

METRICS MATTER: FUNDAMENTALS FOR THE HEALTHCARE PROFESSIONAL

What Gets Measured Gets Managed *(Formerly the Measurement Basic Course)*

ABOUT THE COURSE

This course aims to provide participants with the knowledge and skills to develop and apply practical measurement and data analysis skills to monitor current system performance and identify opportunities for improvement.

This foundation course provides participants the necessary knowledge and skills for the development of sustainable change.

LEARNING OBJECTIVES

At the end of the programme, participants will be able to:

- ▶ Gain an understanding of the different types of performance management and measurement technique in healthcare improvement
- ▶ Develop a measurement plan with appropriate data collection and analytics tools
- ▶ Develop measures in an area of interest e.g. a proposed improvement project or quality monitoring focus
- ▶ Create useful reports by integrating data and analysis to drive change



TARGET AUDIENCE

All staff including:

- Doctors
- Nurses
- Administrators
- Allied Health Professionals

COURSE DURATION

1 day

PRE-REQUISITES

There are no pre-requisites for this course.

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For enquiries, kindly visit our website at:

<https://corp.nhg.com.sg/QuN/QuN/Pages/Training.aspx>

Or email us at: ihq@nhg.com.sg

