

Healthcare Quality Improvement

Navigating the Quality Improvement Journey with Essential Methodology and Tools

PROGRAMME OVERVIEW

This programme is designed to provide participants with tools and techniques in Quality Improvement (QI). Learners will be introduced to the Institute of Healthcare Improvement's (IHI) improvement methodology which is a structured and integrated approach to achieve significant results in quality and productivity.

This programme serves as a learning platform for anyone who wish to be involved in doing a QI project.

LEARNING OUTCOMES

Learners will be able to

- Understand the SingHealth Duke-NUS AM-EPIC Improvement Framework
- Recognise and realise the importance of QI and dynamics of working as a QI team in Healthcare
- Demonstrate the know-how of scoping projects and identifying root causes to problems
- Understand and apply QI Tools and Idea Generation techniques to accomplish a project
- Understand Change Management and its application to the project

WHO SHOULD ATTEND

Anyone who is starting a QI project (preferably with a team).

PRE-REQUISITE

- Completed QI Game and Pre & Post Game Quizzes. Instructions to the QI Game will be provided for successful registrants.
- Have a problem statement or a project¹ in mind

¹The problem statement will be discussed during the workshop. Project used must be ongoing. Past completed project is not allowed to be used for workshop registration.

DURATION

8.30am – 5.30pm

AWARD OF CERTIFICATE

Certificate of Achievement will be issued to learners who attended the workshop and completed a QI project.

COURSE FEES

1) Face-to-Face session
SingHealth Staff: \$350 (Waived)
Non-SingHealth Staff: \$430 (Inclusive of GST)

2) Virtual session
SingHealth Staff: \$290 (Waived)
Non-SingHealth Staff: \$350 (Inclusive of GST)

REGISTRATION

SingHealth Staff: Please register via intranet link [AM-EPIC Programmes](#)

Non-SingHealth Staff: For registration details, please email to ipsqworkshop@singhealth.com.sg