

Mastering Patient Safety And Quality Improvement (PSQI) Facilitation

Upskilling to Teach and Guide PSQI Efforts

PROGRAMME DESCRIPTION

Effective facilitation is essential in healthcare, particularly in patient safety and Quality Improvement (QI) initiatives, where success depends on collaboration across disciplines and levels of the organization.

Improvement efforts often involve complex systems, diverse perspectives, and sensitive discussions about risks, errors, and change. Skilled facilitation helps create a safe and structured environment where teams can openly share insights, align on goals, and work constructively toward solutions.

Developing facilitation skills enables healthcare professionals to guide discussions, manage differing viewpoints, maintain focus on objectives, and drive consensus. Strong facilitators help teams translate ideas into actionable plans, sustain engagement, and overcome resistance to change - key factors in achieving meaningful and lasting improvement. Facilitation is not just about running meetings; it is a critical leadership skill that supports safer systems and better patient outcomes.

This programme is designed for healthcare professionals who wish to teach and guide PSQI efforts within their institutions or existing facilitators who wish to hone their participant engagement skills and improve their curriculum design for PSQI courses and activities.

The programme comprises practice scenarios and reflections including self- and peer assessments. Participants will have to complete a Learning Portfolio to document their learning progress and record their conversations with their learning partner / institution mentor after completing 2 facilitation sessions as practice opportunities in their respective institutions.



DURATION: 1 DAY

Day 1: 0.5 Day

Day 2: 0.5 Day (3 mths later)

PROGRAMME CONTENT

This programme covers;

Pre-Course | e-Learning



OVERVIEW: Introduction to Facilitation

- Intent and value of facilitation, unique roles of trainers and facilitators in healthcare



MODULE 1: The Art of Facilitation

- What is facilitation?
- Many roles of a facilitator
- Different approaches with a facilitator and a trainer
- Practical skills in facilitation (small, medium and large audiences)
- Principles of adult learning and coaching



MODULE 2: Effective Classroom Management

- Applying 11 principles for classroom management and facilitation
- Using statements that promote meaningful conversations
- Managing audiences
- Types of interventions for different levels of difficult situations

Programme - Day 1



RECAP: Modules 1 & 2

- Quiz



MODULE 3: How to Conduct an Effective Learning Activity

- Essential elements for conducting an activity, planning and conducting different learning activities using case scenarios and different modalities for conducting activities



MODULE 4: How to Design and Set Up a New Learning Activity

- Essential elements for designing a new activity, designing a new activity for 3 different scenarios (simple, moderate and complex), different class size and learner's profiles, different modalities for conducting activities



MODULE 5: Project Work

- Facilitating a small project
- Facilitating a large project

Programme - Day 2 | Three months later)



MODULE 6: Final Review

- Review of 2 practice opportunities with feedback from institution learning peer/partner, followed by discussion, review and reflection of learning portfolio. The focus will be on what did I learn, what surprised me, challenges faced and my next plan

LEARNING OUTCOMES

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

- Understand the learners' needs and adult learning pedagogies
- Effectively set up, deliver and debrief classroom activities
- Use Plan, Do, Study, Act (PDSA) to improve the curriculum
- Convey concepts in PSQI through classroom activities
- Facilitate at Quality Improvement coaching sessions for both individuals and groups



TARGET AUDIENCE

- Doctors (Associate Consultants and above)
- Nurses (Senior Nurses and above)
- Allied Health Professionals (Senior Allied Health Professionals and above)
- Administrators (Senior manager and above)

Pre-Requisites

- Participants must have prior knowledge and skills (at intermediate to advanced levels) in Patient Safety and Quality Improvement.
- Prior experience in training and basic skills of facilitation in discussion seminars or projects is an 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

