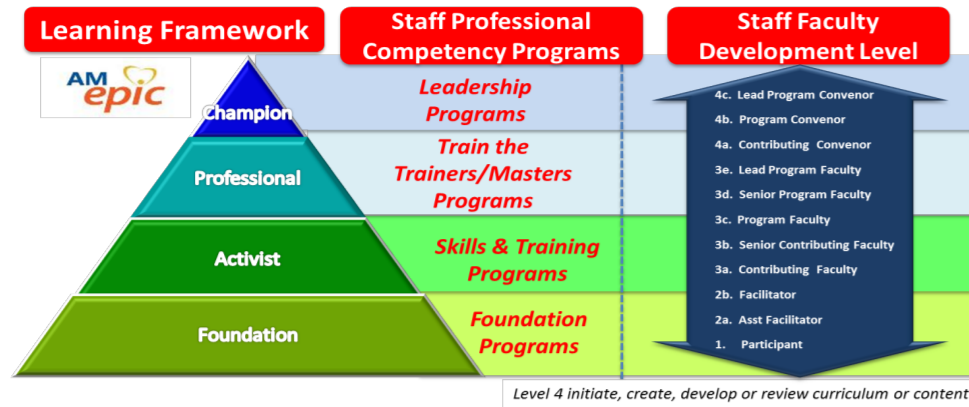


2023/2024 PROGRAMME CALENDAR

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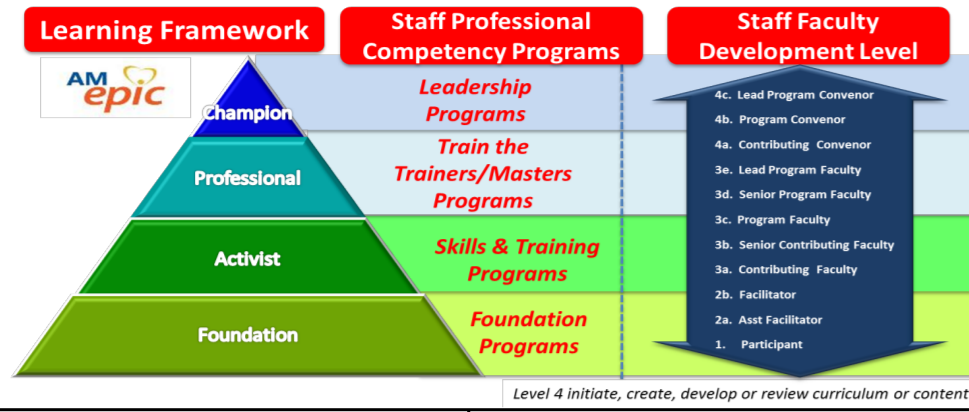
AM-EPIC Learning Framework	IPSQ Competency Domain	Course Title	Outline	Certification	Provider	Duration	Class Size	Virtual Course Fee (inclusive GST)	Face-to-Face Course Fee (inclusive GST)	2023												2024		
										Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
● Foundation	Staff Resilience & 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 recognize 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	NA	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. iTHRIVE - ARTpreciate programme is made possible by The CARE Collection, Caring through the Arts by National Gallery Singapore and Singapore Art Museum.	NA	IPSQ	0.5 Hrs	50	Waived	NA	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™ 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	NA	If you would like IPSQ to conduct TeamSPEAK™ programme, email us at ipsqworkshop@singhealth.com.sg														
● Activist	Staff Resilience & Care Support	TeamJOY™	A joyful workplace is essential for employees' wellbeing. This has a strong and direct impact on staff job experience, safety and work performance. How can team, unit & department leaders and supervisors create and enhance a healthy and joyful workspace? TeamJOY™ is a specially crafted interactive programme to equip team leaders to build an outstandingly joyful physical & psychological workspace. Join us in TeamJOY™ to nurture your skills for this very important role of effective leadership.	e-Certificate of Attendance	IPSQ	3/4 Day [AM Session]	20	NA	SingHealth Staff \$350 Waived Non-SingHealth Staff \$430		9					20		8				20		
● Activist	PS & Quality	Healthcare Quality Improvement (Pre-requisite: Completion of QI Game & have a problem statement or an ongoing project)	Provides participants with basic tools and techniques in Quality Improvement (QI). 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	30	SingHealth Staff \$290 Waived Non-SingHealth Staff \$350	SingHealth Staff \$350 Waived Non-SingHealth Staff \$430	*04	*03			*05	*01	*13	10	01	01	16	06	27		
● Activist	PS & Quality	Agile Quality Improvement (AgileQI™) in Healthcare	AgileQI™ 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 QI to develop this novel programme called Agile Quality Improvement (AgileQI™) in Healthcare. Participants will be equipped with the knowledge of Agile Values and Principles, and the AgileQI™ framework and tools to bring about rapid improvement to meet the changing needs of the customer. Participants can boost up their traditional PDSA/PDCA cycles with AgileQI™ methodology to ensure timeliness, user centredness and agility. This program serves as a learning platform for established QI practitioners who wish to stay current & be agile in a fast changing world; and who want to acquire the improvement work perspective embracing 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	SingHealth Staff \$350 Waived Non-SingHealth Staff \$430													*17	20	



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● Activist	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 fallibility 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	NA	SingHealth Staff \$350 Waived Non-SingHealth Staff \$430		24				29			23							27				
● 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	30	NA	SingHealth Staff \$350 Waived Non-SingHealth Staff \$430			18													17				
● 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 at optimizing patient outcomes by improving communication and teamwork skills among health care professionals.	e-Certificate of Attendance	IPSQ	1 Day	15	NA	SingHealth Staff \$350 Waived Non-SingHealth Staff \$430				26													16		13	
● 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]	25	SingHealth Staff \$170 Waived Non-SingHealth Staff \$200	NA																			*9	
● Activist	PS & Quality	TeamCARE™	Empathy is important for excellent healthcare. TeamCARE aims to strengthen empathetic relationships for optimized patient experience, staff well-being and joy at work. Through the programme, staff will also acquire skills in decoding emotions for better communication and listening.	e-Certificate of Attendance	IPSQ	1/2 Day [PM Session]	20	SingHealth Staff \$170 Waived Non-SingHealth Staff \$200	NA																				*7
● 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 Day	20	NA	SingHealth Staff \$350 Waived Non-SingHealth Staff \$430		28	19		07	04	08	06	03								19			
● 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.						
● 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	NA	If you would like IPSQ to conduct Train-the-Trainer TeamSPEAK™ programme, email us at ipsqworkshop@singhealth.com.sg																			



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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	TBC	This workshop will be conducted upon request. Email us at ipsqworkshop@singhealth.com.sg														

Registration Closed

Last Updated:

06-02-23