

CLINICAL GOVERNANCE AND PRACTICE IMPROVEMENT FOR HOSPITALS

PROTECTING PATIENTS, STAFF AND ORGANISATIONS

6-week online course | Up to 2 Hours per week

21 September – 30 October 2020



COURSE INFORMATION

CLINICAL GOVERNANCE AND PRACTICE IMPROVEMENT FOR HOSPITALS

6-week online course | Up to 2 Hours per week | 21 September – 30 October 2020

ABOUT THE COURSE

This course is designed to give you a step-by-step in-depth understanding of clinical governance and the processes which work together to improve practice and produce good clinical outcomes.

You will gain essential knowledge to influence change for the benefit of patients and staff in a climate of increasing chronic disease, high community expectation and staff stress.

The course has 6 modules, delivered over a 6-week period. Each module contains up to 2 hours of online learning, consisting of short videos, written notes, discussion points for the online forum and quizzes.

Between modules there is an opportunity to interact with other participants and the facilitator via the online forum.

WHO SHOULD ATTEND

- Current and future leaders of hospital services
- Medical and Nursing leaders
- Clinical Governance Committee Members
- Hospital Administrators
- Clinical Service Directors and Managers

Would You Like To Run This Course On-Site?

Informa Corporate Learning: On-site & Customised Training

If you have **8+** interested people, an onsite course can be an ideal solution. Speak with **Anton Long** or **Holly Baldwin** on **+65 6508 2897** to discuss your customised learning solution, or email sgtraining@informa.com



EXPERT COURSE INSTRUCTOR



Michele Moreau

Michele is a registered nurse and midwife. She has specialised in the field of Clinical governance for over 10 years. Michele currently works as clinical governance advisor for PHI and assists organisations involved in coronial, serious incident and complaint investigations.

Her experience includes leading the risk management service for tertiary hospitals, the oversight of medico-legal cases, complaints systems, root cause analyses, open disclosure, credentialing processes, staff performance issues and clinical governance committees.

Michele's has authored Clinical Governance Frameworks for services covering hospital, aged, community, disability, mental health and foster care. She has practical experience in the implementation of clinical governance and the training of board members, committee members, clinical and support staff.

Michele's interest lies in improving the effectiveness of clinical governance to achieve meaningful outcomes for patients, families and staff. She has experienced first-hand the impact on staff, when they were unaware of how to manage patient risk, the consequences of this failure in duty of care on their mental health and careers. Michele has also been present to feel and witness the impact on families, when clinical governance fails and lives are lost.

Michele teaches to assist organisations to build systems which enable staff to work in the safest way possible, to learn from errors and successes.

Preventing Harm Initiative (PHI) aim is to share skills, knowledge and systems with staff to actively protect themselves and patients from error.

Phone
+65 6508 2896

Email
sgtraining@informa.com

Online
www.informacconnect.com.sg/clinicalgovernanceforhospitals

CLINICAL GOVERNANCE AND PRACTICE IMPROVEMENT FOR HOSPITALS

6-week online course | Up to 2 Hours per week | 21 September – 30 October 2020

COURSE OUTLINE

MODULE 1

Clinical Governance What is it and why it adds value

In Module 1, we will look at the Clinical Governance method for achieving high quality care and the impact on patients, staff and organisations when it's missing or ineffective. We will finish by thinking about the goals we wish to achieve with clinical governance within our own hospital.

Module overview:

1. Clinical Governance and its most important element.
2. Case Studies: Examples of avoidable harm when Clinical Governance fails.
3. Realising value: The clinical governance systems which improve practice and mitigate risk
4. Setting Clinical Governance goals and leading change in the key areas of partnering with patients to improve health outcomes and antimicrobial stewardship

MODULE 2

Service design and delivery – having the right plan

In Module 2, we will look at the clinical governance processes used to design service delivery to achieve outcomes and support staff to successfully deliver high quality care.

Module overview:

1. Consumer, community participation and co-design
2. Service delivery goals and maximising service access
3. Designing the service environment to enhance the staff and patient experience
4. Standardising and guiding evidence-based practice

MODULE 3

High performing staff

In Module 3, we will look at the clinical governance processes used to ensure we have the workforce capability and health to deliver high quality care.

Module overview:

1. Healthy workplaces and happy staff
2. Recruiting the right people.
3. Credentialing and scope of practice
4. Roles and responsibilities - sharing accountability for good practice.
5. Developing and improving staff performance.

MODULE 4

Risk, Incident and Complaint Management, the hallmark of a learning organisation

In Module 4, we will look at maximising the learning opportunities provided by risks, incidents and complaints to improve practice and drive a no blame culture.

Module overview:

1. Risk assessment, risk decision making and how to make risk registers useful.
2. Incident prevention: Avoiding negligence.
3. Incident and complaint reporting: Improving the documentation
4. Systems analysis investigation – the skill used by patient safety leaders
5. Open disclosure – improving the patient experience and minimising medico-legal risk

MODULE 5

Quality and measuring Outcomes

In Module 5, we will take a deep dive into the role of quality improvement and outcome measurement.

Module overview:

1. Measuring what matters and reporting useful data
2. Clinical audit – adding value and removing waste
3. Prioritising improvement – work smarter
4. Accreditation preparation

MODULE 6

Good Governance

In Module 6, we will look at the role of governance committees in achieving safe, high quality care and meeting community expectation.

Module overview:

1. Governance expectation
2. Lean committees – opportunities to improve effectiveness.
3. Role, responsibility and accountability – what does a Terms of Reference look like.
4. Clinical governance systems – how do you know their working
5. Receiving and responding to reports – when to watch and when to act.



Book online

www.informacconnect.com.sg/clinicalgovernanceforhospitals



Book over the phone

+65 6508 2896



Book via email

sgtraining@informa.com

CLINICAL GOVERNANCE AND PRACTICE IMPROVEMENT FOR HOSPITALS

6-week online course | Up to 2 Hours per week | 21 September – 30 October 2020

4 Easy Ways to Register

1 Telephone
Customer Service Hotline +65 6508 2896

3 Fax
+65 6508 2407

2 Email
sgtraining@informa.com

4 Web
www.informaconnect.com.sg/clinicalgovernanceforhospitals

Clinical Governance and Practice Improvement for Hospitals

Course Codes	Location	Course Dates	Standard Price	4+ Dels Discount
P20GO09ONSG	Online	21 September - 30 October 2020	SGD 1,196	Great Savings: When you book 4 or more participants! Call us today on +65 6508 2896 or email sgtraining@informa.com to take advantage of the discount offer.

A 7% Goods & Services Tax (GST) is applicable to all Singapore based companies.

Delegate 1 Details Name: Dr/Mr/Ms _____ Job Title: _____ Department _____ Tel: _____ Mobile No.: _____ Email: _____	Delegate 2 Details Name: Dr/Mr/Ms _____ Job Title: _____ Department _____ Tel: _____ Mobile No.: _____ Email: _____
Delegate 3 Details Name: Dr/Mr/Ms _____ Job Title: _____ Department _____ Tel: _____ Mobile No.: _____ Email: _____ Who is Head of your Department? _____	Delegate 4 Details Name: Dr/Mr/Ms _____ Job Title: _____ Department _____ Tel: _____ Mobile No.: _____ Email: _____ Who is Head of Training? _____
Company Information Company Name: _____ Main Business/Activity: _____ Address: _____ Postal Code: _____	

Please photocopy for additional delegates

Payment Method (Please tick):

- I enclose my bankers draft / cheque payable to IBC Asia (S) Pte Ltd
- I am paying by bank transfer (copy attached)
- Payment by Credit Card. (AMEX, VISA or MasterCard accepted)

CREDIT CARD PAYMENTS

The best way to pay by credit card is through our secure on-line registration process, simply log on to the website at www.informaconnect.com.sg/writingscopes and click "Register On-line". If you would prefer to pay over the phone please complete the contact name and details and our Customer Services Team will call within 24 hours to take payment. As we treat your credit card information in the strictest confidence, please do not send payment details by email.

Credit card contact: _____ Department: _____
Direct phone number: _____ Email: _____

PAYMENT TERMS

Payment must be received 10 business days prior to the event. To take advantage of discounts with an expiry date, registration and payment must be received by the cut-off date.

- Payment by bankers draft or cheque in S\$ or US\$ should be made in favour of 'IBC Asia (S) Pte Ltd' and mailed to:
IBC Asia (S) Pte Ltd
c/o Informa Regional Business Services
103 Penang Road, Visioncrest Commercial #04-01, Singapore 238467
Attn: The Accounts Receivable Team
- Payment by bank transfer in S\$ or US\$ made payable to:
IBC Asia (S) Pte Ltd
A/C No.:147-059513-001 (S\$)
A/C No.:260-457866-178 (US\$)
The Hongkong and Shanghai Banking Corporation Limited 21 Collyer Quay, HSBC Building
Singapore 049320
Bank Swift Code: HSBCSGSG
Bank Code: 7232
- Payment by Credit Card (AMEX, VISA or MasterCard). The best way to pay by credit card is through our secure portal built into the website. To pay by phone please indicate the contact name and details below and our Customer Services Team will call within 24 hours to take payment. Please do not send credit card information by email.

CANCELLATIONS / SUBSTITUTION

Should you be unable to attend, a substitute delegate is welcome at no extra charge. Cancellations must be received in writing at least 10 business days before the start of the event, to receive a refund less 10% processing fee per registration. The company regrets that no refund will be made available for cancellation notifications received less than 10 business days before the event.

IMPORTANT NOTE

Please quote the name of the delegate, event title and invoice number on the advice when remitting payment. Bank charges are to be deducted from participating organisations own accounts. Please fax your payment details (copy of remittance advice, cheque or draft to +65 6508 2407).

Attendance will only be permitted upon receipt of full payment. Participants wishing to register at the door are responsible to ensure all details are as published. Informa Connect Singapore assumes no further liability or obligation, beyond the refund of the paid registration fee, in the event of postponement or cancellation by Informa Connect Singapore.

DATA PROTECTION

The personal information entered during your registration/order or provided by you will be held on database and may be shared with companies in the Informa Group in the UK and internationally. Occasionally, your details may be obtained from or shared with external companies who wish to communicate with you offers related to your business activities. If you do not wish your details to be used for this purpose please contact our Database Department at Email: database.sg@informa.com, Tel: +65 6508 2400 or Fax: +65 6508 2408.

 **Book online**
www.informaconnect.com.sg/clinicalgovernanceforhospitals

 **Book over the phone**
+65 6508 2896

 **Book via email**
sgtraining@informa.com