

# HQSS HEALTHCARE QUALITY COURSE

**2<sup>nd</sup> - 6<sup>th</sup> August 2021**

## PROGRAMME

### 2-Aug-21

#### Topics

09:00 - 10:30 Introduction to Healthcare Quality  
10:30 - 11:00 Tea Break  
11:00 - 12:30 Quality Management Systems  
12:30 - 13:30 Lunch  
13:30 - 14:30 Risk Management and Patient Safety  
14:30 - 15:00 Tea Break  
15:00 - 16:30 Leadership and Change Management

### 3-Aug-21

09:00 - 10:30 Organizational Behaviour and Culture  
10:30 - 11:00 Tea Break  
11:00 - 12:30 Performance Indicators: Data Design and Management  
12:30 - 13:30 Lunch  
13:30 - 15:30 Clinical Pathways and Case Management  
15:30 - 16:00 Tea Break  
16:00 - 17:00 Peer Review, Credentialing and Privileging

### 4-Aug-21

#### Topics

09:00 - 10:30 Clinical Performance Reviews  
10:30 - 11:00 Tea Break  
11:00 - 12:30 Quality Improvement Models  
12:30 - 13:30 Lunch  
13:30 - 15:30 Quality Improvement Tools  
15:30 - 16:00 Tea Break  
16:00 - 17:00 Problem Solving Tools

### 5-Aug-21

09:00 - 10:30 Service Quality and Management of Complaints  
10:30 - 11:00 Tea Break  
11:00 - 12:30 Measurement and Analysis  
12:30 - 13:30 Lunch  
13:30 - 15:30 Infection Prevention and Epidemiology  
15:30 - 16:00 Tea Break  
16:00 - 17:00 Teamwork and Communication

### 6-Aug-21

09:00 - 11:00 EXAM

## CME AND CNE ACCREDITATION

CME and CNE points will be awarded for participation at the Healthcare Quality Course

## FACULTY

### **Dr. Alvin CHANG**

Senior Consultant  
Department of Neonatology  
KK Women's and Children's Hospital

### **Dr. CHOW Mun Hong**

Senior Consultant  
Director, Quality Management  
SingHealth Polyclinics

### **Ms. GAO Ting**

Assistant Director  
Clinical Governance  
SingHealth Community Hospitals

### **Mr. Geoffrey GUI**

Director  
Division of Organisation Planning & Performance  
Singapore General Hospital

### **Mr. Margaret Mary HENDRIKS**

Senior Principal Case Manager  
Case Management Unit  
Institute of Mental Health

### **A/Prof. LING Moi Lin**

Director  
Infection Prevention & Epidemiology  
Singapore General Hospital

### **Mr. Anson KHOO**

Deputy Director  
Patient Relations  
National University Hospital

### **ADN. LEE Lai Chee**

Infection Prevention Lead  
Infection Prevention & Epidemiology  
Singapore General Hospital

### **Dr. Sandhya MUJUMDAR**

Consultant  
Joint Commission International

### **Ms. PANG Nguk Lan**

Chief Risk Officer & Director  
Quality, Safety & Risk Management  
KK Women's and Children's Hospital

### **Dr. Debbie WILD**

Deputy Director  
Office of Improvement Science  
Centre for Performance Excellence  
Changi General Hospital

### **Mr. WONG Kok Cheong**

Deputy Director  
Nursing Informatics, Nursing Quality, Nursing  
Innovation & Risk Management  
Changi General Hospital

### **Ms. YEO Su Qian**

Assistant Manager, Process Transformation & Improvement  
Division of Organisation Planning & Performance  
Singapore General Hospital

## GENERAL INFORMATION

### ABOUT THE COURSE

Since the 1999 IOM report, To Err is Human, we have benefited from the Quality wave that swept the world. It has emphasized the importance of healthcare quality and this has resulted in many healthcare organizations enhancing their quality infrastructure.

This course is specially designed for healthcare workers who are interested to be trained in the field of healthcare quality. The comprehensive curriculum will also prepare the participants for the Certified Professional in Healthcare Quality (CPHQ) examination, if interested. The course will cover the essential basics as well as give recent updates on healthcare quality issues.

### COURSE OBJECTIVES

The primary objective of the 5 days course is to equip the healthcare quality professionals with comprehensive knowledge in healthcare quality. At the end of the course, participants should be able to:

- Understand role of the healthcare quality professional;
- Appreciate the various components in healthcare quality framework & clinical governance;
- Know and apply the basic quality tools including LEAN tools to help them in their data analysis;
- Setup & run quality programs at their own facilities.

### WHO SHOULD ATTEND

This course is highly relevant to doctors, nurses, hospital administrators and healthcare workers who are interested or keen to know more about Healthcare Quality.

## CERTIFICATION

Only candidates who fulfil the minimum attendance requirement of 90% will be eligible to sit for the written examinations. A certificate will be issued to each participant upon successful completion of the written examination.

CME/ CNE points will be accredited to Singapore registered healthcare personnel accordingly.

## OFFICIAL LANGUAGE

English is the medium of instruction for the course.

## EVENT WEBSITE

For updated information and online registration, please refer to URL <http://www.hqss.org>

## REGISTRATION

You may register by completing the Registration form and mail it to the secretariat, together with your payment. Alternatively, you may also register online at [www.hqss.org](http://www.hqss.org).

### Course Fee

	Early Bird Till 30 April 2021	Normal Rate From 1 May 2021
Member*	\$1,400	\$1,750
Non-Member	\$1,650	\$2,000

**Notes:** Rates above are inclusive of prevailing government goods and services tax (GST) at 7%.

\*To qualify for Member rate, one must be a member of Healthcare Quality Society of Singapore for at least 6 months, at time of registration

### Payment Details

#### • Cheque / Bank Draft

Cheque or bank draft, in Singapore Dollars, should be crossed and made payable to "Healthcare Quality Society of Singapore", and mailed it to our secretariat.

#### • PayNow

Transfer the payment with the UEN below:

UEN: T00SS0019K

Kindly email a copy of the transaction slip to [secretariat@hqss.org](mailto:secretariat@hqss.org) for verification purposes.

#### • Bank Transfer

Transfer the payment with bank details as follows:

Bank Account Name: Healthcare Quality Society of Singapore

Bank Account Number: 008-901123-5

Name of Bank: DBS

Address of Bank: 12 Marina Boulevard, Level 3 Marina Bay Financial Centre Tower 3,  
Singapore 018982

SWIFT Code: DBSSGSG

Kindly email a copy of the transaction slip to [secretariat@hqss.org](mailto:secretariat@hqss.org) for verification purpose.



## Registration Notes

Your registration will only be confirmed upon receiving your payment. All officiate receipt will be sent to you within 10 working days after receiving your payment.

The organisation committee regrets that registration received after 30 June 2021 might not receive their course collaterals

## Cancellation Policy

Request for cancellation/replacement must be made in writing to the Conference Secretariat, latest by 30 June 2021. The organising committee regrets that requests received after this date will not be entertained. 75% of the course fees will be refunded within six months after the course.

## LIABILITY

The Organisers are not liable for any personal accidents, illnesses, loss or damage to private properties of delegates during the Course. Delegates are advised to make their own arrangements with respect to personal insurance.

## DISCLAIMER

Whilst every attempt will be made to ensure that all aspects of the conference will take place as scheduled, the Organising Committee reserves the right to make appropriate changes should the need arises with or without prior notice.

# HEALTHCARE QUALITY SOCIETY OF SINGAPORE

## ORGANISING COMMITTEE

<i>Course Director</i>	A/Prof. Ling Moi Lin
<i>Course Co-Director</i>	Dr. Sandhya Mujumdar

## HQSS EXECUTIVE COMMITTEE

<i>President</i>	Dr. Alvin Chang Shang Ming
<i>Secretary</i>	Mr. Rexford Del Rosario
<i>Treasurer</i>	Dr. Eric Arkar Maw Wai
<i>Committee Members</i>	A/Prof. Ling Moi Lin Dr. Sandhya Mujumdar

## SECRETARIAT

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