



QUALITY ASSURANCE FOR QAC SUPERVISOR COURSE

Day 1: Improvement Toolkit Basic will introduce participants to Quality in Healthcare and the Science of Improvement and Common Improvement Tools including PDSA and 6S.

Day 2: Patient Safety and Adverse Event Management will bring participants through the process of incident reporting and review including root cause analysis, and effective communication after incident.

Day 3: Quality Assurance and Clinical Data Management will cover understanding of quality assurance, how to conduct audit of the care processes, manage clinical data, review guidelines and work instructions to ensure compliance to standards of practice and care.

COURSE DETAILS



Course Fees
\$2100 (before GST)



Classroom: 9 am to 4 pm (3 days)
E-Learning: 3 hours



Course dates under AIC Learning Network
*register at AIC CCLMS
23 FEB 2026 – 25 FEB 2026
22 JUN 2026 – 24 JUN 2026
19 OCT 2026 – 21 OCT 2026



- Learning Objectives**
- Quality Improvement
 - Patient Safety
 - Clinical Quality Indicators
 - Just Culture
 - Review and management of adverse events
 - Root cause analysis
 - HFACS
 - Open Disclosure & Communication post adverse event
 - Quality Assurance
 - Clinical Data management



- Who Should Attend**
- Managers and Senior Management
 - Allied Health Professionals
 - Doctors
 - Registered Nurses
 - Care / Nurse Managers
 - Nurse clinicians
 - QAC supervisors
 - Senior staff in charge of clinical quality and patient safety



Method
Lectures, role-play, case discussions, project work



Key Trainers
Dr Kala Kanagasabai, MBBS, MMED FM, GDGM, MCFP
Dr Kala is a Senior Consultant with more than 30 years of experience in community geriatrics and rehabilitation. Dr Kala has been instrumental in Ren Ci's quality and patient safety journey and has a vast experience in quality improvement, quality assurance, adverse event management including root cause analysis.

Ong Li Wen, Executive, Clinical Quality Management Unit, holding BSc Nursing and Bachelor in Business Management. Liwen is a registered nurse with experience in emergency care. She is actively involved in managing clinical quality and patient safety.