
- Learn the basics of quality improvement diagnostic tools: Ideal Team Composition, Flow chart, multi-voting, Ishikawa (fish bone) diagram, Pareto chart and Run chart
- Develop appropriate solutions/ Interventions and prioritise them

Target Audience

All staff including:

- Doctors
- Nurses
- Allied Health Professionals
- Ancillary staff
- Administrators who wish to learn the basics of Quality Improvement

Pre-requisites

There are no pre-requisites for this course.

Course Duration

1 day

Scan the QR code for more information



ROOT CAUSE ANALYSIS (RCA)

Getting to the Root of a Problem



ABOUT THE WORKSHOP

Root Cause Analysis (RCA) is a comprehensive and systematic methodology that helps participants identify gaps in our healthcare system and processes of care delivery. Specifically, RCA enables participants to examine extensively the underlying contributing factors and tackle the root causes of an identified problem so that the likelihood of the same problem recurring can be reduced.

LEARNING OBJECTIVES

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

- Appreciate the science of human factors and determinants of behaviour leading to problems and safety issues
- Determine how to differentiate between individual and systemic approach to analysing an incident
- Understand the different types of root causes and when Root Cause Analysis (RCA) should be used
- Conduct a step-by-step and apply its principles through the use of case studies
- Understand the use of the Human Factors Analysis Classification System (HFACS) model to derive root causes
- Develop solutions to eliminate or prevent problems or errors from recurring

Target Audience

- Doctors
- Nurses
- Allied healthcare managers
- Ancillary staff
- Administrators
- And all Healthcare professionals who want to learn the steps and techniques in discovering the root cause of a problem.

Pre-requisites

There are no pre-requisites for this course.

Course Duration

1 day

Scan the QR code for more information



ROOT CAUSE ANALYSIS MASTERCLASS

Building a Support System for Robust RCAs



ABOUT THE WORKSHOP

The Root Cause Analysis (RCA) Masterclass Workshop is specially designed for RCA practitioners seeking to deepen their knowledge and channel it towards improving RCA activities - systematic, thorough and consistent - within their institutions.

The workshop focuses intensively on coaching participants to achieve competency in applying the appropriate behaviours, and to demonstrate an effective application of the entire RCA methodology. Case studies will be used for group learning and discussions to impart skills in identifying methodology gaps during an RCA.

LEARNING OBJECTIVES

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

- Use self-assessment to draw comparisons against their current practice in the application of the RCA methodology to identify gaps and improve it
- Articulate the mechanisms within their organisation that help to support the safe space to learn, identify some of the challenges using these mechanisms, and help their organisation move towards achieving high reliability in their processes
- Be a resource person to their organisations and provide support to teams needing guidance on conducting a robust RCA

Target Audience

- Healthcare staff identified by their institution or department as a key resource to facilitate or guide future RCA activities
- Risk Managers and Institution/Department Risk Leads who are involved in conducting and/or facilitating RCA
- Clinical Process Owners, Senior Clinicians, Quality Managers, Healthcare Administrators and Operations and Nurse Managers who have been participating in and/or facilitating RCA

Pre-requisites

- Participants must have: attended an RCA basic training conducted by the Institute of Healthcare Quality (IHQ), NHG or equivalent
- Participated in at least 2 RCA activities (either at their institution or cluster level), able and willing to share a completed RCA as part of classroom activities.

Course Duration

1 day

Scan the QR code for more information



STANDARDS & ACCREDITATION RESOURCE UNIT(SARU)

Steps Towards Attaining a Desired & Achievable Level of Performance

BEST PRACTICES

This workshop aims to help staff understand the intent and scientific evidence behind the standards and how to use the standards to guide the processes of clinical care and other supporting functions.



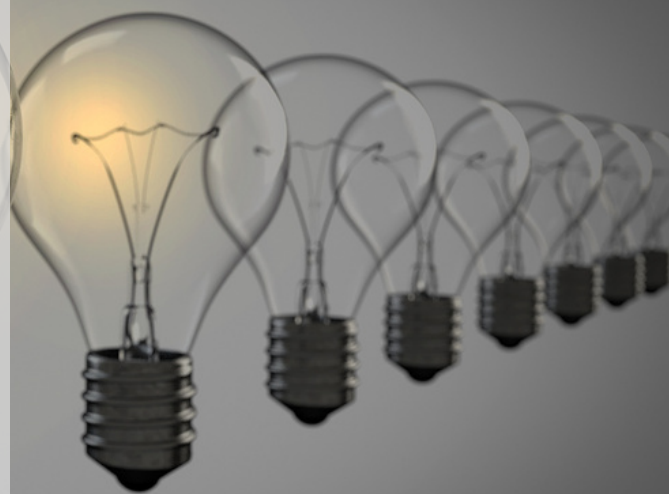
Standards of care, whether national or international, voluntary or mandatory, are important to define what constitutes acceptable level of quality and safe care.

Standards are based on scientific evidences and represent best practices that are widely used by healthcare professionals. The use of standards in daily clinical practice helps to provide better outcomes for everyone in the system, reduce risks and optimise the use of limited resources.

LEARNING OBJECTIVES

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

- Understand the intent and scientific evidence behind standards
- Apply standards, including in specific contexts, situations or patient groups where relevant
- Implement standards using shared tips and pitfalls
- Use suggestions provided on how to check for compliance and improvement opportunities after implementation



Target Audience

All staff including:

- Heads of Departments
- Team Leads
- Managers
- Champions for selected focus areas
(e.g. Medication Management, Facilities Management, Quality and Patient Safety)

Pre-requisites

Participants should pre-read materials provided and familiarise themselves with the required standards

Course Duration

0.5 day

Scan the QR code for more information



BECOMING A SKILLED AUDITOR

The Road to Mastering Audit Techniques

Training to be a skilled auditor requires:

3 TIERS OF TRAINING

Tier 1: Introduction to Auditing Skills (Basic)

This basic auditing course will cover generic principles of audit, explain how to plan and execute an audit, cover basic auditing skills and techniques and how to document audit findings.

Tier 2: Developing Auditing Skills

This intermediate auditing course will cover ways to deconstruct and understand requirements for standards in order to be able to review how organisations comply with standards and to achieve the goals of an audit.

Process versus Case Studies will be used to guide participants in developing, documenting and execute a comprehensive audit for a particular patient or audit focus area.

Tier 3: Mastering Auditing Skills

This advanced course will involve participants in conducting actual audits in small groups of 2 or 3 persons, supervised by trained auditors providing "Just-in-Time (JIT)" coaching.

Participants will have to perform audit planning, conduct actual assessment of selected focus areas including staff interviews and observations. There will be a post-class assignment where participants will complete an audit report based on the findings made during audit activities.

For any healthcare organisation to perform reliably and to achieve its desired outcomes, effective design and execution of processes and systems is essential. Auditing provides a lens to gauge how well processes are carried out in compliance with policies, guidelines or standards of care. The goals of auditing are not only to ensure services are carried out in accordance with design, but also to help identify potential risks and hazards, and opportunities for improving outcomes and resource use.

LEARNING OBJECTIVES

With the completion of each Tier, participants will be able to:

Tier 1: Introduction to Auditing Skills (Basic)

- Understand and apply basic auditing principles
- Plan and execute an audit, and document audit findings

Tier 2: Developing Auditing Skills (Intermediate)

- Deconstruct and understand the requirements for standards
- Review how organisations comply with standards
- Demonstrate how to develop, document and execute a comprehensive audit for a particular patient or a focus area

Tier 3 Mastering Auditing Skills (Advanced)

- Demonstrate skills in actual audit planning
- Conduct actual assessment of selected focus areas including staff interviews and observations
- Complete an audit report based on the findings during audit activities

Target Audience

- Process owners, managers and senior managers, and team leads, who have oversight responsibilities for a particular system or set of processes (**Auditing skills will help them address gaps between design, actual practice and to understand how to ensure compliance or to determine when processes need to be re-designed to suit local contexts**)
- Auditors (medical, nursing, allied health staff, operations and administrative staff) who play a role to assist in performing broad-based audits across departments, divisions or institutions

Pre-requisites

Tier 1: No pre-requisites needed.

Tier 2: Completed Tier 1: Introduction to Auditing Skills or any other external equivalents

Tier 3: Completed Tier 1: Introduction to Auditing Skills and Tier 2: Developing Auditing Skills.
Participants must have their applications endorsed by their institution Quality Director.

*Tiers 2 and 3 require participants to be familiar with some common standards
e.g. Joint Commission International (JCI), Healthcare Services Act (HCSA)

Course Duration

Tier 1: 0.5 Day | Tier 2: 0.5 Day | Tier 3: 2 Days

Scan the QR code for more information

