



PROGRAMME CATALOGUE

ACADEMIC MEDICINE –
ENHANCING PERFORMANCE,
IMPROVING CARE

2024 / 2025

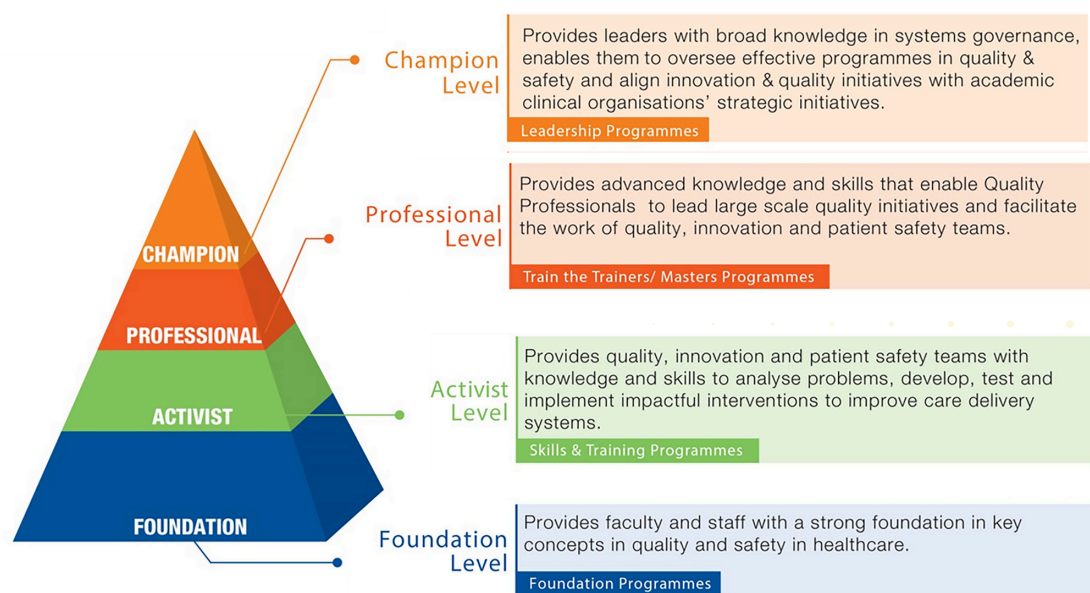


ABOUT OUR PROGRAMMES

Academic Medicine – Enhancing Performance, Improving Care (AM-EPIC) is an education and professional development framework developed by SingHealth Duke–NUS Institute for Patient Safety and Quality. It comprises interprofessional continuing education programmes in six competency domains: Patient Safety, Improvement Sciences, Clinical Governance & Risk, Innovation & System Design, Staff Resilience & Care Support, and Patient Centeredness & Advocacy. IPSQ programmes are aimed at upskilling and uplifting the Patient Safety, Quality and Innovation capabilities of learners from interprofessional backgrounds. IPSQ continues to build capacity and capability in training and education through its training arsenal with more than 50 appointed interprofessional Faculty members from cross institutions within SingHealth and various training backgrounds to contribute towards patient safety and quality management.

EDUCATION & PROFESSIONAL DEVELOPMENT FRAMEWORK

ACADEMIC MEDICINE – ENHANCING PERFORMANCE, IMPROVING CARE (AM-EPIC)



INTERPROFESSIONAL CONTINUING EDUCATION PROGRAMMES UNDER AM-EPIC

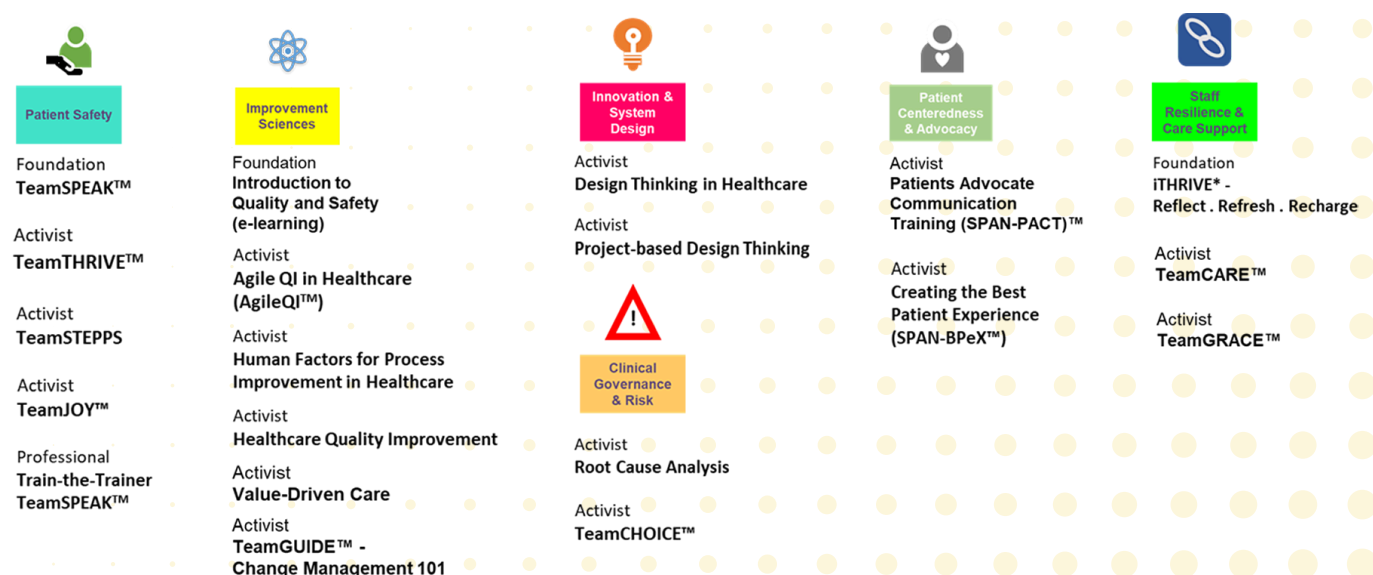


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	Value-Driven Care
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TeamSPEAK™

Programme in Promoting Speaking Up for Patient Safety in Healthcare

PROGRAMME OVERVIEW

TeamSPEAK™ programme is an introductory module designed to create awareness of Speaking Up for Safety and understanding psychological safety. The programme focuses on application of critical language CUS and strategies to build psychological safety.

By applying TeamSPEAK™ strategies at critical situations/opportunities, learners are motivated to speak up in delivering better and safer care for patients.

LEARNING OUTCOMES

Learners will be able to:

- Recognise the importance of speaking up for safety
- Be aware of TeamSPEAK™ strategies to facilitate mutual support
- Describe ways to respond positively when spoken up to
- Practice speaking up

WHO SHOULD ATTEND

All healthcare professionals.

PRE-REQUISITE

Nil

DURATION

1.5 hours

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$50 (Waived)

Non-SingHealth Staff: \$70 (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

TeamTHRIVE™

Programme in Promoting Team Resilience and Joy at Work for Teams to Thrive with Positive Psychology Tools

PROGRAMME OVERVIEW

Promoting positive thoughts and building resilience are extremely important so that we can take better care of ourselves and help each other to thrive. TeamTHRIVE™ aims to introduce concepts on how to build a trusting and resilient team as well as how to cope with burnout and its effects. It will also equip learners with basic psychological skills which can be applied both at work and in daily lives.

LEARNING OUTCOMES

Learners will be able to:

- Know about Burnout and its effect
- Appreciate the Joy at Work Framework
- Understand Team Resilience and its importance
- Use and practice Positive Psychology Tools for self and teams
- Share peer support networks and resilience programmes in SingHealth

WHO SHOULD ATTEND

All healthcare professionals. It would be an advantage for learners to have opportunities to apply their skills back at their workplace to enhance the well-being of all staff.

PRE-REQUISITE

Nil

DURATION

8.30am – 1.00pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$200 (Waived)

Non-SingHealth Staff: \$250 (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

TeamSTEPPS™

Programme in Promoting Team Strategies and Tools to Enhance Performance and Patient Safety

PROGRAMME OVERVIEW

TeamSTEPPS™ (Team Strategies and Tools to Enhance Performance and Patient Safety) is an evidence-based comprehensive teamwork training designed to improve quality and safety in healthcare. Learners will learn set of teamwork tools and strategies, aimed at optimising patient outcomes by improving communication and teamwork skills among healthcare professionals.

LEARNING OUTCOMES

Learners will be able to:

- Appreciate the framework of four core teamwork skills: communication, leadership, situation monitoring and mutual support
- Gain awareness of team-related knowledge, specific tools and strategies to support core skills

WHO SHOULD ATTEND

All healthcare professionals.

PRE-REQUISITE

Nil

DURATION

8.30am – 6.00pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$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

TeamJOY™

Programme for Team Leaders to Build a Healthy and Joyful Physical and Psychological Workspace

PROGRAMME OVERVIEW

A joyful workplace is essential for employees' wellbeing. This has a strong and direct impact on staff job experience, safety, and work performance. How can team, unit and department leaders and supervisors create and enhance a healthy and joyful workspace?

TeamJOY™ is a specially crafted interactive programme to equip team leaders to build an outstandingly joyful physical & psychological workspace. Join us in TeamJOY™ to nurture your skills for this very important role of effective leadership.

LEARNING OUTCOMES

Learners will be able to:

- Understand burnout and healthy workplace conceptual model
- Learn what makes employees unhappy at work
- Appreciate the link of staff wellbeing with patient safety and work performance
- Learn how Leaders can promote Joy at Work effectively for Patient Safety
- Promote Workplace Civility and Support for staff seeking help
- Learn how to enhance Psychological Capital for your staff to support healthy and joyful workspace
- Understand the value and ethos of a Team Leader in promoting joyful workplace
- Utilise the SingHealth Joy at Work Framework
- Practice creating and enhancing healthy and joyful workspace through roleplays in case studies and leadership dialogues
- Craft and conduct your leadership actions for Joyful Team Workspace using a structured approach.

WHO SHOULD ATTEND

Head of Department, Head of Unit, Supervisors, Team Leaders; with supervisory role.

PRE-REQUISITE

Learners are required to send out a short survey for colleagues/staff to do, prior to attending this programme.

DURATION

8.30am – 4.00pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$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

Train-the-Trainer TeamSPEAK™

Train-the-Trainer Programme in Promoting Speaking Up for Patient Safety in Healthcare

PROGRAMME OVERVIEW

The Train-the-Trainer TeamSPEAK™ programme is designed to train and develop trainers who are passionate to deliver and roll-out TeamSPEAK™ within their organizations. The programme aims to enhance the knowledge and skills of learners to conduct and engage their trainees.

Under the Train-the-Trainer TeamSPEAK™ programme, the learners are required to go through:

- TeamSPEAK™ (1.5 hours)
- Assessment through delivering a TeamSPEAK™ session (0.5 day)

LEARNING OUTCOMES

Learners will be able to:

- Recognise the importance of speaking up for safety.
- Be aware of TeamSPEAK™ strategies to facilitate mutual support.
- Describe ways to respond positively when spoken up to.
- Able to deliver TeamSPEAK™ effectively.
- Learn strategies for promoting speak up culture in an organization.

WHO SHOULD ATTEND

Open to learners who need to design, develop and roll-out TeamSPEAK™ training programme within their organisations.

PRE-REQUISITE

Nil.

DURATION

1.5 days

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$700 (Waived)

Non-SingHealth Staff: \$860 (Inclusive of GST)

REGISTRATION

This course is conducted by Individual Institution who adopted TeamSPEAK™ programme.
For programme details, please email to ipsqworkshop@singhealth.com.sg

Agile Quality Improvement (AgileQI™) in Healthcare

Advancing Quality Improvement with Agile values and principles for experienced Quality Improvers

PROGRAMME OVERVIEW

AgileQI™ is a quality improvement methodology that incorporates the Agile mindset and principles, focusing on the purpose, people and interactions; and brings value to the end user (customer), giving flexibility for the user's changing needs.

Agile principles support observing changing markets & environments, changing customer needs, and competitive threats and changing course when necessary. IPSQ has combined the essence of Agile and QI to develop this novel programme called Agile Quality Improvement (AgileQI™) in Healthcare.

Learners will be equipped with the knowledge of Agile Values and Principles, and the AgileQI™ framework and tools to bring about rapid improvement to meet the changing needs of the customer. Participants can boost up their traditional PDSA/PDCA cycles with AgileQI™ methodology to ensure timeliness, user centeredness and agility.

LEARNING OUTCOMES

Learners will be able to

- Explain the key focus and benefits of AgileQI™, and its suitability in the healthcare context
- Relate Agile principles to their QI project
- Apply AgileQI™ methodology in managing an improvement project

WHO SHOULD ATTEND

Established QI practitioners who want to embrace Agile Values, Principles and advance their quality.

PRE-REQUISITE

Completed QI Training at AM-EPIC Activist Level or equivalent¹

¹Provide proof of completion in QI training and one QI project

DURATION

9.00am – 5.30pm

AWARD OF CERTIFICATE

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

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

Human Factors for Process Improvement in Healthcare

Programme in Designing Human-centered Processes for Quality and Safety

PROGRAMME OVERVIEW

Human Factors is a multidisciplinary science of applying knowledge and principles of human-system interaction to design systems that are better fitted for humans. In healthcare, complex, and demanding task environments and processes can amplify human limitations and fallibility leading to errors or risky behaviours despite our best efforts. There is a need to design systems that perform reliably even though to err is human.

This programme will cover some theories, techniques and tips based on Human Factors science on designing for humans. The knowledge will be applicable for participants who seek to analyze and improve work processes around them to make them more resilient to human errors and risky behaviours and more satisfying for the human.

LEARNING OUTCOMES

Learners will be able to gain:

- Awareness of what Human Factors is about
- Fundamental questions when analyzing human system interactions
- Design awareness to help humans to notice information, facilitate memory tasks, and manage attention
- Understanding of risky behaviours and reducing them through process design
- Understanding of perceptual, decision and execution errors and reducing them through process design
- Process design strategies to detect and recover from errors, to limit harm and aid in harm recovery

WHO SHOULD ATTEND

Staff working on improvement projects and initiatives who have interest in understanding human errors and risky behaviours and developing processes which are more resilient to them.

PRE-REQUISITE

Nil

DURATION

9.00am – 5.30pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$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

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

Value-Driven Care (VDC)

Introducing Value-Driven Care Tools and Techniques to Drive Improvement

PROGRAMME OVERVIEW

This programme is designed to provide learners with the essential tools and techniques in Value-Driven Care (VDC). Participants will be introduced to VDC methodology, a data-driven and evidence-based framework to drive improvement in both clinical quality outcomes and cost of healthcare for patients.

This programme is a learning platform for any level of healthcare staff who wish to participate in or start a VDC project.

LEARNING OUTCOMES

Learners will be able to

- Understand how VDC is practiced in the Singapore healthcare context
- Gain insights and appreciate the data driven VDC framework, through selected case studies at both local and overseas contexts
- Appreciate the development and evaluation of appropriate clinical quality and cost metrics, as well as the analysis of relevant datasets

WHO SHOULD ATTEND

All healthcare professionals.

PRE-REQUISITE

Have a value-related project in mind, or a value-related problem at work you would like to solve e.g., you would like to evaluate, and improve the quality of care delivered to, as well as resources expended for a cohort of patients in your ward/specialty

DURATION

8.30am – 5.30pm

AWARD OF CERTIFICATE

Certificate of Completion will be awarded to learners with full attendance for the programme.

COURSE FEES

Virtual session only:

SingHealth Staff: \$250 (Waived)

Non-SingHealth Staff: \$320 (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

TeamGUIDE™ on Change Management 101: Towards a High-Reliability Healthcare Organisation

Programme towards Strategic and Sustainable Change Journey

PROGRAMME OVERVIEW

Healthcare is a highly complex system that is rapidly evolving. The ability to adapt, being future- and change-ready, is crucial in our quest as a high-reliability organisation to consistently deliver safe and high-quality patient care with zero patient harm – living out our common purpose to put “Patients. At the Heart of All We Do”.

This one-day programme introduces learners to the fundamentals of change management in particular the key concepts, principles and approaches as well as practical tools for effective change.

LEARNING OUTCOMES

Learners will be able to

- Gain a foundational understanding of change management concepts, principles and approaches
- Assess readiness for change, engage with stakeholders and mobilise the energy for the change initiative
- Apply the appropriate interventions during the change process
- Appreciate the various roles involved in a successful and sustainable change or quality improvement initiatives
- Identify and overcome common challenges and barriers to change implementation
- Connect with peers and join the learners’ community of change activists

WHO SHOULD ATTEND

Corporate, health and care professionals who are keen to build your capacity to create meaningful change journeys leveraging the power of people in driving and sustaining successful change.

PRE-REQUISITE

Prior experience in leading, managing or participation in project work.

DURATION

9.00am – 5.00pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$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

Design Thinking in Healthcare (1-Day)

Understand. Explore. Test: A Design Thinking Approach to Healthcare Transformation

PROGRAMME OVERVIEW

The Design Thinking in Healthcare Programme (1-Day) aims to create awareness for and understanding of the Design Thinking mindset, through providing an overview of the process and selected tools that may be used in this problem-solving approach.

This programme provides an overview of the Understanding, Exploring and Testing phases in Design Thinking.

LEARNING OUTCOMES

Learners will be able to:

- Be aware and have a general understanding of the Design Thinking approach
- Be introduced to the key principles, processes, and selected tools in Design Thinking
- Develop an appreciation for empathy in human-centric problem-solving

PROGRAMME OUTLINE

The programme begins with a segment that provides learners with an introduction to the processes, tools and methods of Design Thinking. Learners will gain insights to the benefits and impact of using Design Thinking in Healthcare through selected case studies.

Design Thinking Taster: Menu Exercise	Outdoor Fieldwork: Develop empathy and uncover interesting insights through observation	Opportunities/Ideation: Generate interesting, wild ideas and communicating ideas through drawings	Sharing/Testing: Understanding the benefits of working in 3D (prototype) to visualise and materialise an idea
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WHO SHOULD ATTEND

Staff who are starting a Design Thinking project.

PRE-REQUISITE

Learners should be working in SingHealth for at least 6 months.

DURATION

9.00am – 6.00pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$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

Project-based Design Thinking

From Empathy To Action: Design Thinking for Project Teams

PROGRAMME OVERVIEW

The AM-EPIC Project-based Design Thinking is a hands-on programme to equip you and your team to solve real-world problems using a human-centered approach. Through this programme, you will gain knowledge and tools to tackle challenges creatively and develop solutions that meet the needs of your users and project goals.

The content of this programme is adapted for the healthcare setting. This programme will take you through the Design Thinking approach, from understanding the user, to testing potential concepts and using various tools and techniques to support the process.

LEARNING OUTCOMES

Learners will be able to:

- Gain an awareness and understanding of Design Thinking as a mindset and approach to problem-solving
- Grasp the basic principles underpinning the Design Thinking approach
- Gain hands-on experience in applying Design Thinking processes and tools to a problem
- Develop empathy and a deeper reflection in our problem-solving approach

PROGRAMME OUTLINE

Understand:	Explore:	Test:
Design Research – Uncover user needs through observation, interviews and other methods. Objective: inform design decisions with deep understanding of the people you are designing for.	Ideation – Brainstorming wide range of creative solutions to address the defined user needs.	Testing & Refinement - Involves rapid phases of building prototypes, gather user feedback, and iterating on the design to improve usability and meet user and project needs.

This programme is designed for flexibility. We work with you to:
Tailor the programme to your specific project and goals and adjust the programme duration based on complexity and needs. Please contact us for a free consultation.

WHO SHOULD ATTEND

Staff who are starting a Design Thinking project.

PRE-REQUISITE

1. Learners need to form a project team.
2. Learners are required to start with a problem in mind.

DURATION

Subject to Project Team Lead

AWARD OF CERTIFICATE

Certificate of Participation will be awarded to learners who participated in the programme.

COURSE FEES

Not applicable

REGISTRATION

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

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

Root Cause Analysis

Programme in Identifying and Analyzing Root Causes in Healthcare

PROGRAMME OVERVIEW

The Root Cause Analysis programme enables learners to undertake holistic analysis of problems to identify underlying fundamental systems issues. This supports the design of effective solutions that can reduce the risk of recurrence of the problems. The programme covers the Root Cause Analysis process, important concepts and tools that support effective problem analysis and development of solutions.

LEARNING OUTCOMES

Learners will be able to:

- Appreciate the role of systems factors in problems and the importance of identifying fundamental systems issues in problem solving
- Understand the importance of Human Factors in system performance, problem analysis and problem solving
- Understand the Root Cause Analysis process and how to organize and carry out an effective Root Cause Analysis
- Understand the use of relevant tools in Root Cause Analysis
- Be able to identify fundamental system issues (Root Causes) underlying a problem
- Understand the approach to development of effective solutions for a problem

WHO SHOULD ATTEND

Open to all learners, especially those who are new to Root Cause Analysis.

- Staff from Quality, Safety and Risk Management functions
- Staff with responsibilities for team and system improvement
- Potential members of Root Cause Analysis teams for Serious Reportable Events
- Staff with deep desire to build a safer environment for excellent patient care

PRE-REQUISITE

Learners are required to complete e-learning module prior to attending this programme.

DURATION

8.30am – 6.00pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$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

TeamCHOICE™ (Level 2)

Programme in Making Safe Choices and Promoting Just Culture

PROGRAMME OVERVIEW

In TeamCHOICE™ Level 2 Programme, you will learn how to use the Just Culture Algorithm to guide your judgment and responses as a manager when a breach occurs or when a staff member has not lived up to the shared values of your team or the organisation. Ultimately, a good approach to workplace justice can foster stronger individuals and systems, leading to safer and more reliable outcomes.

LEARNING OUTCOMES

Learners will be able to:

- Understand the purpose, motivation and benefits of instilling a Just Culture in SingHealth
- Appreciate human choice and human fallibility and how they affect behaviours relating to safety and reliability
- Understand the key questions to ask during event investigations in order to objectively assess quality of choices and system design
- Understand the classification of unsafe behaviours and basic approaches to respond and manage the different behaviours
- Understand the types of duties in safe behaviours and how to apply the Just Culture Algorithm to determine the imposers' response when the duties are breached

WHO SHOULD ATTEND

Open to all Staff, who are Managers (or equivalent) and above.

PRE-REQUISITE

Learners are required to complete TeamCHOICE™ (Level 1) e-learning module prior to attending this programme.

DURATION

9.00am – 5.30pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$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 ipsgworkshop@singhealth.com.sg

Infection Prevention Liaison Officer (IPLO) Training

Programme in Championing Infection Prevention

PROGRAMME OVERVIEW

Infection prevention and control is paramount in preventing the transmission of infections and plays a crucial role in enhancing safety in healthcare institutions. The aim of this IPLO training is to equip participants with comprehensive knowledge and skills to be a competent IPLO.

LEARNING OUTCOMES

Learners will be able to:

- Understand the roles of IPLO in SHS
- Understand the epidemiology of hospital acquired infections (HAI) and apply appropriate precautions
- Understand the importance of pandemic preparedness
- Understand the principles behind appropriate donning and doffing of personal protective equipment (PPE)
- Apply the 5 moments of hand hygiene, 7 steps in hand hygiene and surgical handrubs
- Know how to perform hand hygiene audit using SEMMEL app
- Know and apply the various infection prevention bundles effectively in clinical areas
- Understand exposure management protocols
- Know the role of IPLO in exposure, outbreak management and pandemic preparedness
- Understand the difference between sterilization and disinfection

WHO SHOULD ATTEND

Staff who have been newly appointed as IPLO champion for the institution.

PRE-REQUISITE

Appointed institutional IPLO

DURATION

8.30am – 5.30pm

AWARD OF CERTIFICATE

Certificate of Completion will be awarded to learners who attended the programme and passed the exam.

COURSE FEES

SingHealth Staff: \$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

Hand Hygiene Audit Training

Programme in Hand Hygiene Techniques and Audit Tools

PROGRAMME OVERVIEW

Hand hygiene is one of the most effective measures to reduce the transmission of infectious agents that cause healthcare associated infections. This hand hygiene audit training aims to equip participants with proper hand hygiene technique, best practices and practical applications to conduct hand hygiene audits.

LEARNING OUTCOMES

Learners will be able to:

- Understand the principles of the World Health Organisation (WHO) hand hygiene guidelines
- Apply the 5 moments of hand hygiene
- Know how to perform hand hygiene audit using SEMMEL app

WHO SHOULD ATTEND

Appointed IPLO who conduct Hand Hygiene Audit in the institution.

PRE-REQUISITE

Appointed institutional IPLO who conduct Hand Hygiene Audit.

DURATION

8.30am – 12.30pm

AWARD OF CERTIFICATE

Certificate of Completion will be awarded to learners who attended the programme and passed the test.

COURSE FEES

SingHealth Staff: \$170 (Waived)

Non-SingHealth Staff: \$200 (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

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.

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

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iTHRIVE* – Reflect . Refresh . Recharge

*iTHRIVE - i Transforming Healthcare through Resilience, Innovation, Values and Excellence

PROGRAMME OVERVIEW

This programme is designed to provide you with the opportunity to Reflect, Refresh and Recharge through practicing Mindfulness.

These short and powerful practices allow you to recognize how you are feeling physically, mentally, and emotionally and will help you re-centre yourself in the present moment.

LEARNING OUTCOMES

Learners will have an opportunity to:

- Learn and practise basic mindfulness, self-compassion and gratitude practices guided by a facilitator in English
- Share and discuss how to apply these practices at work and in daily lives

WHO SHOULD ATTEND

All healthcare professionals.

PRE-REQUISITE

Nil

DURATION

12.00pm – 1.00pm

AWARD OF CERTIFICATE

Not applicable

COURSE FEES

SingHealth Staff: \$50 (Waived)

Non-SingHealth Staff: \$70 (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

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TeamCARE™

Programme in Building Team Empathy Skills & Relationships for Better Patient Experiences and Staff Well-Being

PROGRAMME OVERVIEW

Empathic communication, the skill of understanding the patient perspective, is an important aspect in healthcare. We need to “see, listen and feel” in our course of work and develop a connection and understanding with patients, patients’ families, and our colleagues.

In this programme, you will learn about the 4 Components of Empathy: Perspective Taking, Suspending Judgement, Offering a Suitable Response and Recognising Emotions in Others and know how they play a part in Empathy. The programme also aims to build team empathy skills and relationships for better patient experiences and staff well-being.

LEARNING OUTCOMES

Learners will be able to:

- Understand the definition of Empathy
- Understand the value of empathy towards building relationships and patient safety
- Learn the components of empathy
- Learn about self-care in spreading and sustaining empathy at workplace

WHO SHOULD ATTEND

All healthcare professionals.

PRE-REQUISITE

Nil

DURATION

1.00pm – 4.00pm

AWARD OF CERTIFICATE

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

COURSE FEES

Virtual session only:

SingHealth Staff: \$170 (Waived)

Non-SingHealth Staff: \$200 (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

TeamGRACE™ (Level 2)

Programme in Promoting Professional Behavior and Communication to Improve Trust and Safety Culture

PROGRAMME OVERVIEW

In the dynamic environment of healthcare, fostering civility is crucial for effective teamwork and the well-being of both patients and staff. By prioritising respect and courtesy, healthcare teams can enhance communication, strengthen collaboration, and ensure patient safety.

Through interactive discussions and activity, this session offers a supportive environment for sharing experiences and equipped with approach to promote respectful interactions in the workplace.

LEARNING OUTCOMES

Learners will be able to:

- Understand the importance of promoting professional behaviour in building positive workplace culture
- Understand what it takes to promote professional behaviour and positive workplace culture
- Adopt a step-by-step structured approach to promote professional behaviour

WHO SHOULD ATTEND

All healthcare professionals, especially for staff who has interest to improve and build well-being in their workplace.

PRE-REQUISITE

Learners are required to complete TeamGRACE™ (Level 1) e-learning module prior to attending this programme.

DURATION

8.30am – 12.30pm

AWARD OF CERTIFICATE

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

COURSE FEES

SingHealth Staff: \$200 (Waived)
Non-SingHealth Staff: \$250 (Inclusive of GST fee)

REGISTRATION

SingHealth Staff: Please register via intranet link [AM-EPIC Programmes](#)
Non-SingHealth Staff: For registration details, please email to ipsqworkshop@singhealth.com.sg



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**Join us today
to empower
your career!**

Graduate Programs in Patient Safety & Healthcare Quality



Graduate Certificate,
Graduate Diploma,
Master's Degree



Specially curated,
stackable modules,
contextualized case studies

Message from program directors

The healthcare landscape is complex and continuously evolving. Patient safety continues to be the utmost priority in delivering high-quality healthcare. Having a good understanding of healthcare risk management, safety culture, high-reliability systems and strategies, design and implementation of change management, is essential for all healthcare professionals and leaders.

At SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ), we integrate efforts from both Duke-NUS, Singapore's only graduate-entry, research-intensive medical school, and SingHealth, Singapore's largest public healthcare cluster to drive excellence in patient safety and quality improvement in clinical services, research and education.

To empower you with the relevant knowledge and skillset on patient safety and quality, three programs are offered at our institute, providing participants with real-world insights and interactive learning experience.

Our programs are specially designed to suit all healthcare professionals — doctors, nurses, allied health professionals, pharmacists, administrators and executives across industries, with strong support from senior healthcare leaders and collaborations with an extensive network of community care leaders, multi-sectoral and international partners.

The curriculum is contextualized based on case studies from Asia and global healthcare settings and offers interactive lessons and learnings that will immerse you into real-life scenarios. You will be developed and trained by distinguished faculty who are leaders and experts in the fields of patient safety and healthcare quality.

There will be abundant opportunities for you to enhance your expertise and abilities, as well as value-add and enrich your professional growth. The holistic curriculum will equip you with a wide range of knowledge and skills and inspire you to cultivate strong partnerships with like-minded individuals to co-create and make an impact.

We warmly welcome everyone in healthcare and related industries, especially those seeking to enhance their career in patient safety and healthcare quality, to join us.

Realise your full potential and future-ready your career in healthcare through our programs!

Prof Tan Kok Hian
Program Director

Group Director &
Senior Associate Dean
SingHealth Duke-NUS
Institute for Patient Safety &
Quality (IPSQ)

Dr Loh Huey Peng
Program Co-Director

Director, Nursing
(Nursing Wellness & Engagement)
SingHealth

Director, Nursing
Singapore National Eye Centre

Learning Outcomes

At the end of the program,
graduates will be able to:



Understand concepts

on patient safety, quality improvement and risk management, including error, adverse event and harm, root causes, mitigation and preventing errors and patient harm



Formulate strategies

for building a patient safety culture, quality improvement platforms and high reliability systems



Identify value and create opportunities

for synergy and drive inter professional collaborations for sustainability



Implement

large-scale patient safety and healthcare improvement initiatives and programs



Apply relevant methodologies and tools

in designing, implementing, and assessing healthcare quality and patient safety



Exercise leadership

capability and skills in patient safety and healthcare quality



Course outline

Programs

Master's in Patient Safety and Healthcare Quality by NUS

24 months

part-time program

400 Hours

Total time commitment

8 courses + 1 thesis

Assessment-based

Passing grade: GPA 3.0

Courses

2 Electives, 2 Master's core modules and Thesis in addition to the 4 courses taken at Graduate Certificate level

- ▶ Elective 1 - Psychological and Workplace Safety (4 units)
- ▶ Elective 2 - Design Thinking and Human Factors in Healthcare (4 units)
- ▶ Organizational Effectiveness and Global Health Leadership for Patient Safety (4 units)
- ▶ Education Approaches and Simulations in Patient Safety (4 units)
- ▶ Thesis (8 units)

Graduate Diploma in Patient Safety and Healthcare Quality by NUS

18 months

part-time program

240 Hours

Total time commitment

5 courses + 1 capstone project

Assessment-based

Passing grade: GPA 3.0

1 Elective and a Capstone project in addition to the 4 courses taken at Graduate Certificate level

- ▶ Elective 1 - Psychological and Workplace Safety (4 units)

OR

- ▶ Elective 2 - Design Thinking and Human Factors in Healthcare (4 units)
- ▶ Capstone* Project (4 units)

*Capstone project is not applicable to candidates who enrolled directly into the Master's in Patient Safety and Healthcare Quality or who decide to progress directly from the Graduate Certificate level to the Master's level.

Graduate Certificate in Patient Safety and Healthcare Quality by Duke-NUS

12 months

part-time program

160 Hours

Total time commitment

4 courses

Assessment-based

Passing grade: GPA 3.0

- ▶ Quality and Improvement Science (4 units)
- ▶ Patient Engagement and Experience (4 units)
- ▶ Clinical Governance and Risk Management (4 units)
- ▶ Patient Safety Science and Leadership for High Reliability in Healthcare (4 units)

What is unique about our programs?

Our programs focus on combining relevant knowledge with practical experience to provide a unique learning experience for our students.



Specially crafted curriculum

Developed by healthcare leaders for healthcare professionals, the curriculum seeks an optimal balance of imparting diverse skills needed for patient safety and quality, as well as best practices in healthcare while giving a strong foundation in patient safety and quality concepts.



Experienced faculty

The program faculty are experts in leading patient safety, clinical risk management, governance, quality management, patient experience and advocacy, inter-professional education and simulation training, staff experience, and global patient safety engagements.



Contextualised case studies

Relevant case studies from Asian healthcare settings are used to provide a variety of experiences and voices from the local, regional and global context for learning and practice.



Flexible learning

The stackable courses provide flexibility to learners who are working professionals and allow learners to study at their own pace. For example, learners can try out the graduate certificate before deciding whether to pursue further studies including a Master's Degree. In addition, all courses are conducted in Singapore in a Smart Hybrid Classroom format, enabling participants to attend the courses physically in Singapore or virtually from their overseas residence.



Inter-professional exchanges

Our programs offer a structured platform for inter-professional and multidisciplinary learners to connect through the sharing of experiences and goals, fostering collaborative efforts aimed at enhancing patient safety and improving the quality of healthcare. By encouraging cross-disciplinary exchanges bring together different ideas and knowledge to grow the community of practice in patient safety and quality.

Admissions requirements

We welcome applications from healthcare professionals in the region and around the world who aspire to acquire knowledge and training in patient safety and healthcare quality. Applications will be reviewed holistically for each cohort, based on academic performance, personal characteristics and motivations, and professional accomplishments.

Pre-requisites:

- ▶ A Bachelor's degree, preferably with working experience in healthcare.
- ▶ For international applicants, the minimum test score for TOEFL (Test of English as a Foreign Language) is 85, or for IELTS (International English Language Testing System) is 7. This is not required for applicants from English-speaking countries such as Australia, Canada, Ireland, New Zealand, the United Kingdom and the United States.



Scan QR code for more information on the application process

<https://www.singhealthdukenus.com.sg/ipsq/acad>



Scan QR code for more information on the courses

<https://www.duke-nus.edu.sg/cll/allcourses/master-s-in-patient-safety-and-healthcare-quality>

Hear from our Graduates

"The opportunity to meet with individuals from various fields has been a standout aspect of this program for me. The faculty's expertise and passion have not only broadened my knowledge but also deepened my interest. These have undoubtedly enriched my learning, building my confidence to make meaningful contributions to society."

Bernice Seow Zi Yi

Senior Staff Nurse, Outpatient Management Unit,
Tan Tock Seng Hospital

2023 Cohort, Master's Degree in
Patient Safety & Healthcare Quality

"I want to express my appreciation for the graduate program. The faculty members bring a wealth of expertise, creating an inspiring learning environment. Their mentorship has not only enriched my understanding but has shaped my perspective and instilled a dedicated commitment to patient safety and quality. I am confident that this foundation will empower me to make meaningful contributions within this important area."

Chia Jo Anne

Manager, Quality Management,
NTUC Health

2023 Cohort, Graduate Diploma in
Patient Safety & Healthcare Quality

"It is the easiest decision to make when I chanced on the Master's Degree in Patient Safety and Healthcare Quality. This is especially real on a personal level with the new norm of medicine delivery and telemedicine. But the real challenge and excitement is the journey of getting there; to find balance when providing best care while achieving patient safety for the patients we see."

Dr Katrina Heng

Paediatric Doctor, Parkway East
Paediatric Urgent Care Centre

2023 Cohort, Master's Degree in
Patient Safety & Healthcare Quality



Duke-NUS Medical School

8 College Road, Singapore 169857

☎65 6516 8344

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