

# Medication Safety(Intermediate)

## Systems Thinking for Enhancing Medication Safety

### PROGRAMME DESCRIPTION

This programme differs from the basic medication safety course as it provides an even broader perspective and insight into reliable processes via systems thinking.



**DURATION: 1 DAY**

Medications are widely used in both acute and chronic patient care settings and are known to be associated with medication errors and adverse drug events, particularly in complex healthcare systems and processes. Hence, medication safety has always been the top priority of healthcare institutions who are committed to provide safe, reliable and quality care.

This programme seeks to equip healthcare professionals involved in medication management and use with the knowledge and skills to improve medication safety in their workplaces. Participants will understand why medication errors occur, how to report and learn from errors/near misses, and how to formulate effective solutions and measures. Participants will also learn to improve medication safety via systems thinking, multi-disciplinary team approach and patient / caregiver / engagement in safe medication use.

### LEARNING OUTCOMES

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

- Have a broad perspective of medication safety in the processes of medication management and use
- Approach medication errors with systems thinking and understanding of human errors
- Report and learn from medication errors as a learning organisation
- Formulate effective system-level medication safety initiatives and appropriate measures to monitor their effectiveness
- Become an effective multidisciplinary team member in improving medication safety
- Engage patients and caregivers in safe medication use
- Lead successful transformations in medication safety



## TARGET AUDIENCE

All staff including:

- Quality Managers
- Healthcare Administrators
- Risk Managers
- Institute or Department Risk Leads who participate, facilitate, direct or lead FMEA
- Doctors, Registered Nurses and Pharmacists

## 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](mailto:nhggroup.college@nhghealth.com.sg)

