



Temasek Foundation  
Healthcare Executives in Asia Leadership (TF HEAL) Programme  
on Patient Safety

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**SingHealth DukeNUS  
ACADEMIC MEDICAL CENTRE**

# Global Action Leaders & Learning Organisations on Patient Safety (GALLOPS)

*6 – 12 October 2021, Virtual*  
*7 – 11 November 2022, Singapore*

## REPORT

  
**Institute for  
Patient Safety & Quality**

This report serves as an evaluation report and a guide for all, especially patient safety and healthcare quality leaders and centers to reference and explore programmes and initiatives in driving the Global Patient Safety Action Plan (GPSAP) strategies to strengthen patient safety actions and engagements to manage risks and target zero harm.

# BACKGROUND

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The 72<sup>nd</sup> World Health Assembly (WHA) in 2019 adopted resolution (WHA72.6) “Global Action on Patient Safety” advising Member States to recognize patient safety as a key priority in health sector policies and programmes. A global patient safety action plan in consultation with Member States and all relevant stakeholders was requested for submission to the 74<sup>th</sup> World Health Assembly in 2021.

The World Health Organization (WHO) Secretariat initiated the development of the global patient safety action plan. It was supported by organization-wide consultations with appropriate technical programmes and departments within WHO. The WHO global expert consultation on “A Decade of Patient Safety: formulating a draft global patient safety action plan 2021–2030” was held in Geneva from 24 to 26 February 2020 to discuss the proposed scope and strategic direction the plan.

Over 120 experts from 44 Member States, international professional organizations, patient associations and intergovernmental organizations participated in the consultation where they provided consensus recommendations. Experts and stakeholders through the WHO Global Patient Safety Network were also engaged to provide relevant inputs.

## **The Global Patient Safety Action Plan was officially launched in September 2021**

### **The Global Patient Safety Action Plan (GPSAP) & Global Action for Leaders & Learning Organisations on Patient Safety (GALLOPS)**

As defined by WHO, “Patient Safety is a framework of organized activities that creates cultures, processes, procedure, behaviours, technologies and environments in healthcare that consistently and sustainably lower risks, reduce the occurrence of avoidable harm, make error less likely and reduce its impact when it does occur.” Its vision “A world in which no one is harmed in healthcare and every patient receives safe and respectful care, every time, everywhere.”

The GPSAP provides leadership direction and guiding the execution of sustainable improvements through the list of comprehensive actions for stakeholders to eliminate avoidable harm in healthcare and improving patient safety across domains through plan actions, and for implementation of recommendations at the point of care. The 7 by 5 Matrix through its 35 strategies provides a guided framework to develop country level and healthcare facility level action plans on patient safety.

To guide the Asia Pacific region healthcare and patient safety leaders in implementing and advancing the GPSAP, SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ) developed and organised the inaugural GALLOPS programme from 6 – 12 October 2021 (Part 1 GALLOPS Programme). It was held virtually with participation from over 120 participants from 10 countries in the region.

In November 2022, patient safety and quality leaders attended Part 2 of the GALLOPS programme which was held in Singapore from 7 – 11 November 2022. They heard from invited speakers, visited Singapore Health Services (SingHealth) hospitals and SingHealth Duke-NUS Institute for Medical Simulations, and attempted a self-assessment on GPSAP, representing their healthcare facility. Each participant shortlisted 3 areas of improvement. In group, 1 area of improvement was presented through the use of a quality improvement tool (i.e., driver diagram) that was taught at the workshop to illustrate potential change ideas, and the preliminary action plan that they can bring back to their facilities to advocate, and implement the selected areas of improvement.

A leadership dialogue was organised, where the participants discussed the course of action for implementing and advancing the Global Patient Safety Action Plan 2021–2030. Specific objectives of the leadership dialogue were to:

1. seek commitment and support from partners for concrete actions to implement the action plan.
2. clarify concerns and hear challenges from partners and identify priority where WHO Patient Safety Flagship Unit can provide technical guidance and tools required to support the implementation of common action plan for the countries in this region.
3. promote the sharing of best practices/ case studies in the global knowledge patient safety sharing platform and through GALLOPS Ambassador Network.

GALLOPS was developed by IPSQ. Its curriculum built on the impetus of the resolution to create a high-level platform for patient safety leaders in Asia Pacific to connect and develop leadership capabilities for patient safety. GALLOPS Part 1 and Part 2 programmes were supported by the Temasek Foundation Healthcare Executives in Asia Leadership Programme.

# 1. PROGRAMME OBJECTIVES

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- 1.1 The goals of the Temasek Foundation Healthcare Executives in Asia Leadership Programme on Patient Safety were to:
  - 1.1.1 increase capability: 85% (85 out of 100) participants identify at least 3 possible areas of improvement in patient safety and quality.
  - 1.1.2 encourage institutional/systemic change: As a group identify a set of key components in patient safety policies for use in their respective countries.
  
- 1.2 The objectives of GALLOPS were to:
  - 1.2.1 enhance awareness and promote understanding of GPSAP for leaders and healthcare professionals at every level up to the point of care.
  - 1.2.2 assess current healthcare practices, identify areas for improvement and priorities for actions among the various strategies in GPSAP. In the self-assessment of GPSAP to:
    - a) self-assess current progress status with reference to the Global Patient Safety Action Plan: Framework for Action – The 7x5 Matrix
    - b) establish a baseline estimate of patient safety-related performance for driving improvement and promoting equity within the Asia Pacific patient safety landscape
    - c) gain insights to help healthcare facilities identify opportunities in strengthening their patient safety strategies
    - d) consolidate sharing of results, challenges and best practices from other healthcare facilities to help the facilities facilitate improvement in patient safety, build high reliability systems, as well as explore robust collaborations in the region and beyond in eliminating avoidable harm
  - 1.2.3 learn from each other, share, harness & adapt best practices.
  - 1.2.4 work towards developing good strategies and effective contextualized implementation of needed areas in every country in world especially Asia.

## 2. METHODS

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The GALLOPS programme was mooted by IPSQ. The implementation of the programme was guided by the Logic Model where the resources, activities, outputs in achieving the short, medium, and long-term goals were carefully examined. The collaborative effort between IPSQ, SingHealth International Collaboration Office (ICO) as well as partners of the programme was also adopted as a critical practice in the design and implementation of the programme.

The GALLOPS curriculum and assessment tools were developed by mapping it to the WHO GPSAP Framework for Action (GPSAP) 2021 – 2030 launched by WHO with worldwide partners, including IPSQ. Comprising a series of webinars and on-site face-to-face engagements which was held in October 2021 (Part 1) and November 2022 (Part 2) respectively. GALLOPS aimed to accelerate engagements to drive the global action on patient safety in Asia Pacific, establish a network of patient safety advocates and promote multi-disciplinary teams to prioritize and improve patient safety.

Through the strong synergy & partnership of IPSQ and ICO, more than 200 overseas patient safety leaders from 15 countries - Bangladesh, Bhutan, Cambodia, India, Indonesia, Laos, Malaysia, Maldives, Mauritius, Myanmar, Nepal, Philippines, Sri Lanka, Thailand and Vietnam participated in Part 1 and 2 of GALLOPS. Part 1 of the programme also welcomed 132 Singapore who participated in the virtual sessions.

The curriculum comprised of 6 key components, each with its learning objectives:

- a. Sharing by invited speakers who are patient safety and quality experts from different countries, healthcare facilities and organisations
  - b. Visits to Singapore Hospitals and SingHealth Duke-NUS Institute for Medical Simulation
  - c. Self-Assessment of Global Patient Safety Action Plan (GPSAP)
  - d. Patient Safety & Quality Improvement Workshop
  - e. Group Presentation
  - f. Leadership Dialogue
- a) Sharing by Invited Speakers: In October 2021 and November 2022, speakers from the World Health Organization (WHO), Cambodia, India, Japan, Korea, Malaysia, Sri Lanka, Thailand and Singapore shared on a wide spectrum of topics ranging from Policies to Eliminate Avoidable Harm, Patient Safety Training, Build High Reliability Health Systems, Patient and Family Engagement, which were mapped to the 7 Strategic Objectives (SOs) of GPSAP (refer to Appendix for the 2021 and 2022 Programme Highlights). The objective was to introduce the 7 GPSAP SOs to the participants, that they can embrace in driving improvement by hearing from invited speakers who are patient safety and quality leaders in their own institutions and countries.

The sharing by WHO gave an excellent overview through the session on “A Decade of Patient Safety 2020-2030”, before the sharing by speakers from healthcare facilities from Cambodia, India, Indonesia, Japan, Korea, Sri Lanka, Thailand and Singapore:

- Burden of harm of unsafe patient care
- Patient safety is at the Heart of universal health coverage
- Gap analysis in patient safety
- Global ministerial summits on patient safety
- WHA resolution “Global Action on Patient Safety”
- WHO patient safety global efforts
- World patient safety day 17 September
- Global Patient Safety Action Plan (GPSAP)
- A Decade of Patient Safety 2020-2030

- b) Onsite Visits: To promote shared learnings from the clinical settings, hospital visits and visit to the SingHealth Duke-NUS Institute of Medical Simulations were organised in November 2022. The participants were grouped into 5 groups and each group comprised of about 20 multidisciplinary professional from different healthcare facilities and countries. The visits had provided the participants with the opportunity to learn and share clinical and operations practices hospital ground staff and staff leading patient safety and quality improvement.
- c) Self-assessment of GPSAP: A 3-hour session was held on 8 November 2022, where participants attempted a self-assessment of GPSAP on their healthcare facilities. This provided a first-hand experience for the participants to go through the Member State Global Patient Safety Survey from the perspectives of the healthcare facility which they represented. Recorded inputs (gap analysis) from the session will be circulated back to the participants to reflect on what they had completed at the session, with their colleagues back at their own facilities. The goal was to create a learning platform for the participants to create the awareness on the survey and GPSAP back at their healthcare facility. Ultimately, leading to adoption of GPSAP in driving patient safety improvement and for Asia Pacific patient safety field to advance healthcare equity within the region's patient safety landscape by exploring, for example:
- safety requirements and systems to design and implement equitable systems that could help identify, monitor and eliminate safety issues
  - increase collaboration where multidisciplinary teams (including patients) come together to increase the range of valuable experiences on patient safety for objective practices
  - develop and implement validated performance measures in patient safety and quality
  - communicate patient safety and quality measures across relevant domains to enhance awareness, knowledge, adoption and integration strategies to drive performance and equity
  - adopt implementation science to increase opportunities for ground up reach up to scale patient safety and quality improvement interventions that help to advance healthcare equity
- d) Patient Safety and Quality Improvement Workshop: The half-day workshop conducted on 9 November 2022 aimed to achieve the following objectives:
- for participants to understand and apply the theory of improvement using a Quality Improvement Tool (i.e. Driver Diagram) to systematically identify change ideas, to drive and support improvement in their country or healthcare facilities
  - promote cross-learning of best practices and policies

The outline of the workshop is as follows:

- introduction to quality improvement methodology and tools
- team activity where the 11 groups, each group with 7-9 participants apply the Driver Diagram tool by discussing and formulating change ideas for an identified GPSAP SO allocated to the team for the purpose of the team activity. The outcome of the activity was to apply the Driver Diagram concept to:
  - identify one (issue/aim), that the team faces in ensuring patient safety at national or healthcare facility level
  - illustrate the potential change ideas that are feasible for implementation
  - develop action plan (using the What Who When template "WWW Action Plan") and commitment for advocating and implementing the plan and beyond

During the workshop activity, participants reflected on the aspects of the SO that resonated with their own healthcare facility and country experiences before discussing some of the challenges they face in embedding and strengthening the SO. The common challenges that were raised were translated into possible change ideas to help improve the challenges. Each group identified a group presenter to

represent the group to present their driver diagram and WWW action plan at the scheduled group presentation on 10 November 2022.

- e) Group Presentation: The group presentations by the 11 team leaders were conducted on 10 November 2022. The engaging session saw participants shared challenges, opportunities for improvement and proposed plans pertaining to SO 1 to 7. The panelists gave valuable comments and encouragement:

Group Presentation Panelists:

- Dr Neelam-Dhingra, Unit Head, Patient Safety Flagship, The World Health Organization
- Prof Tan Kok Hian, Group Director, SingHealth Duke-NUS Institute for Patient Safety & Quality
- Ms Pang Nguk Lan, Deputy Group Director, SingHealth Duke-NUS Institute for Patient Safety & Quality. Chief Risk Officer and Director of Quality, Safety & Risk Management, KK Women’s and Children’s Hospital, Singapore

- f) Leadership Dialogue: The leadership dialogue was held on 11 November 2022. Titled “Develop and sustain synergy, partnership and solidarity to improve patient safety and quality of care”, the objectives of the dialogue were to:

- seek commitment and support from partners for concrete actions to implement the action plan
- clarify concerns and hear challenges from partners and identify priority where WHO Patient Safety Flagship Unit can provide technical guidance and tools required to support the implementation of common action plan for the countries in this region
- promote the sharing of best practices/ case studies in the global knowledge patient safety sharing platform and through GALLOPS Ambassador Network

The panel included the following members:

<p><b>Dr Neelam Dhingra</b> Unit Head, Patient Safety Flagship Unit World Health Organization</p>	<p><b>Prof Vanny Koy</b> Director-General adjoint, Direction des Affaires medicals, Hospital CALMETTE, Cambodia</p>
<p><b>Prof Deepak Raut</b> Director Professor, National Institute of Public Health Training and Research Ministry of Health and Family Welfare, India</p>	<p><b>Dr Inge Dhamanti</b> Lecturer/ Researcher Department of Health Policy and Administration/Center for Patient Safety Research Faculty of Public Health, Universities Airlangga Surabaya, Indonesia</p>
<p><b>Dr Dewanee Ranaweera</b> Deputy Director Directorate of Healthcare Quality and Safety Ministry of Health Sri Lanka</p>	<p>The session was moderated by <b>Prof Tan Kok Hian</b> Group Director, SingHealth Duke-NUS Institute for Patient Safety &amp; Quality, Singapore.</p>

The dialogue ended with a recital of the following patient safety pledge:

**SingHealth Patient Safety Advocacy Pledge**

I pledge to be a Patient Safety Advocate by:  
    Speaking up for patient safety  
    Acting in the best interests of our patients  
    Fostering teamwork for patient safety  
    Ensuring accountability for patient safety  
Let no patient who comes through our doors be harmed  
I support global efforts to improve patient safety.



### 3. RESULTS

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The evaluation from both Part 1 and Part 2 of the GALLOPS programme was positive. Participants generally agreed that GALLOPS was well-organised. The topics and tools covered were relevant and useful, and they were able to apply the knowledge and skills back in their area of work. The programme had provided an excellent opportunity for patient safety and quality experts to come together and in forming new networks and friendships.

#### 3.1 Part 1 Programme Evaluation

The programme evaluation (n=125) was positive. 124 (99.2%) participants agreed that the programme had achieved its stated objectives, 122 (97.6%) had gained improved knowledge, and 121 (96.8%) of them would recommend GALLOPS to others. The sharing of best practices where participants get to learn from shared patient safety and quality journey on topics such as patient safety culture, importance of no blame culture to improve quality of care incident reporting, patient engagement and advocacy, risk management, staff motivation and collaboration were some key takeaways from the participants. Some of the verbatim from the participants who had responded to the programme evaluation survey are listed in Table 1:

"Great webinar sessions, enjoyed every bit. Thank you to all"	"training was comprehensive and covered all aspects of patient safety programme. I have learnt a lot from all the speakers. Thank u to the speakers and organizing team for giving me this opportunity to participate"	"Build up a network/society for patient safety within SingHealth's partners"
"Excellent and very useful program"	"A good experience to attend this workshop virtually. Connecting with participants from various Asian countries"	"All presentations were presented and explained accordingly. Thanks for the learnings"

Table 1: Verbatim from Part 1 GALLOPS Participants

#### 3.2 Part 2 Programme Evaluation

3.2.1 71 out of 90 (78.9%) participants responded to the programme evaluation. The programme evaluation was positive. All (100%) participants agreed that the programme was well-organised and the topics and tools covered were relevant and useful and that they would recommend GALLOPS to others.

3.2.2 The selection of the top 3 GPSAP SOs in response to the question on "I will work towards improving the following top 3 strategic objectives (SOs) back at my own institution", where participants were asked to select and rank their top 3 choices, had reflected the key takeaways participants had taken from Part 2 of GALLOPS; where each participant became more aware of the areas of improvement in strengthening patient safety back in their countries and healthcare facilities:

- a) Selection of 1<sup>st</sup> SO to work on: In selecting their choice of 1<sup>st</sup> SO to work on, participants who have responded to this question indicated SO1 Policies to eliminate avoidable harm in healthcare, SO2 High reliability systems and SO3 Safety of clinical processes, of which most, 39 out of 71 (54.9%), selected SO1- Policies to eliminate avoidable harm in healthcare, which made it ranked top as 1st SO to work on.

- b) Selection of 2<sup>nd</sup> SO to work on: In selecting the 2<sup>nd</sup> SO to focus on, respondents selected SO4 Patient and family engagement, SO2 high reliability systems and SO3 Safety of clinical processes, of which 21 out of 67 (31.3%) selected SO4 Patient and family engagement, which made it ranked as the 2<sup>nd</sup> SO to focus on.
- c) Selection 3<sup>rd</sup> SO to work on: Respondents selected SO5 Health worker education, skills and safety, SO6 Information, research and risk management and SO3 Safety of clinical processes, of which 22 out of 67 (33.3%) selected SO5 Health worker education, skills and safety, thereby resulted as the highly ranked 3<sup>rd</sup> SO to be worked on.

It is consistent to see SOs 1, 2, 3, 4 and 5 being the key SOs as the key areas in strengthening patient safety as these were the topics evidently discussed in the GALLOPS sessions held in November 2022.

3.2.3 Similarly, to Part 1 of the programme, the sharing of good practices, experiences and knowledge of patient safety as well as networking opportunities were some key elements that made the programme and experience valuable to the participants. In addition, the hospital visits and workshop as well as the GPSAP self-assessment brought great value to the participants. Some of the verbatim from the participants who had responded to the programme evaluation survey are listed in Table 2:

“the most valuable program for me s to meet and connect with quality experts”	“sharing of patient safety issues in various healthcare centers and how they have come up with interventions to resolve it”	“setting aim, primary and secondary driver and ideas”
“Hospital visits- “TeamSPEAK” The visit to the hospital and simulation lab was a good visualization of the things talked about”	“All aspects specially the 7by5” matrix is very useful to identify the gaps and it is a guide for improvement”	“all the parts were relevant and value added. Liked the experience sharing of different countries
“The whole programme brought a new dimension to the thinking process in patient management and ensuring security of patients”	“project discussion and presentation”	“patient safety culture and n blaming culture for reporting”

Table 2: Verbatim from Part 2 GALLOPS Participants

3.2.4 Testimonials were optional in the survey. Table 3 listed some of the testimonials from the participants:

<p><i>“I am honoured and privileged to get the opportunity to participate in TF HEAL GALLOPS program. Introduction to improvement tools with the workshop was an eye opener for a practical approach and to get buy-in of any team to achieve patient safety goals. The opportunity to network with patient safety leaders to collaboration and partner with them was one of a kind to carry forward the momentum with knowledge exchange. The dedication of the organizing team to give the maximum to all participants showed commitment to carry the torch of quality and patient safety across the globe.”</i></p> <p style="text-align: right;"><i>Ms Thasleema Usman Commissioner of Quality Assurance Ministry of Health, Maldives</i></p>
<p><i>“The workshop struck the perfect balance between informative and interactive. All the tips that were given felt directly applicable. It has been very useful for me. I truly enjoy this training. Special thanks to Ms Irene and Ms Grace for the arrangement before I arrive in Singapore and SingHealth organiser team Ms Zann, Mabel, Mr Paul and the rest of the team members. Last but no least to Ms Pang, Dr Neelam and Prof Tan. Hope that I will able to join the program again in future.”</i></p> <p style="text-align: right;"><i>Ms Ooi Sock Yee Senior Nurse of Infection Control Hospital Lam Wah Ee, Malaysia</i></p>

<p><i>"It is not always easy to organise a programme to fit people from different background and different job responsibilities, but as the goal is the same, it was well organised as everyone at the end has the same goal: Patient Safety. It is highly commendable for organising such a concise and goal oriented programme with a clear pathway towards that goal."</i></p> <p style="text-align: right;"><i>Dr Vednidhi Sharma Mudhoo Neonatal and Paediatric Respiratory Therapist Ministry of Health and Wellness, Mauritius</i></p>
<p><i>"TF-HEAL GALLOPS is a great program to kick start one's journey in Patient Safety. It has opened up my mind to take this important issue more seriously and bring about subtle changes, back at my Institution. The Entire team were friendly and yet went about their tasks in a timely and professional manner. Your hospitality was simply awesome. Going back with pleasant memories, I really hope that we can work together in the near future."</i></p> <p style="text-align: right;"><i>Prof Arvind Krishnamurthy Professor in Surgical Oncology Cancer Institute, India</i></p>
<p><i>"The speakers and facilitators are experienced and passionate of what they are doing and preaching what they practice. Everything from hotel stay to transportation, food, programme are well thought through. I am blessed that all my questions are being answered thoughtfully and they are more willing to go extra mile by offering extra help beyond the program. Hospital visits was an added value. Hope to bring the passion back to my organization and spread the safety spirit. I am willing to learn more and wish to attend more of similar or advanced programme in the future or encourage others to join or participate. May God bless the organizer and the sponsors for their work for human life and the world as a whole."</i></p> <p style="text-align: right;"><i>Dr Noraidah Guntalib Director of Nursing Division Penang Adventist Hospital, Malaysia</i></p>
<p><i>"Thank you and my appreciation to the committee for organizing this fruitful event. Thank you also for giving us a chance to hear a direct presentation from dr. Neelam, the icon of patient safety."</i></p> <p style="text-align: right;"><i>Mr Pandji Winata Nurikhwan Head of Medical Education Curriculum and Evaluation Lambung Mangkurat University, Indonesia</i></p>

Table 3: Some Testimonials from Part 2 GALLOPS Participants

### 3.3 Other Results

#### 3.3.1 The Set-up of GALLOPS Ambassador Network

With successful execution of the inaugural GALLOPS in October 2021, IPSQ set up the GALLOPS Ambassador Network where participants were issued membership certificate as a member of the network.

The network was formed to encourage patient safety and quality leaders to continue to share good practices and areas of improvement through the use of the GPSAP assessment tool. The tool developed by IPSQ adopted the GPSAP 7 strategy objectives (SO) and stratified into 35 strategies of patient safety (PS) strategies. The scale from 1 to 5, with 1 being "not established" to 5 being "strongly established with good practices" for each of the 35 strategies. The initial responses from centres from 7 countries of the 16 countries in March 2022 were analyzed.

The overall mean scores of all self-assessed SOs for Countries A (4.30), B (3.66), C (3.20), D (3.09), E (2.48), F (2.12), and G (1.94). SO3 (Safety of clinical processes) had the highest mean of 3.53, while SO6 (Information and research) and 4 (Patient and family engagement) had the lowest average of 2.88 and 2.67 respectively. This formed the baseline of self-assessed patient safety landscape in Asia Pacific. It revealed not only differences in patient safety practices across Asia-Pacific countries, but also across the SOs. The assessment tool had presented opportunities for improving patient safety and reducing harm and risks in patient care. The best practices and suboptimal practices were shared at a webinar for the GALLOPS Ambassador network held in May

2022. At the session, the need to appoint a patient safety champion & advocate for improving their practices in some countries were recommended. The members of the network have grown with participants from Part 2 of GALLOPS, and will continue the journey of sharing through some of these channels to be organised by IPSQ:

- IPSQ Webinars on Patient Safety and Quality
- GALLOPS Ambassador Network Webinars where good practices from GPSAP will be shared
- SingHealth Duke-NUS Quality Innovation Day
- IPSQ World Patient Safety and Patient Safety Day Kick Off Event
- Singapore Patient Advocate Connection (SPACE)

### 3.3.2 Internship Opportunity to Global Health Student from Duke University

GALLOPS welcomed a postgraduate student from the Master of Science in Global Health Programme from the Duke University. The student conducted a field research on the implementation of GALLOPS as the appointed Research Fellow of IPSQ. The internship provided the student with the following opportunities:

- Attended virtual training workshop on Education Research
- Conducted onsite field study in Singapore to gather completed GPSAP self-assessments along with qualitative interview responses from 5 Singapore hospitals within the SingHealth cluster
- Analysed and presented data on the “Global Patient Safety Action Practices in Asia-Pacific” to members of the GALLOPS Ambassador Network on 24 May 2022.
- Poster submission “Enhancing Capability and Competency of Patient Safety Leadership in Asia Pacific” to the Singapore Healthcare Management Congress in August 2022
- Moderated the Korea session at GALLOPS Part 2 Programme held on 7 November 2022

The internship and field study concluded that the data from GPSAP will supplement in building a stronger patient safety culture in Asia Pacific through a collaborative approach in sharing healthcare delivery in eliminating avoidable harm and building a high reliability healthcare organization for the safety of our patients and healthcare workers.

## 4. CONCLUSION

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Fragmented approaches in patient safety culture and implementation of interventions bring stronger need for synergy and partnerships between stakeholders and partners, including patients and families, to navigate and support the healthcare system.

In Asia Pacific, the healthcare experiences presented similar challenges in driving patient safety and quality. GALLOPS is a concerted effort in bringing patient safety and quality leaders from the Asia Pacific region together to discuss, share insights and contribute ideas in their respective roles and from their own lived experiences.

GALLOPS has brought together patient safety leaders in Asia Pacific to promote awareness of GPSAP and enhanced the capability of patient safety leaders in the region with sharing of patient safety practices for improvement, and identifying strategies to promote equity within the Asia Pacific patient safety landscape through inspiring collaborative patient safety advocacy.

The GALLOPS Ambassador Network formed through the GALLOPS initiative had supported GPSAP and fostered active communications as well as encouraged mutual support to facilitate the sharing of best practices and learnings in patient safety. The programme had achieved its short term objectives in creating awareness and building knowledge on GPSAP, and sharing of evidence-based patient safety practices across learning sites in Asia Pacific for appropriate contextualisation.

Moving forward, the organising committee will organise more patient-safety based courses, sessions as well as establish satellite GALLOPS sites in Asia Pacific through partnering countries from the GALLOPS Ambassador Network, and consolidation of best practices amongst patient safety and quality experts via a global knowledge sharing platform.

This report serves as an evaluation report and a guide for all, especially patient safety and healthcare quality leaders and centers to reference and explore programmes and initiatives in driving the Global Patient Safety Action Plan (GPSAP) strategies to strengthen patient safety actions and engagements to manage risks and target zero harm.

## 5. ACKNOWLEDGEMENTS

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The GALLOPS programme organising committee would like to extend our gratitude to our distinguished speakers, participants and all members of the patient safety and quality community who were involved in the sessions, visits and sharing of best practices and information.

This journey will be continued by sharing of patient safety and quality updates through the GALLOPS Ambassador Network mailing list and events. Please help us to spread GALLOPS in your country and to your network whom you think will be interested and will benefit from joining this network.

Lastly, we encourage you to be part of this patient safety network where partnership is mutual; driven by the common purpose to drive patient safety action plans.

Report endorsed by:

Professor Tan Kok Hian

Group Director and Senior Associate Dean

SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ), Singapore

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### **About IPSQ**

IPSQ is set up in 2017, as a joint institute of SingHealth and Duke-NUS, it aims to build a Safety Culture at by focusing on eliminating preventable harm and improving patient outcomes with the following key measures:

- Cultivating a strong patient safety culture across SingHealth and Duke-NUS
- Adopting an integrated approach in patient safety and quality management
- Providing strategic leadership across multiple platforms and domains in this area
- Encouraging interdisciplinary collaboration and coordination among stakeholders and partners

A strong patient safety culture requires an ethical Patient Safety and Quality Ecosystem where healthcare professionals strive for implementation of strong safety management systems. It is also a culture that encourages the identification, communication and resolution of safety issues as well as provides appropriate resources, structure and accountability to maintain effective safety systems. In strengthening the ecosystem, IPSQ continuously reviews its engagement process with stakeholders and partners as well as introduces relevant frameworks, programmes and initiatives.

# APPENDIX

## 1. GALLOPS Organising Committee and Partners

<b>Programme Development Team from SingHealth Duke-NUS Institute for Patient Safety &amp; Quality (IPSQ)</b>		
<b>S/N</b>	<b>Name</b>	<b>Designation</b>
1	Prof Tan Kok Hian	Group Director, IPSQ
2	Pang Nguk Lan	Deputy Group Director, IPSQ
3	Zann Foo	Deputy Director (Admin), IPSQ
4	Mabel Sim	Assistant Manager, Partnership, IPSQ
5	Jacob Anh	Research Fellow, IPSQ
<b>Programme Outreach Team from SingHealth International Collaboration Office (ICO)</b>		
<b>S/N</b>	<b>Name</b>	<b>Designation</b>
1	Vijaya Rao	Director, ICO
2	Wayan Tjoa	Assistant Director, ICO
3	Irene Tan	Senior Manager, ICO
4	Paul Wong	Senior Manager, ICO
5	Sharon Tan	Senior Manager, ICO
6	Irene Ang	Assistant Manager, ICO
7	Emmy Nguyen	Senior Executive, ICO
8	Kalwinder Kaur	Executive , ICO
9	Grace Yuliana Sengkey	Executive, ICO
10	Lovie Low	Senior Associate Executive, ICO
11	Janice Yeo	Senior Associate Executive, ICO
<b>Programme Implementation Team from IPSQ, ICO and SingHealth Academy</b>		
<b>S/N</b>	<b>Name</b>	<b>Designation</b>
1	Low Yan Yin	Executive, IPSQ
2	Megan Si Huan	Associate Executive, IPSQ
3	Nurfirdawati Binte Ramli	Executive, IPSQ
4	Chan Min Yi Charmaine	Executive, IPSQ
5	Nurhuda Binte Mohamed Ishak	Executive, IPSQ
6	Shanthi D/O Krishna Murti	Associate Executive, IPSQ
7	Janice Yeo	Senior Associate Executive, ICO
8	Ho Ee Wee	Senior Associate Executive, SingHealth Academy
9	Jayakumar Selvam	Associate Executive, SingHealth Academy
<b>Patient Safety &amp; Quality Improvement Workshop Facilitators from IPSQ and KKH</b>		
<b>S/N</b>	<b>Name</b>	<b>Designation</b>
1	Teo Shao Chu	PSQ Lead, IPSQ
2	William Yap	Senior Executive (PSQ), IPSQ
3	Seow Yee Ting	Assistant PSQ Lead, IPSQ
4	Tang Joo Ying	Manager, IPSQ
5	Tang Xin Yan	Senior Executive, IPSQ
6	Keith Heng	Assistant PSQ Lead, IPSQ
7	Bernard Wong	Senior PSQ Lead, KKH QSRM
8	Sam Koh	PSQ Lead, KKH QSRM
9	Samantha Chan	Assistant PSQ Lead, KKH QSRM
10	Vison Wong	Senior Executive, KKH QSRM
11	Zann Lee	Executive, KKH QSRM

Hospital and Centre Visits Liaison from SingHealth Institutions		
S/N	Name	Designation
1	Mohamed Syahid Bin Hassan	Senior PSQ Lead, CGH OIS
2	Maragatham Ramany	Assistant Director, CGH, Standards & Policies
3	Annellee Camet	Senior PSQ Lead, KKH, QSRM
4	Dong Minyan	Senior Manager, SCH, Clinical Governance
5	Nurina Binte Md Khamis	Assistant Manager, SCH, Clinical Governance
6	Ho Le Onn	Assistant Director, SGH, OPSQ
7	Jillian Ang Andrada	Senior Manager, SGH, OPSQ
8	Jess Pea Li Yen	Associate Executive, SGH, OPSQ
9	Smita Pathare	Assistant Manager, SKH, Clinical Governance
10	Madhavi D/O Perianan Suppiah	Assistant Director, SingHealth SIMS
11	Goh Ying Hong	Executive, SingHealth SIMS

## 2. GALLOPS 6-12 October 2021 Programme Highlights & Speakers

Programme Highlights	
<b>12.30pm</b>	Welcome by Prof Tan Kok Hian Group Director, SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ), Singapore
<b>12.35pm</b>	Opening Address by Prof Fong Kok Yong Deputy Group Chief Executive Officer, Medical and Clinical Services, Singapore Health Services (SingHealth), Singapore
<b>12.45pm</b>	Speech by A/Prof Tan Hiang Khoon Group Director, International Collaboration Office, Singapore Health Services (SingHealth) Director, SingHealth Duke-NUS Global Health Institute
<b>12.50 pm</b>	Speech by Dr Neelam Dhingra-Kumar Unit Head, Patient Safety Flagship, World Health Organization (WHO)
<b>1.00 pm</b>	Speech by Dr Hwang Chi Hong National University Health System (NUHS), Singapore <i>Lead, Clinical Governance Committee, Group Chairman Medical Board Office Director, Quality, Improvement &amp; Innovation, JurongHealth Campus</i>
<b>1.10 pm</b>	Speech by A/Prof Wong Moh Sim National Healthcare Group (NHG), Singapore <i>Deputy Group Chief Quality Officer</i>
<b>1.15 pm</b>	Speech by Mr Benedict Cheong Chief Executive, Temasek Foundation International, Singapore
<b>1.20pm</b>	Launch of Temasek Foundation Healthcare Executives in Asia Leadership Programme (TF HEAL) – Patient Safety and Group Photo-taking
<b>1.25 pm</b>	Recitation of Patient Safety Pledge – Reaffirming our commitment to Target Zero Harm
<b>1.35pm</b>	Patient Safety: Still a work in progress? By Sir Liam Donaldson Patient Safety Envoy, World Health Organization (WHO)
<b>1.55pm</b>	Target Zero Harm Award Presentation Video
<b>2.00pm</b>	End of Programme



<b>Day 1: 6 October 2021, Wednesday</b>	
<b>#1</b> <b>1500-1730</b>	<p><b>Policies to Eliminate Avoidable Harm</b> Moderated by <a href="#">Prof Tan Kok Hian</a> Group Director, SingHealth Duke-NUS Institute for Patient Safety &amp; Quality Singapore Health Services (SingHealth), Singapore</p>
	<p><a href="#">Dr Neelam Dhingra-Kumar</a> Unit Head, Patient Safety Flagship, World Health Organization (WHO)</p>
	<p><a href="#">Prof Ong Biauwei Chi</a> Group Chief Risk Officer, Singapore Health Services (SingHealth), Singapore</p>
	<p><a href="#">Dr Voo Yau Onn</a> Director, Quality, National University Polyclinics, National University Health System (NUHS), Singapore</p> <p><a href="#">A/Prof Wong Moh Sim</a> Deputy Group Chief Quality Officer, National Healthcare Group (NHG), Singapore</p>
<b>#2</b> <b>1730-1830</b>	<p><b>Multisectoral Synergies &amp; Partnerships</b> Moderated by <a href="#">Ms Zann Foo</a> Deputy Director (Admin), SingHealth Duke-NUS Institute for Patient Safety &amp; Quality Singapore Health Services (SingHealth), Singapore</p>
	<p><b>1) Network &amp; Partnerships for Improving Patient Safety – Ensure Safer Systems</b> <a href="#">Dr Kok Mun Foong</a> Director, National Improvement Unit (NIU), Ministry of Health, Singapore</p>
	<p><b>2) Community Partnership</b> <a href="#">Adj A/Prof Eugene Shum</a> Director, Community Partnership, Regional Health System (RHS) Singapore Health Services (SingHealth), Singapore</p>
<b>Day 2: 7 October 2021, Thursday</b>	
<b>#3</b> <b>1500-1615</b>	<p><b>Patient Safety Training: Curricula and Continuous Professional Development</b> Moderated by <a href="#">A/Prof Lim Boon Leng</a> Chief Risk Officer, Singapore General Hospital Director, Medical Affairs, Anaesthesiology &amp; Perioperative Sciences Singapore Health Services (SingHealth), Singapore</p>
	<p><a href="#">Dr Irina Papieva</a> Technical Officer, World Health Organization (WHO)</p>
	<p><a href="#">A/Prof Sophia Ang</a> Vice Chairman Medical Board (Quality, Patient Safety &amp; Operations) &amp; Senior Consultant, Anaesthesia, National University Hospital, National University Health System (NUHS), Singapore</p> <p><a href="#">A/Prof Tan Hui Ling</a> Assistant Chairman Medical Board (Clinical Quality &amp; Audit), Tan Tock Seng Hospital National Healthcare Group (NHG), Singapore</p>

## Day 2: 7 October 2021, Thursday

<b>#4</b> 1615-1700	<b>Assessment, Monitoring and Reporting for Patient Safety</b> <a href="#">Dr Nikhil Gupta</a> <i>Technical officer, Patient Safety Flagship, World Health Organization (WHO)</i>  Moderated by <a href="#">Ms Zann Foo</a> <i>Deputy Director (Admin), SingHealth Duke-NUS Institute for Patient Safety &amp; Quality Singapore Health Services (SingHealth), Singapore</i>
	<b>Briefing on the Global Patient Safety Action Plan Self-Assessment Tool</b> <i>Briefing to GALLOPS Programme Participants</i> <a href="#">Ms Mabel Sim</a> , <i>SingHealth Duke-NUS Institute for Patient Safety &amp; Quality Singapore Health Services (SingHealth), Singapore</i>
<b>#5</b> 1700-1800	<b>Sharing of Best Practices in Asia</b> <i>Moderated by <a href="#">Dr Diana Tan</a> Co-Director (Clinical), SingHealth Duke-NUS Institute for Patient Safety &amp; Quality Director, Clinical Services, Changi General Hospital Singapore Health Services (SingHealth), Singapore</i>  <i>Co-Moderated by <a href="#">Ms Vijaya Rao</a> Director, International Collaboration Office Singapore Health Services (SingHealth), Singapore</i>
	1) <a href="#">Dr Sridharan Sathasivam</a> <i>Deputy Director General (Planning) Ministry of Health, Colombo, Sri Lanka</i>  2) <a href="#">Dr Nor'Aishah Abu Bakar</a> <i>Public Health Physician - Deputy Director Medical Care Quality Section Medical Development Division Ministry of Health, Malaysia</i>  3) <a href="#">Dr Dina Arwina Dalimunthe</a> <i>Committee of Quality Assurance and Patient Safety, USU Hospital Universitas of Sumatera Utara (USU), Indonesia</i>  4) <a href="#">Dr Rajkumar</a> <i>Deputy Director Maternal Health &amp; Quality Assurance Ministry of Health, India</i>

## Day 3: 11 October 2021, Monday

#6 1500-1700	<b>Build High Reliability Health Systems</b> <i>Moderated by <a href="#">Prof Tan Kok Hian</a> Group Director, SingHealth Duke-NUS Institute for Patient Safety &amp; Quality Singapore Health Services (SingHealth), Singapore</i>
	<a href="#">Ms Pang Nguk Lan</a> <i>Deputy Group Director, SingHealth Duke-NUS Institute for Patient Safety &amp; Quality Director, Quality, Safety &amp; Risk Management, KK Women's and Children's Hospital Singapore Health Services (SingHealth), Singapore</i>
#7 1700-1800	<a href="#">A/Prof Low Shiong Wen</a> <i>Group Director, Group Medical Affairs Head of Div. Neurosurgery, Ng Teng Fong General Hospital National University Health System (NUHS), Singapore</i>
	<a href="#">Ms Lim Hong Yee</a> <i>Director, Pharmacy, Tan Tock Seng Hospital National Healthcare Group (NHG), Singapore</i>
#7 1700-1800	<a href="#">Capt Senthivalavan</a> <i>Deputy Chief Pilot (B777), Singapore Airlines</i>
	<b>Clinical Process Improvement</b> <i>Moderated by <a href="#">Dr Diana Tan</a> Co-Director (Clinical), SingHealth Duke-NUS Institute for Patient Safety &amp; Quality Director, Clinical Services, Changi General Hospital Singapore Health Services (SingHealth), Singapore</i>
#7 1700-1800	<a href="#">Dr Hwang Chi Hong</a> <i>Lead, Clinical Governance Committee, Group CMB Office Director, Quality, Improvement &amp; Innovation, JurongHealth Campus National University Health System (NUHS), Singapore</i>
	<a href="#">Dr Alvin Chang</a> <i>Clinical Director, Quality, Safety and Risk Management, KK Women's and Children's Hospital Senior Consultant, Department of Neonatology, KK Women's and Children's Hospital Singapore Health Services (SingHealth), Singapore</i>

**Day 4: 12 October 2021, Tuesday**

<b>#8</b> <b>1430-1545</b>	<b>Risk Management, Reporting and Learning Systems: Responding to a Sentinel Event &amp; Assessing the Quality of Root Cause Analysis</b> <i>Moderated by <a href="#">Dr Loh Huey Peng</a></i> <i>Co-Director (Clinical), SingHealth Duke-NUS Institute for Patient Safety &amp; Quality</i> <i>Director, Nursing, Singapore National Eye Centre</i> <i>Singapore Health Services (SingHealth), Singapore</i>
	<a href="#">Dr Chow Mun Hong</a> <i>Chief Risk Officer and Director, Quality Management, SingHealth Polyclinics</i> <i>Singapore Health Services (SingHealth), Singapore</i>  <a href="#">Ms Brenda Zhuang</a> <i>Deputy Director, Office of Clinical Governance, Tan Tock Seng Hospital</i> <i>National Healthcare Group (NHG), Singapore</i>  <a href="#">Dr Lim Ghee Hian</a> <i>Vice Chairman of Medical Board (Clinical Risk Management and Clinical Quality)</i> <i>Senior Consultant, Emergency Medicine Dept., JurongHealth Campus</i> <i>National University Health System (NUHS), Singapore</i>
<b>#9</b> <b>1545-1645</b>	<b>Risk Management, Reporting and Learning Systems: Just Culture &amp; Speak Up Culture</b> <i>Moderated by <a href="#">Ms Pang Nguk Lan</a></i> <i>Deputy Group Director, SingHealth Duke-NUS Institute for Patient Safety &amp; Quality</i> <i>Director, Quality, Safety &amp; Risk Management, KK Women's and Children's Hospital</i> <i>Singapore Health Services (SingHealth), Singapore</i>
	<a href="#">A/Prof Andrew Tan</a> <i>Chairman, Division of Radiological Sciences, Singapore General Hospital</i> <i>Singapore Health Services (SingHealth), Singapore</i>  <a href="#">Ms Hnin Nwe Oo</a> <i>Assistant Director of Nursing, Tan Tock Seng Hospital</i> <i>National Healthcare Group (NHG), Singapore</i>

## Day 4: 12 October 2021, Tuesday

	<p><b>Patient Engagement and Patient Centred Care:</b> Moderated by <a href="#">Ms Nidhi Swarup</a> SingHealth Patient Advocacy Network (SPAN) Singapore Health Services (SingHealth), Singapore</p>
<p>#10 1645- 1755</p>	<p><b>1) The Role of Patient Advocates in Advancing Healthcare Experience &amp; Outcome</b> <a href="#">Ms Ai Ling Sim-Devadas</a> Co-Chair, SingHealth Patient Advocacy Network (SPAN) Singapore Health Services (SingHealth), Singapore</p> <p><a href="#">Mr Ellil Mathiyen Lakshmanan</a> Co-Chair, SingHealth Patient Advocacy Network (SPAN) Singapore Health Services (SingHealth), Singapore</p> <p><b>2) Patient Centred Care</b> <a href="#">Ms Esther Lim</a> Head Coordinator, ESTHER Network Singapore Director, Population Health and Integrated Care Office (PHICO) Singapore Health Services (SingHealth), Singapore</p> <p><b>3) Preventing Hospital Readmissions: Holistic care by healthcare professional together with volunteers</b> <a href="#">Adj A/Prof Eugene Shum</a> Director, Community Partnership, Regional Health System (RHS) Singapore Health Services (SingHealth), Singapore</p>
<p>1755- 1805</p>	<p><b>Closing Address by <a href="#">Prof Tan Kok Hian</a></b> Group Director, SingHealth Duke-NUS Institute for Patient Safety &amp; Quality (IPSQ), Singapore</p>

### 3. GALLOPS 7 – 11 November 2022 Programme Highlights and Speakers

Date	Time	Programme
Day 1 7 Nov'22 Monday	8.30am – 11.00am	<b>World One Health Congress Opening &amp; Keynote</b> <i>Sands Expo &amp; Convention Centre</i>
	11.30am – 1.00pm	Lunch @ <i>The NAK Annex, Academia</i>
	1.05pm – 1.15pm	<b>Opening Address by Prof Fong Kok Yong</b> Deputy Group Chief Executive Officer (Medical and Clinical Services), SingHealth <i>The NAK Auditorium @ Academia</i>
	1.15pm – 1.20pm	<b>SingHealth International Collaboration Office Updates</b> <b>Ms Vijaya Rao</b> Director, SingHealth International Collaboration Office
	1.20pm – 1.30pm	<b>Promoting Asia Pacific Patient Safety Landscape – GPSAP and GALLOPS</b> <b>Prof Tan Kok Hian</b> Group Director and Senior Associate Dean SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)
	1.30pm – 2.00pm	<b>A Decade of Patient Safety 2021-2030</b> <b>Dr Neelam Dhingra</b> Unit Head, Patient Safety Flagship, World Health Organization
	2.00pm – 2.30pm <i>(3.00pm – 3.30pm KST)</i>	<b>Promoting Patient Safety Best Practices in Korea</b> <b>Dr Kim Hye-Jin, PhD</b> Deputy General Manager, Patient Safety Team, Severance Innovation Center, Yonsei University Health System, Korea Adjunct Professor, Yonsei University College of Nursing <i>Live Streaming @ The NAK Auditorium from Korea</i>
	2.30pm – 3.00pm <i>(1.30pm – 2.00pm THA)</i>	<b>Promoting Patient Safety Best Practices in Thailand</b> <b>Dr Piyawan Limpanyalert</b> Chief Executive Officer, The Healthcare Accreditation Institute (Public Organization) <i>Live Streaming @ The NAK Auditorium from Thailand</i>
	3.00pm – 3.20pm <i>4.00pm – 4.20pm KST, JST 2.00pm – 2.20pm THA</i>	<b>Q&amp;A Session 1</b>
	3.20pm – 3.40pm	Afternoon Tea Break
	3.40pm – 4.10pm <i>(4.40pm – 5.10pm JST)</i>	<b>Promoting Patient Safety Best Practices in Japan</b> <b>Professor Shin Ushiro</b> Director, Division of Patient Safety, Kyushu University Hospital <i>Live Streaming @ The NAK Auditorium from Japan</i>
	4.10pm – 4.40pm	<b>Promoting Patient Safety Best Practices in Singapore</b> <b>Ms Pang Nguk Lan</b> Chief Risk Officer and Director of Quality, Safety & Risk Management, KK Women's and Children's Hospital, Singapore Deputy Group Director, SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)
	4.40pm – 5.00pm <i>(5.40pm – 6.00pm JST)</i>	<b>Q&amp;A Session 2</b>
	5.00pm – 5.10pm	<b>End of Day Briefing</b>

Date	Time	Programme
<b>Day 2</b> <b>8 Nov'22</b> <b>Tuesday</b>	9.00am – 12.00pm	<b>Hospital Visit</b> Refer to <i>Annex A</i>
	12.30pm – 2.00pm	Lunch @ <i>The NAK Annex, Academia</i>
	2.00pm – 2.20pm	<b>WHO Member State GPSAP Survey and Assessment Tool</b> <b>Dr Neelam Dhingra</b> Unit Head, Patient Safety Flagship, World Health Organization <i>The NAK Auditorium @ Academia</i>
	2.20pm – 4.20pm	<b>GPSAP Self-Assessment</b> <i>The NAK Auditorium @ Academia</i>
	3.00pm – 3.30pm	Afternoon Tea Break
	4.20pm – 4.30pm	End of Day Briefing
Date	Time	Programme
<b>Day 3</b> <b>9 Nov'22</b> <b>Wednesday</b>	9.00am – 12.30pm	<b>Patient Safety &amp; Quality Improvement Workshop</b> <i>The NAK Auditorium, L1-S1, L1-S3 &amp; L1-S4 @ Academia</i>
	10.30am – 10.45am	Morning Tea Break
	12.30pm – 2.00pm	Lunch @ <i>The NAK Annex, Academia</i>
	2.00pm – 4.00pm	GPSAP Strategy 2.5 Patient safety in emergencies and settings of extreme adversity - <b>Temasek Pinnacle Series - Impact on and Innovation in Clinical Practice (IICP) – How Can Health Systems in LMICs Leverage on Innovations to Tackle The Growth in Depth And Breadth of Their Disease Burden While Addressing The Concerns of Environmental Sustainability?</b> <i>Live Streaming from Sands Expo &amp; Convention Centre to The NAK Auditorium, Academia</i>
	3.00pm – 3.15pm	Afternoon Tea Break
	4.00pm – 4.10pm	End of Day Briefing
Date	Time	Programme
<b>Day 4</b> <b>10 Nov'22</b> <b>Thursday</b>	9.30am – 10.30am	<b>World Patient Safety Day + Medication Safety</b> <b>Dr Neelam Dhingra</b> Unit Head, Patient Safety Flagship, World Health Organization <i>The NAK Auditorium @ Academia</i>
	10.30am – 11.00am	Morning Tea Break
	11.00am – 1.00pm	GPSAP Strategy 2.5 Patient safety in emergencies and settings of extreme adversity - <b>Temasek Pinnacle Series- Pandemic Preparedness and Health Systems Resilience (PPHSR) - Transformational Innovation for Preparedness and Resilience</b> <i>Live Streaming from Sands Expo &amp; Convention Centre to NAK Auditorium, Academia</i>
	1.00pm – 2.00pm	Lunch @ <i>The NAK Annex, Academia</i>
	2.00pm- 5.00pm	<b>GPSAP Group Work Presentation</b> <i>The NAK Auditorium @ Academia</i>
	3.30pm – 3.45pm	Afternoon Tea Break
	5.00pm – 5.10pm	End of Day Briefing
	6.30pm – 9.00pm	<b>Temasek Foundation Healthcare Executives in Asia Leadership Programme (TF HEAL) - Networking Dinner + Graduation Ceremony</b> <i>CHJIMES Hall, 30 Victoria Street, Singapore 187996</i>
Date	Time	Programme
<b>Day 5</b> <b>11 Nov'22</b> <b>Friday</b>	10.00am – 11.30am	<b>SingHealth Duke-NUS Institute of Medical Simulation (SIMS) Introduction and Visit -</b> Refer to <i>Annex B</i> <i>The NAK Auditorium @ Academia and SIMS Lab</i>
	11.30am – 12.30pm	Lunch @ <i>The NAK Annex, Academia</i>
	12.30pm – 2.00pm	<b>GALLOPS Leadership Dialogue with WHO Dr Neelam Dhingra</b> <i>The NAK Auditorium @ Academia</i>
	2.00pm – 2.15pm	Evaluation