

Programme Synopsis

	Mon, 17 Sept	Tue, 18 Sept	Wed, 19 Sept	Thu, 20 Sept	Fri, 21 Sept
Morning	Introduction to Healthcare Quality <i>Dr Ling Moi Lin</i>	Clinical and Performance Reviews <i>A/Prof Ong Biauwei Chi</i>	Performance Indicators and Benchmarking <i>Dr Sandhya Mijumdar</i>	Quality Management Systems <i>Ms Sharon Tay</i>	Infection Control and Epidemiology <i>Prof Seto Wing Hong</i>
	Role of the Healthcare Quality Professional <i>Mr Wong Kok Cheong</i>	Credentialing and Privileging <i>A/Prof Ong Biauwei Chi</i>	Data Analysis Tools <i>Dr Ling Moi Lin</i>	Leadership and Change Management <i>Dr Chow Mun Hong</i>	Disease Management and Utilization Management <i>Prof Seto Wing Hong</i>
Afternoon	Lunch				
	Quality Improvement Models <i>Dr Ling Moi Lin</i>	Clinical Pathways and Case Management <i>Dr Tai Hwei Yee</i>	Quality Improvement Tools <i>Dr Ling Moi Lin</i>	Team and Teamwork <i>Mr Wong Kok Cheong</i>	Team and Teamwork <i>Prof Seto Wing Hong</i>
	Risk Management and Patient Safety <i>Dr Sophia Ang</i>	Organizational Behaviour and Culture <i>Dr Ling Moi Lin</i>	LEAN tools <i>Ms Deborah Ee</i>	Service Quality and Management of Complaints <i>Ruth Quek</i>	Exam

Disclaimer: Whilst every attempt will be made to ensure that all aspects of the programme will take place as scheduled, the Organisers reserve the right to make appropriate changes should the need arise.



Healthcare Quality Course 2012

17-21 September 2012

WELCOME MESSAGE

Dear colleagues and friends

It is my pleasure to invite you to attend the 1st HQSS Healthcare Quality Course to be held in September 2012 in Singapore.

Since the 1999 IOM report, To Err is Human, we have benefited from the Quality wave that swept the world. It has emphasized the importance of healthcare quality and this has resulted in many healthcare organizations enhancing their quality infrastructure.

This course is specially designed for healthcare workers who are interested to be trained in the field of healthcare quality. The comprehensive curriculum will also prepare the participants for the Certified Professional in Healthcare Quality (CPHQ) examination, if interested. Our teaching faculty comprising local and regional experts in the field will cover the essential basics as well as give recent updates on healthcare quality issues.

I look forward to meeting you in Singapore in September 2012.

Dr Ling Moi Lin
President
Healthcare Quality Society of Singapore

COURSE OBJECTIVES

The primary objective of the 5 days course is to equip the healthcare quality professionals with comprehensive knowledge in healthcare quality. At the end of the course, participants should be able to:

- Understand role of the healthcare quality professional
- Know the various components in healthcare quality framework & clinical governance
- Know and apply the basic quality tools including LEAN tools to help them in their data analysis
- Set up & run quality programs at their own facilities
- Learn tips on preparing for the CPHQ examination

WHO SHOULD ATTEND

Doctors, Nurses, Hospital Administrators and Healthcare workers who are interested or keen to know more about Healthcare Quality.

COURSE FEE

ICA(S) Members : S\$1,000* Non ICA(S) Members : S\$1,200

CERTIFICATION

Only candidates who fulfill the minimum attendance requirement of 90% will be eligible to sit for the written examinations. A certificate will be issued to each participant upon successful completion of the written examination. CME/ CNE points will be accredited to Singapore registered healthcare personnel accordingly.

OFFICIAL LANGUAGE

English is the medium of instruction for the course.

VENUE

To be confirmed

EVENT WEBSITE

For updated information and online registration, please refer to URL <http://www.icas.org.sg>

REGISTRATION

You may register by completing the Registration form and mail it to the secretariat, together with your payment. Alternatively, you may also register online at www.hqss.org.

PAYMENT DETAILS

All course fees can be made by cheques or bank draft, made payable to "Healthcare Quality Society of Singapore" and mailed to the secretariat. All payments are to be made in SINGAPORE DOLLARS. A receipt will be issued within 10 days of receiving payment.

CANCELLATION POLICY

Request for cancellation/replacement must be made in writing to the Conference Secretariat, latest by 14 October 2011. The organising committee regrets that requests received after this date will not be entertained. 75% of the course fees will be refunded within six months after the course.

LIABILITY

The Organisers are not liable for any personal accidents, illnesses, loss or damage to private properties of delegates during the Course. Delegates are advised to make their own arrangements with respect to personal insurance.

DISCLAIMER

Whilst every attempt will be made to ensure that all aspects of the conference will take place as scheduled, the Organising Committee reserves the right to make appropriate changes should the need arise with or without prior notice.

ORGANISING COMMITTEE

Chairperson

Dr LING Moi Lin

Members

Dr CHOW Mun Hong

Mrs Ruth QUEK

Dr SANDHYA Mujumdar

Invited Faculty

HongKong

Prof SETO Wing Hong

Singapore

Dr Sophia ANG

Dr CHOW Mun Hong

Ms Deborah EE

Dr LING Moi Lin

A/Prof ONG Biauwei Chi

Ms Ruth QUEK

Dr SANDHYA Mujumdar

Dr TAI Hwei Yee

Ms Sharon TAY

Mr WONG Kok Cheong

SECRETARIAT

Wizlink Consulting Pte Ltd

51 Hindhede Walk #01-07

Singapore 587975

Tel: +65 9012 2625

Fax: +65 6640 1064

Email: secretariat@hqss.org



1st Healthcare Quality Course 2012

17 – 21 September 2012

For Official Use	
Receipt No	: _____
Processed by	: _____
Date	: _____

REGISTRATION FORM

DELEGATE'S INFORMATION (Information will be used for Badge and Certificate Printing)

Salutation : Prof A/Prof Dr Mr Mrs Mdm Ms

Name : _____
(Please print in CAPITALS and underline your Family/Last Name)

Designation : _____

MCR/NRIC No. : _____ Doctor Nurse Pharmacist Others

Institution & Dept : _____

Mailing Address : _____

Country : _____

Contact Number : () _____ Fax: () _____

Email Address : _____

REGISTRATION FEES (Please tick ✓ accordingly)

Category	<input type="checkbox"/> HQSS Member* SGD 1,000	<input type="checkbox"/> Non-HQSS Member SGD 1,200
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* Member must be with the society for at least 6 months

PAYMENT OF REGISTRATION (Please tick ✓ one of the options)

CHEQUE / BANK DRAFT ⁺

Cheque / Bank Draft, in Singapore Dollars, should be crossed and made payable to "Healthcare Quality Society of Singapore". Kindly write the **delegate's name** on the reverse side of the Cheque / Bank Draft and mail it to our conference secretariat, together with this completed form.

INVOICE

Co./Institution: _____

Department: _____

Mailing Address: _____

Contact Person: _____

Contact No: _____

Email: _____

REGISTRATION NOTES

1. Your registration will only be confirmed upon receiving your payment. An official receipt will be sent to you within 10 working days upon receiving your payment.
2. The organizing committee regrets that registration received after **16 August 2012** might only receive their course file and certificate after the course.

CANCELLATION POLICY

1. Request for cancellation/replacement must be made in writing to the Conference Secretariat, latest by **16 August 2011**. The organising committee regrets that requests received after this date will not be entertained.
2. Please take note that refunds (less 2% for administrative charges) will be issued after the event.

HQSS Healthcare Quality Course Secretariat
c/o Wizlink Consulting Pte Ltd

51, Hindhede Walk, #01-07, Singapore 587975

Tel: (65) 9012 2625 • Fax: (65) 6640 1064 • Website: www.hqss.org • Email: secretariat@hqss.org