



## PATIENT SAFETY AND ADVERSE EVENT MANAGEMENT

Participants will be brought through the process of reporting an incident, how to conduct a comprehensive review including root cause analysis and HFACS and putting in place the interventions and monitoring the sustainability of these interventions. It will also cover communication post adverse event including open disclosure.

### COURSE DETAILS



**13 APR 2026**

**25 Nov 2026**



#### Course Fees

**\$700.00 (before GST)**



**Classroom: 9 am to 4 pm (1 day)**

**E-Learning: 1 hour**



#### Who Should Attend

Managers and above, Senior Clinical Staff as nominated by HODS and staff involved in incident review and management which includes Staff Nurses, Physiotherapists, Occupational Therapists, Nurse Managers, Centre Managers, Managers and HODs



#### Learning Objectives

- Incident Review and Management
- Use of SAC (Severity Assessment Code) Scoring and HFACS (Human Factor Analysis Classification System)
- RCA (Root Cause Analysis) and determining the effectiveness of intervention based on root cause
- Open disclosure and communication post adverse event



#### Method

Lectures, role-play with case discussions, presentations and MCQs



#### 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 putting in place a governance structure and various strategies to achieve high standards. She is an experienced practitioner and trainer in clinical quality and patient safety.

**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. Li Wen is a registered nurse specializing in emergency preparedness and response. She actively manages and teaches clinical quality and patient safety at Ren Ci.

