



2022/2023 PROGRAMME CALENDAR

Note: Due to the ongoing COVID-19 situation, all trainings are taking place via zoom till further notice.

2022												2023		
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			

AM-EPIC Learning Framework	IPSQ Competency Domain	Course Title	Outline	Certification	Provider	Duration	Class Size	Virtual Course Fee (inclusive GST)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
● Activist	PS & Quality	Root Cause Analysis	Enables participants to undertake holistic analysis of problems to identify underlying fundamental system issues. This supports the design of effective solutions that can reduce the risk of recurrence of the problems. The course cover Root Cause Analysis process, important concepts and tools that support effective problem analysis and development of solutions.	e-Certificate of Attendance	IPSQ	1 Day (2 Half Days, AM Session)	25	SingHealth Staff \$290 Waived Non-SingHealth Staff \$350		19 & 20		28 & 29			13 & 14			19 & 20		
● Activist	PS & Quality	TeamSTEPS	TeamSTEPS (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 optimizing patient outcomes by improving communication and teamwork skills among health care professionals.	e-Certificate of Attendance	IPSQ	1 Day (2 Half Days, AM Session)	25	SingHealth Staff \$290 Waived Non-SingHealth Staff \$350	27 & 28				24 & 25			17 & 18			8 & 9	
● Activist	PS & Quality	TeamTHRIVE™	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.	e-Certificate of Attendance	IPSQ	1/2 Day (AM Session)	30	SingHealth Staff \$170 Waived Non-SingHealth Staff \$200	13			7			26			10		
● Activist	Innovation	Design Thinking in Healthcare	Creates awareness 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.	e-Certificate of Attendance	IPSQ	1/2 Day	12	SingHealth Staff \$170 Waived Non-SingHealth Staff \$200	22	27		29	19	23	21	18			17	
● Activist	Innovation	Project-based Design Thinking	Provide participants with guidance and knowledge on the Design Thinking approach, and opportunities to learn and apply the concepts and tools in a hands-on way. The approach creates solutions that are human-centric and emotionally meaningful. The content of this Workshop is adapted for the healthcare setting.		Based on project needs				Email us at ipsqworkshop@singhealth.com.sg for query if you have a Design Thinking Project which requires a 1-day Design Thinking Overview/Workshop.											
● Activist	Patient Centeredness and Advocacy	Patient Advocate Communications Training	Recognize the role and responsibility of a patient advocate in hospital workgroups and committees. Recognize healthcare opportunities and challenges you may face as a patient advocate. Demonstrate ability to communicate patient and caregiver's perspectives to assist healthcare teams in improving healthcare delivery. This includes providing feedback and inputs from the patient's perspective, sharing your stories and using the PAID format. Apply communication skills to encourage trust and openness and to deal with difficult situations when you are in a meeting. This includes using the sandwich approach, acknowledging feelings and explaining the positive intent.	Activist Level Certificate	IPSQ	3 Hrs	10	SingHealth Staff \$120 Waived Non-SingHealth Staff \$150	This program is for Institutions who wish to have PACT conducted for their patient advocates / patient groups. Email us at ipsqworkshop@singhealth.com.sg or Partnersincare@singhealth.com.sg .											
● Professional	PS & Quality	Train-the-Trainer TeamSPEAK™	Trains and develops trainers who are passionate to deliver and roll-out TeamSPEAK™ within their organizations. The program aims to enhance the knowledge and skills of learners to conduct and engage their trainees.	e-Certificate of Attendance	IPSQ	4 Hrs	12	SingHealth Staff \$310 Waived Non-SingHealth Staff \$350	If you would like IPSQ to conduct Train-the-Trainer TeamSPEAK™ programme, email us at ipsqworkshop@singhealth.com.sg											
● Champion	PS & Quality	Sponsors	Provides an overview of the key concepts and framework for Quality and Safety. The role of an Improvement Project Sponsor will also be clarified.	e-Certificate of Attendance	IPSQ	TBC	TBC	TBC	This workshop will be conducted upon request. Email us at ipsqworkshop@singhealth.com.sg											