

Becoming A Patient Safety Lead

Moving Beyond Basics of Patient Safety to Ensure Safer Care

PROGRAMME DESCRIPTION

Patient safety is the prevention of harm to patients during the delivery of healthcare. It involves identifying risks, learning from incidents, improving systems, and fostering a culture where safety is everyone's responsibility.



DURATION: 2 DAYS

In increasingly complex healthcare environments, strong patient safety leadership and systematic planning is essential to ensure safe, reliable and high-quality care. Developing capable Patient Safety Leads is key to sustaining a proactive safety culture and ensuring better outcomes for patients, families, and healthcare organisations. Patient Safety Leads are champions for safe practices, drive continuous improvement initiatives, and align organisational goals with national and international safety standards.

This programme equips participants with the knowledge and practical skills needed to take on this leadership role. Through structured learning and real-world applications, participants will gain confidence in managing safety risks, applying principles of human factors, reliable systems, critical analytical skills to identify unsafe areas and practices to lead meaningful change by creating a culture of safety. Participants will also be equipped with the principles and practices of open disclosure to build trust and transparency in staff-patient relationships.

PROGRAMME CONTENT

This programme covers;

Pre-Course



COURSE WORK

Participants must:

- Complete 2 Self-Assessment Surveys on safety attitude and safety behaviour
- Complete pre-course assignments for Modules 3, 4 and 6 (detailed instructions provided in the study guide once enrolled in the programme)

Programme - Day 1



MODULE 1: Back-to-Basics

- Introduction to Basic Concepts: Patient Safety Culture, Attitudes and Behaviours Affecting PS Culture, Psychological Safety, Teamwork and Communication, PS Culture and its Relation to Adverse Events



MODULE 2: Patient Safety Barriers - Vulnerability

- Vulnerable Systems: Improve care within the system and how to effectively address errors when they occur (The Lewis Blackman Case: Lessons learnt)



MODULE 3: Managing Adverse Events

Systems Approach in Managing Adverse Events

- Analysing an adverse event and implementing interventions: Role of Human Factors (HF) in Patient Safety: HF and its application to systems; understanding HFACs, HFIX, FACES and Team Dynamics
- Open Disclosure: Principles and practice of openly communicating with patients and their families about incidents that result in harm or have the potential to cause harm during healthcare delivery.

Programme - Day 2



MODULE 4: Patient Safety Barriers - Professionalism and Accountability

- Professionalism and Accountability: Silence Isn't Safe, (The Mid Stafford Case: Lessons learnt)



MODULE 5: Reliable Systems for Patient Safety

- Principles of Reliability and Systems Thinking



MODULE 6: Strategic Planning and Improvement for Patient Safety

- Overview of Strategic Planning, Management strategy that emphasises continuous, organization-wide effort to improve patient safety and quality of care, e.g. Collaborative initiatives
- Using Driver Diagrams for Strategic Planning

LEARNING OUTCOMES

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

- Gain insights, knowledge and skills to create patient safety culture and reliable systems
- Understand the importance of clear, concise and standardised communication and teamwork
- Understand the use of a systems-based approach in ensuring patient safety
- Understand and apply human factors and models in day-to-day operations
- Understand the approach, knowledge and skills to develop and implement strategic patient safety plans
- Understand the principles of large-scale improvements to bring about necessary cluster-wide changes without compromising patient safety



TARGET AUDIENCE

All staff including:

- Staff designated to carry out patient safety officer roles or equivalent and those with potential to lead patient safety initiatives
- Staff who work with quality departments or equivalent
- Staff who are at supervisor or managerial level and are involved in patient safety management or are passionate about patient safety

Pre-Requisites

- Participants must have attended a basic Patient Safety Workshop (e.g. Patient Safety Foundation Course and/or equivalent such as the Institute for Healthcare Improvement (IHI) Online Open School Patient Safety Modules).
- Exposure to patient safety related work in the institution/hospital is an added advantage.

ABOUT THE ORGANISER

Officially established on 19 July 2002, the NHG College plays an instrumental role in facilitating the continuous learning and development of our workforce, as well as, promoting systems improvement and driving leadership development in NHG Health. NHG College collaborates with renowned institutions and industry partners to build the pipeline and collective capacities of our leaders, educators, healthcare professionals and staff to support NHG Health in serving and managing the health of our patients and the population.

For enquiries on patient safety and quality improvement courses, please visit our website by scanning the QR code below or email us at: nhggroup.college@nhghealth.com.sg

