



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.

