

SingHealth Patient Advocacy Network (SPAN) - Patient Advocacy 101 – SPAN-PA101

A Programme for Empowering Voices, Fostering Partnerships for Better Healthcare.

PROGRAMME OVERVIEW

This programme introduces you to the role of patient advocates and teaches effective communication methods to represent patients' and caregivers' perspectives.

You will learn how to collaborate with healthcare teams and foster partnerships to improve healthcare delivery.

LEARNING OUTCOMES

Learners will have an opportunity to:

- Understand the role and responsibilities of a patient advocate in hospital workgroups and committees.
- Recognise opportunities for partnership and collaboration in healthcare improvement.
- Learn to communicate patients' and caregivers' perspectives effectively to healthcare teams.
- Apply collaborative communication skills to encourage trust, openness, and handle challenging situations in meetings.

PROGRAMME STRUCTURE

The programme consists of two modules:

Module 1: "What is Patient Advocacy?" (Compulsory)

- Understanding SPAN and SPAN@Institutions.
- The role of patient advocacy in healthcare improvement
- Building partnerships with healthcare providers

Module 2: "Communication for Better Partnerships" (Optional)*

- Emphasising team dynamics and collaboration with healthcare partners
- Effective communication techniques for patient advocates
- Fostering a collaborative approach to healthcare improvement

***Important Note:** When registering for SPAN-PA101, participants must choose either to attend **Module 1 only** **OR** both Modules 1 and 2 together on the same day. Module 2 cannot be undertaken independently.

WHO SHOULD ATTEND

Patient Advocates, PFAC members or Patient Partners, Patient Support Group members

PRE-REQUISITE

Participants must be officially appointed as Patient Advocates in either SPAN or SPAN@Institution at the time of registration.

DURATION

9.00am – 4.00pm:

- Module 1: 9.00am – 12.00pm
- Module 2: 1.00pm – 4.00pm

AWARD OF CERTIFICATE

Certificate of Completion will be issued to learners who attended the programme.

COURSE FEES

SingHealth Staff (incl. SPAN Patient Advocates): \$350 (inclusive of GST) (Waived)
Non-SingHealth Staff: \$430 (Inclusive of GST)

REGISTRATION

For registration details, please email to ipsqworkshop@singhealth.com.sg