

Quality Improvement(QI) Essentials For Healthcare Professionals

The Basic Toolkit for a QI Journey

PROGRAMME DESCRIPTION

Quality Improvement (QI) is essential in healthcare because it provides a structured approach to enhancing patient safety, clinical outcomes, and service efficiency.



DURATION: 1 DAY

In complex healthcare systems, variation in processes can lead to errors, delays, and suboptimal care. QI helps teams systematically identify gaps, test solutions, and implement sustainable changes that lead to better, safer, and more reliable care. Having basic knowledge and skills in QI empowers healthcare professionals to move beyond identifying problems to actively solving them.

This programme equips healthcare professionals with practical tools and structured approaches to drive meaningful and sustainable improvement in patient care. Participants will gain an understanding of basic principles and key QI tools such as process mapping, root cause analysis, Plan–Do–Study–Act (PDSA) cycles, measurement for improvement, and stakeholder engagement strategies. The programme emphasises real- world application, enabling learners to identify gaps, test changes systematically, measure impact, and scale successful interventions so that participants can work confidently, efficiently and effectively in the evolving healthcare environment.

LEARNING OUTCOES

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

- Understand and apply quality improvement principles
- Learn the basics of quality improvement diagnostic tools: Ideal Team Composition, Flow chart, multi-voting, Ishikawa (fish bone) diagram, Pareto chart and Run chart
- Understand the Model for Improvement (MFI) and the steps involved in the improvement cycle
- Develop appropriate solutions/ Interventions and prioritise them



TARGET AUDIENCE

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

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

