

SingHealth Patient Advocacy Network (SPAN) - Creating the Best Patient Experience (BPex) – SPAN-BPex™

Programme for Care Delivery to Achieve Optimal Patient Experience

PROGRAMME OVERVIEW

In this programme, you will learn to understand what makes best experience for the patients and families. You will be introduced to some useful tools and engagement strategies, which you can apply and implement in your team to create the best patient experiences.

LEARNING OUTCOMES

Learners will have an opportunity to:

- Understand what makes BEST Patient Experience
- Identify good practices for team to make best experience through G.E.M (“Going the Extra Mile”)
- Learn and apply engagement strategies to co-create for patients and families on patient experience improvement projects

WHO SHOULD ATTEND

All Staff who are Managers and above

PRE-REQUISITE

Nil

DURATION

9.00am – 3.00pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff (incl. SPAN Members): \$350 (Waived)
Non-SingHealth Staff: \$430 (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