

Metrics Matter: Fundamentals For The Healthcare Professional

What Gets Measured Gets Managed

PROGRAMME DESCRIPTION

Measurement is the foundation of effective quality management in healthcare. Without reliable data, organisations cannot determine whether care is improving, remaining unchanged, or worsening.



DURATION: 1 DAY

Measurement ensures that improvement initiatives are evidence-based, accountable, and capable of delivering better patient outcomes. Measurement is critical for management tools such as balanced scorecards and dashboards that rely on the selection of high-quality, relevant metrics to drive strategic performance.

This programme introduces participants to the fundamental principles of measurement in healthcare quality improvement. It provides participants with the knowledge and skills to develop and apply practical measurement, data analysis skills to monitor the system's current performance, and identify opportunities for improvement to develop sustainable change. Sharing of real healthcare examples and activities will enable participants to gain confidence in using data to guide decision-making, monitor progress, and sustain improvements.

Participants will learn the difference between outcome, process, and balancing measures, and how to select meaningful indicators aligned with improvement aims. The course also covers basic data collection methods, interpreting simple charts (including run charts), and understanding variation in healthcare processes.

LEARNING OUTCOMES

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

- Understand 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

- Doctors
- Nurses
- Allied Health Professionals
- Pharmacists
- Administrators

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

