



COURSE DESCRIPTIONS

C1 Quality and Improvement Science

This course is designed to introduce you to the principles of healthcare quality and improvement, its methodology and tools for use in improving patient care. You will be introduced to a framework for managing quality in healthcare, and a structured approach to achieving significant improvement in systems performance in healthcare quality. Essential concepts and techniques in value-driven care will also be introduced. You will learn to integrate evidence-based practice with data-driven improvement to drive improvement in both clinical quality outcomes and cost of healthcare for patients.

C2 Patient Experience and Engagement

This course is designed to introduce you to the principles of patients for patient safety. You will be introduced to concepts in culture of ownership in engaging patients for patient safety, patient advocacy and engagement, the advocacy roles and scope of involvement in healthcare improvement and patient safety.

C3 Clinical Governance and Risk Management

This course aims to introduce you to the principles of clinical governance and Enterprise Risk Management to improve quality and safety in care delivery. The module covers leadership accountability; clinical strategy; professional practice development and standards; accreditation and quality assurance versus improvement and setting zero harm goals. You will learn and understand the underlying fundamental system issues and the concepts of managing medical errors, adverse events, and harm; reactive versus proactive risk management; optimisation of clinical care, accountability for the quality of care, assessment, and monitoring of clinical activities.

C4 Patient Safety Science and Leadership for High Reliability in Healthcare

This course blends safety science and psychology in high reliability systems and focuses on applicability, feasibility and use of evidence to enhance the care of patients. It explains the patient safety and quality ecosystem and the relationship with its constituent cultures. You will learn about stakeholder's engagement, how to formulate strategies in driving shared commitment in building patient safety culture and achieving the goals of patient safety and healthcare improvement. You will also learn the concepts of building partnership synergy to improve patient safety and quality of care through inter-professional, cross-institution, national collaborations. You will examine the role of informatics in health care improvement and adopt a value-driven approach to optimise cost for patient care.





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CM1 Organisational Effectiveness and Global Health Leadership for Patient Safety

This course is designed to introduce healthcare professionals to Global Patient Safety Action Plan towards eliminating avoidable harm in healthcare. You will learn how to prioritise strategic direction for real actions to be undertaken by countries, healthcare institutions, industry partners in strengthening connected health systems. The importance of patient safety as a strategic priority for universal health coverage will be covered. You will learn processes and factors associated with successful integration of evidence-based interventions within a particular setting, assess whether the core components of the original intervention were faithfully transported to the real-world setting and gain new knowledge about the adaptation of the implemented intervention to the local context.

CM2 Education Approaches and Simulations in Patient Safety

This course is designed to introduce the approach to learning in patient safety and the curriculum development process for patient safety. You will learn to appreciate that learning is integrated, subject-centered and transformative. Approaches in designing a course, flipping your classroom, using inter-professional teams effectively in class (including simulation), as well as conducting research on teaching and learning in addition to techniques in active learning, assessment of teaching and leading effective class discussions. This module discusses the content, curricular structures and teaching strategies of the patient safety educational interventions and the methods used for evaluating patient safety learning outcomes. It will also assess the needs and the methods to introduce patient safety into healthcare professionals' curricula.

E1 Psychological and Workplace Safety

This course aims to introduce key principles in strengthening positive workplace culture. Physical and psychological safety as well as joy at work framework and strategies will be actively discussed. You will learn to undertake an all-inclusive approach in understanding the roles of individuals, teams and organisation in promoting joy at work and enhancing safety. The module will also cover key concepts in self-care, staff care and team care.

E2 Design Thinking & Human Factors in Healthcare

This course introduces the principles of designing for humans through Design Thinking and Human Factors methodologies. You will learn concepts, approaches and tools to analyse problems, and design systems or processes that are better fitted to human needs, motivations, abilities and limitations. The knowledge will be applicable for you who seek to improve work processes around users to make users safer and more satisfying for the human.

Graduate of Duke-NUS Graduate Certificate Programme in Health Services Innovation (GCP-HSI) will be considered for credit exemption from the elective courses required for GD-PSHQ and MPSHQ.

- Elective Course E3: Implementation Science (4 units)
- Elective Course E4: Research Methods for Health Services Research (4 units)
- Elective Course E5: Health Technology Assessment, Economic Evaluation and Decision Making (4 units)
- Elective Course E6: Healthcare + Data Science (4 units)

Please email ipsqacad@singhealth.com.sg for clarifications on credit exemption.