



Ren Ci 仁慈



# IMPROVEMENT TOOLKIT - BASIC

Improvement Toolkit - Basic will introduce participants to Quality in Healthcare and the Science of Improvement and Common Improvement Tools. Participants will be taught 6S, PDSA and A3 STORYBOARD and its application in improvement work. These tools can allow participants to kick start improvement projects by generating problem statements and identifying root causes and work on strategies for implementation.

## COURSE DETAILS



**21 Jul 2025**

**18 Aug 2025**

**8 Sep 2025**

**13 Oct 2025**

**17 Nov 2025**

**15 Dec 2025**



### Learning Objectives

- Quality in healthcare
- Improvement science
- Develop problem and mission statements
- PDSA application and diagnostic journey
- A3 storyboard
- 6S diagnostic journey
- Introduction to Design Thinking
- Measures of improvement
- Cost savings calculation
- Sustain and spread improvement



### Course Fees

\$700 (incl. GST)



### Who Should Attend

All staff who are interested in improving their work processes and outcomes.



### Method

- Lectures, group work and discussions.
- Face to Face @ Ren Ci Learning Academy (71 Irrawaddy Road, Singapore 329562)



### Course Duration

9am -5pm (1 Day )



### Key Trainer

**Dr Kala Kanagasabai**, MBBS, MMED FM, GDGM, MCFP

Dr Kala is a Senior Consultant and Director, Clinical Quality Management Unit and Co-Executive Director of Ren Ci Learning Academy. She has more than 30 years of experience in community geriatrics and rehabilitation. Dr Kala has been instrumental in Ren Ci's quality journey and helped many teams complete very successful improvement projects. She is an experienced trainer in improvement methodologies.

**Wong Leon Yein**, Senior Executive, Clinical Quality Management Unit, BSc in Professional Practice in Nursing.

Leon Yein is a registered nurse with more than 10 years' experience both as a practitioner in renal, emergency & outpatient care and day surgery; and administrator with MOH. She is actively involved in the management and training of staff in improvement methodologies.

**Ong Li Wen** is a Quality Executive in the Clinical Quality Management unit, holding Bachelor of Science in Nursing as well as Bachelor in Business Management studies.

As a registered nurse specializing in emergency preparedness and response, she has significant experience as an internal auditor and trainer in infection control practices. Li Wen is actively involved in the management and training of staff in improvement methodologies.



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