



2022/2023 PROGRAMME CALENDAR

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

			Level 4 initiate, create, develop or review curriculum or content						2022 2023											
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
Foundation	Staff Resilience & Care Support	ITHRIVE - Reflect. Refresh. Recharge	Provides participant with the opportunity to Reflect, Refresh and Recharge through practicing Mindfulness on a weekly basis. These short and powerful practices allow you to recongize how you are feeling physically, mentally and emotionally and will help you re-centre yourself in the present moment.	NA	IPSQ	0.5 Hrs	50	Waived	This program will be conducted via Zoom on every Friday of the month, 4:30pm - 5pm. Meeting ID: 955-4528-2559 Password: mindful3											
Foundation	Staff Resilience & Care Support	ITHRIVE - ARTpreciate	Provides participant with the opportunity to mindfully reflect, refresh and recharge through the arts and embodiment practices. These sessions support self-care and mental well-being through increasing insights and self-awareness around your body and mind. THRIVE - ART preciate programme is made possibly by The CARE Collection, Caring through the Arts by National Gallery Singapore and Singapore Art Museum.	NA NA	IPSQ	0.5 Hrs	50	Waived	Look out for the monthly ITHRIVE edm on ARTpreciate sessions. Let art relax you!											
Foundation	Staff Resilience & Care Support	TeamSPEAK™	An introductory module designed to create awareness of Speaking Up for Safety and understanding psychological safety. The workshop focuses on application of critical language CUS and strategies to build psychological safety. By applying TeamSPEAK TM strategies at critical situations/opportunities, learners are motivated to speak up in delivering better and safer care for patients.	NA	IPSQ	1 Hr	25	SingHealth Staff \$40 Waived Non-SingHealth Staff \$50	If you would like IPSQ to conduct TeamSPEAK [™] programme, email us at ipsqworkshop@singhealth.com.sg											
Activist	PS & Quality	Healthcare Quality Improvement (Pre-requisite: Completion of Q) Game & have a problem statement or an ongoing project!	Provides participants with basic tools and techniques in Quality Improvement (Q1). Participants will be introduced to the Institute of Healthcare Improvement's (IHI) Improvement methodology which is a structured and integrated approach to achieve significant results in quality and productivity. This program serves as a learning platform for anyone who wish to be involved in doing a Quality Improvement project.	e-Certificates of Attendance and *Achievement	IPSQ	1 Day	20	SingHealth Staff \$290 Waived Non-SingHealth Staff \$350	5		9	1	2	14	20	3		11	7	
Activist	PS & Quality	Agile Quality improvement (AgileQi™) in itealthcare	AgileQ1 ^M is a quality improvement methodology that incorporates the Agile mindset and principles, focusing on the purpose, people and interactions; and brings value to the end user (customer), giving flexibility for the user's changing needs. Agile principles support observing changing markets & environments, changing customer needs, and competitive threats and changing course when necessary. IPSQ has combined the essence of Agile and Q1 to develop this novel programme called Agile Quality improvement AgileqQ1 ^M in Healthcare. Participants will be equipped with the knowledge of Agile Values and Principles, and the AgileQ1 ^M framework and tools to bring about rapid improvement to meet the changing needs of the customer. Participants can boost up their traditional PDSAP(PCA cycles with AgileQ1 ^M methodology to ensure timeliness, user centreness and agility. This program serves as a learning platform for established Q1 practitioners who wish to stay current & be agile in a fast changing world; and who want to acquire the improvement work prespective embraning Agile Values and Principles and advance their quality improvement skillsets & repertoire.	e-Certificates of Attendance	IPSQ	1 Day	20	SingHealth Staff \$290 Waived Non-SingHealth Staff \$350				18				14				24
•	PS & Quality	Human Factors for Process Improvement in Healthcare	Human Factors is a multidisciplinary science of applying knowledge and principles of human-system interaction to design systems that are better fitted for humans. In healthcare, complex and demanding task environments and processes can amplify human limitations and falliability leading to errors or risky behaviours despite our best efforts. There is a need to design systems that perform reliably even though to err is human. This course will cover some theories, techniques and tips based on Human Factors science on designing for humans. The knowledge will be applicable for participants who seek to analyse and improve work processes around them to make them more resilient to human errors and risky behaviours and more satisfying for the human.	e-Certificate of Attendance	IPSQ	1 Day	30	SingHealth Staff \$290 Waived Non-SingHealth Staff \$350	26				30			22			23	





2022/2023 PROGRAMME CALENDAR

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

	Programs Cord in bias, ceres, deversive a critical or cretest								2022									2023		
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 floot 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	TeamSTEPPS	TeamSTEPPS (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 a toptimizing 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	<u>TeamTHRIVETM</u>	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.sa 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 caregivers' 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 TeamSPEAX TM	Trains and develops trainers who are passionate to deliver and roll-out TeamSPEAK ^{TII} 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	ТВС	This workshop will be conducted upon request. Email us at ipsqworkshop@singhealth.com.sg											