

Enhancing Patient's Experience and Health Outcome

Fees: \$850 per Course

Funding: up to 90% SSG Subsidy

Duration: 1 day

Venue: HMI Institute of Health Sciences

Course Schedule: 27 June 2020 (Saturdays)

Contact Details: Mr Dionysius Soh, 6370 7157, pcp@hmi.com.sg

Synopsis

The core business of hospitals delivering just care services is of the past. Hospitals' business is rapidly evolving towards meeting customers' demand for a seamless care experience. To achieve this, hospitals are investing resources to review its processes so that staff and clinicians can deliver the right care, in the right place and at the right time. This helps hospitals reduce costs and retain revenue, and also improving patient health outcomes and experience.

In this course, participants will get the opportunities to understand how the various hospital operations impact on the overall hospital productivity. This course leverage blended learning and interactive learning activities to help learners achieve the course outcome.

Who Should Attend?

Professionals, managers and executives (PMEs) who are entering the healthcare industry as well as healthcare professionals who aspire to move into a management role.

Topics

- Frameworks to assist in formulating solutions to enhance operational functions
- Practical approaches for improving patient experience
- Technological solutions to improving hospital operation issues

Learning Outcomes

A. Knowledge and Understanding (Theory Component)

By the end of this course, participants should be able to:

- Refresh on the theoretical frameworks and perspectives that assist in designing solutions to operational functions.
- Understand the specific elements that influence the hospital workflow
- Able to apply the 5 Ws on the elements that influence the hospital workflow to develop a clear picture of 1) what roles are performed by 2) who, 3) when, 4) where the process can be improved, and 5) why it is to be done.

B. Key Skills (Application)

At the end of this course, participants should be able to:

- Conduct basic analysis and review of hospital processes and operations (through case studies) to improve patients' experience and health outcomes.
- Able to recommend improvement to the hospital processes through the implementation of basic technology such as RFID, etc.

Schedule

The anticipated programme is as follows:

| Time | Agenda |
|---------------|---|
| Day 1 | |
| 09:00 – 9:30 | Overview (Introduction & Ice Breaker) |
| 9:30- 10:45 | Theoretical Frameworks and Perspectives to Enhancing Hospital Operations and Stakeholders' Experience |
| 10:45- 11:00 | Break |
| 11:00 - 12:00 | Case Study 1 |
| 13:00- 13:00 | Lunch |
| 13:00 - 15:45 | Discussion 1 |
| 15:45 - 16:00 | Break |
| 16:00- 16:30 | Case Study 2 |
| 16:30- 17:00 | Discussion 2 |
| 17:00- 17:30 | Quiz & Group Sharing |

Assessments

Quiz and Group Presentation

Requirements

- Possess at least two years of working experience.
- Must attend at least 75% of the course.

Course Fee

| | International Participants | S'poreans (aged below 40) and PRs | SkillsFuture Mid-Career Enhanced Subsidy ¹ (S'poreans aged 40 and above) | Workfare Training Support ² (S'poreans aged 35 and above, and earn ≤ \$2,000 per month) | Enhanced Training Support for SMEs ³ |
|---|----------------------------|-----------------------------------|---|--|---|
| Full Course fee (A) | \$850 | \$850 | \$850 | \$650 | \$850 |
| SSG grant (70%) (B) | - | (\$595) | (\$595) | (\$595) | (\$595) |
| Nett course fee (A) - (B) = (C) | \$850 | \$255 | \$255 | \$255 | \$255 |
| 7% GST on nett course fee (D) | \$59.50 | \$17.85 | \$17.85 | \$17.85 | \$17.85 |
| Total nett course fee payable, including GST (C) + (D) = (E) | \$909.50 | \$272.85 | \$272.85 | \$272.85 | \$272.85 |
| Less additional funding if eligible under various schemes (F) | - | - | (\$170) | (\$212.50) | (\$212.50) |
| Total nett course fee payable, including GST, after additional funding from the various funding schemes (E) - (F) = (G) | \$909.50 | \$272.85 | \$102.85 | \$60.35 | \$102.85 |

¹ **Mid-Career Enhanced Subsidy:** Singaporeans aged 40 and above may enjoy subsidies up to 90% of the course fees.

² **Workfare Training Support:** Singaporeans aged 35 and above (13 years and above for Persons with Disabilities) and earning not more than \$2,000 per month may enjoy subsidies up to 95% of the course fees.

³ **Enhanced Training Support for SMEs:** SME-sponsored employees (Singaporean Citizens and PRs) aged 21 and above may enjoy subsidies up to 90% of the course fees.

About our Trainer



Ms. Tan Mei Fang

B.Eng (NUS), LSSMBB (MA, US), PMP (US), PROSCI (US),
Member of ISSSP (US)

Summary

Mei Fang is a passionate Certified Master Black Belt with more than 18 years of experience in the fields of Organizational Development, Management Consultancy and Project Management. As an experienced consultant and trainer, Mei Fang excels at understanding complex operational details, analyzing process efficiencies and driving pragmatic solutions for her clients. She spearheaded multiple Lean healthcare projects and was responsible to provide consultancy, training and facilitation for MOHH and its related clusters and operators to adopt lean design for healthcare facilities ranging from polyclinics, acute hospitals to nursing homes. Her efforts enabled transformative changes resulting in enhanced guidelines for future healthcare facilities.

For a Clinical Diagnostics MNC, Mei Fang set up and led the consultancy for a new business area in providing software-as-a-service in the digital oncology space for the Asia Pacific region. Her clients included hospitals and clinical laboratories in the region. She was part of National University Health System overseeing the clinical operations of all public primary care clinics in the western region of Singapore.

She was invited to speak at various conferences, workshops and public agencies to share case studies and applications of Lean and Six Sigma methodologies in Healthcare and Construction sectors.

Qualification

Mei Fang is a Lean Six Sigma Master Black Belt and holds a Bachelor (2nd Upper Hons) of Engineering (Civil) from the National University of Singapore. She is a certified PROSCI Change Practitioner, Certified Project Manager and a Lead Auditor in Quality Management Systems. She is well versed in multiple strategic and innovative ideation and problem-solving methodologies and tools such as design thinking, 3P, value stream mapping and advanced simulations.