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Defining Tomorrow's Medicine

Care to
Heal

Educate to
Empower

Innovate to
Advance

What Matters
to our
Patients?

IMPROVE PATIENTS' LIVES AND HELP POPULATION
STAY HEALTHY IN THE COMMUNITY

Healthy for as
Long as Possible

Empowerment in
Core Decisions

Best Outcomes at
Affordable Cost

We will need to
realign our
strategy

An Excellent and Sustainable System

Cutting Edge Core
Capabilities

Right Care at the Right
Place at the Right Time

A Financially
Sustainable System

Education

Research

Systems

A Healthy Pipeline of
Future Ready Professionals

Better Health through
Research and Innovation

Integrated
Operations

Leveraging
Synergies

Our People and Culture

An Engaged and
Motivated Workforce

A Learning Healthcare
System

A Safety Culture



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SingHealth GROUP

STRATEGY MAP

FY 2017 - 2021

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INTEGRITY

COLLABORATION

Strategies For Leadership An Organizational Approach To Patient Safety

**Michell, Vaughan, Rosenorn-Lanng,
Deborah J., Gulliver, Stephen R., Currie,
Wendy**

Strategies For Leadership An Organizational Approach To Patient Safety:

Strategies for Leadership American Hospital Association,2000-01-01 **Strategies for Leadership** VHA (Firm),2000

Patient Safety - A Psychological Perspective Hannes Zacher,2014-02-27 This comprehensive book takes a psychological perspective on patient safety It is based on the most recent theoretical and empirical research evidence from psychology including clinical work and organizational psychology and adjacent social and behavioral sciences such as human factors Factors that influence safety related experiences behaviors and outcomes of patients and professionals working in clinical settings such as medical practices and hospitals are reviewed structured and critically evaluated Consistent with the complexity of the topic the author takes a multi level approach to patient safety which includes a review of individual team and organizational factors and outcomes The book describes how these factors by themselves and in combination can facilitate or impede patient safety Individual factors include safety relevant knowledge skills abilities and personality traits such as conscientiousness and emotional stability Team factors include group communication training and leadership Finally organizational factors include the safety culture and climate Throughout the book different evidence based intervention programs are described that can help practitioners promote patient safety and prevent accidents The book is a valuable resource for both researchers and practitioners interested in understanding maintaining and improving patient safety in a variety of applied settings It is based on the most up to date research evidence from psychology and neighboring disciplines and it is written in a clear and non technical language understandable for a wide audience *Leading Reliable Healthcare* Bandar Abdulmohsen Al Knawy,2017-12-15 *Leading Reliable Healthcare* describes state of the art healthcare management systems The key focus of the publication is reliable describing how leadership can ensure never less than reliable standards of care for patients and how excellence can be achieved The focus throughout is on ensuring that patients and their families can depend on a reliable healthcare system for their needs fulfilling their expectations that hospitals are trustworthy stable and capable of dealing with their health from the simplest to the most complex illnesses Each of the chapters focuses on a different aspect of building a reliable healthcare system concentrating on the leadership necessary to deliver and manage the different component elements of the healthcare system The nominated contributors for this book are recognized leaders from various healthcare systems around the globe including the UK USA Canada and South Korea Singapore The contributors have been selected to ensure a wide perspective of healthcare management building on diverse approaches practices and experiences and are currently practicing healthcare management in their respective systems The book aims to focus on the pragmatic rather than theoretical and will provide a series of practical methodologies and case studies to help improve decision making in healthcare management With contributions by Sallie J Weaver PhD MHS Associate Professor Armstrong Institute for Patient Safety and Quality and Dept of Anesthesiology Professor of Health Policy and Management John Hopkins Bloomberg School of Public Health Frank Federico RPh Vice President Institute for Healthcare Improvement Dr Hanan

Edrees Manager Quality Management KAMC Riyadh Dr Hee Hwang CIO and Associate Professor Seoul National University Bundang Hospital Department of Pediatrics Division of pediatric Neurology Center of Medical Informatics Dr M Andrew Padmos Chief Executive Officer The Royal College of Physicians and Surgeons of Canada Professor Richard Hobbs Professor of Primary Care Health Sciences Director NIHR English School for Primary Care Research Nuffield Department of Primary Care Health Sciences University of Oxford Ms Jules Martin Managing Director Central London Clinical Commissioning Group Dr Bruno Holthof Chief Executive Officer Oxford University Hospitals Tara Donnelly Chief Executive Health Innovation Network South London G ran Henriks Chief Executive of Learning and Innovation Kulturum County Council of J nk ping Sweden

Success in Academic Surgery: Health Services Research Justin B. Dimick, Caprice C. Greenberg, 2014-07-10

Surgical education is a rapidly expanding area of surgical research and career interest and as the Association for Academic Surgery AAS Fall Courses www.aasurg.org and International courses offer more and more specialty tracking there is a greater need for an accompanying textbook to supplement the material presented in the courses *Success in Academic Surgery Health Services Research* is a unique and portable handbook that focuses on clinical trials It includes new educational materials which are necessary to address 1 the rapid evolution and rise of novel research methodologies in basic science and clinical educational research and 2 the changing environment for academic surgeons *Success in Academic Surgery Health Services Research* is a valuable text for medical students surgical residents and others considering a career within surgery

Patient Safety Coaching Susanne Knowles, 2024-09-19 This book argues that patient safety is the cornerstone of high quality healthcare and that we need to highlight the positive impact of a Safety 11 approach to risk management to improve the quality of patient services and care Moreover the author emphasizes the importance of upskilling leaders with coaching capability within the healthcare facility so that decisions can be made quickly to prevent adverse events In light of this this book aims to equip clinical leaders across all levels and in all areas of healthcare organizations with the knowledge and skills to develop a patient safety culture in their team and organization based on evidence based contemporary research into patient safety practices The author also proposes strengthening leader capability by outlining how they can create a psychologically safe working environment and adopt a coaching leadership style that promotes staff wellbeing and patient care This book provides strategies for leaders so they can ensure staff wellbeing at work and a patient centric approach to patient care It outlines how clinical leaders can support team members to reduce their stress better utilize their strengths practice mindfulness remain positive and build resilience in the face of adversity whilst also fostering a workplace culture of trust support and compassion Lastly this book aims to provide high level executives and experienced clinical leaders with contemporary knowledge of governance issues and the best practice methods concerning patient safety as a quality improvement strategy

The Healthcare Quality Book: Vision, Strategy, and Tools, Third Edition Maulik S. Joshi, Elizabeth R. Ransom, David B. Nash, Scott B. Ransom, 2014-04-11 As healthcare reform continues to

transform US healthcare delivery and processes one thing remains the same the importance of quality This book brings together a team of internationally prominent contributors who provide expertise on current strategies tactics and methods for understanding quality in a comprehensive way The book provides a solid foundation on the components and importance of quality while incorporating techniques to continuously improve and transform a healthcare system This extensively updated edition includes A new chapter that addresses hardwiring quality into the organization s culture for consistent delivery A new final chapter that details the latest developments in healthcare and maps a path for healthcare transformation Extensive content and emphasis on the Affordable Care Act as it relates to quality A discussion of the importance of quality in transitioning from fee for service models to value based payment Tools to measure and improve patient experiences such as dashboards and scorecards Information on emerging trends and challenges in healthcare including electronic health records and physician engagement This comprehensive textbook is suited for undergraduate and graduate courses in healthcare administration as well as business nursing allied health pharmacy and medicine programs Study questions in each chapter facilitate additional discussion

Handbook of Research on Patient Safety and Quality Care through Health Informatics
 Michell, Vaughan, Rosenorn-Lanng, Deborah J., Gulliver, Stephen R., Currie, Wendy, 2013-09-30 Medical and health activities can greatly benefit from the effective use of health informatics By capturing processing and disseminating information to the correct systems and processes decision making can be more successful and quality care and patient safety would see significant improvements The Handbook of Research on Patient Safety and Quality Care through Health Informatics highlights current research and trends from both professionals and researchers on health informatics as applied to the needs of patient safety and quality care Bringing together theory and practical approaches for patient needs this book is essential for educators and trainers at multiple experience levels in the fields of medicine and medical informatics

Patient Safety: Research Into Practice Walshe, Kieran, Boaden, Ruth, 2005-11-01 Presents a research based perspective on patient safety drawing together the most recent ideas on how to understand patient safety issues along with how research findings are used to shape policy and practice

Taking the Lead in Patient Safety Thomas R. Krause, John Hidley, 2008-12-05 Written by industry professionals a workplace safety specialist in conjunction with a practicing physician and medical manager Provides recommendations for assessing hospital safety practices as well as specific suggestions for behavioural interventions Brings a systematic approach to healthcare safety identifying common problems through illustrative case studies and offering solutions Offers several different perspectives including patient safety doctor safety and administrator safety

Patient Safety Tool Kit , 2016-02-15 The Patient safety tool kit describes the practical steps and actions needed to build a comprehensive patient safety improvement programme in hospitals and other health facilities It is intended to provide practical guidance to health care professionals in implementing such programmes outlining a systematic approach to identifying the what and the how of patient safety The tool kit is a component of the WHO patient safety friendly hospital

initiative and complements the Patient safety assessment manual also published by WHO Regional Office for the Eastern Mediterranean

HQ Solutions NAHQ, Luc R. Pelletier, Christy L. Beaudin, 2017-10-16 For comprehensive guidance on creating quality structures that support patient provider collaboration cost effective solutions and safe efficient care get the fully updated HQ Solutions an official publication of the National Association for Healthcare Quality NAHQ Written by HQ experts and applicable to all practice settings this essential resource offers healthcare quality professionals the theoretical and practical basis for safe reliable cost effective care including the use of state of the art tools for measuring monitoring selecting and managing data Invaluable for preparing for the Certified Professional in Healthcare Quality CPHQ certification exam this is an optimal healthcare quality professional s resource Create a safer more efficient care environment with proven quality improvement practices NEW quality and safety tools and techniques adaptable to any care setting NEW and updated content on recent changes in U S healthcare quality requirements legislation and reform NEW content on core skills and methods of organizational leadership patient safety performance and process improvement and health data analytics Key resource for HQ principles and practices vital for healthcare quality professionals including nurses instructors researchers consultants and clinicians in all practice settings including home care hospices skilled nursing facilities rehab and ambulatory care as well as healthcare organizations healthcare boards and government agencies Organizational Leadership Leadership fundamentals and principles quality and safety infrastructure strategic planning and change management Real life scenarios solved with proven leadership formulas and evidence based solutions Performance measures key performance and quality indicators and performance improvement models Accreditation Regulation and Continuous Readiness Impact of regulations on healthcare quality and safety Continuous readiness activities Organizational assessment survey procedures and more Health Data Analytics Foundations of a solid data management system Tools approaches and application of data management systems data collection interpretation and reporting Analysis tools and basic statistical techniques and methods Patient Safety Practical tools for safety assessment planning implementation and evaluation Components of a safety culture Effective risk management strategies Performance Safety and Process Improvement Key principles and practices Critical pathways effective team building decision support benchmarking IOM imperatives analysis and interpretation of data decision support tools and more

Innovations in Services Marketing and Management: Strategies for Emerging Economies Goyal, Anita, 2013-10-31 Modern corporations face a variety of challenges and opportunities in the field of sustainable development Properly managing assets and maintaining effective relationships with customers are crucial considerations in successful businesses *Innovations in Services Marketing and Management Strategies for Emerging Economies* presents insights into marketing strategies and tactical perspectives in both large and small enterprises The chapters in this book explore case studies contemporary research and theoretical frameworks in effective business management providing students academicians researchers and managers with the resources and insight necessary to identify key trends in

emerging economies and build the next generation of innovative services

Implementation Science in Nursing Linda Roussel, Patricia Thomas, 2024-06-01 A timely resource that shows faculty students and clinicians how to bring about and sustain change Implementation Science in Nursing A Framework for Education and Practice provides theoretical information and practical application for evidence based practice EBP in health care The most challenging but crucial part of EBP is implementation where the practice change is piloted evaluated integrated and sustained Implementation Science in Nursing A Framework for Education and Practice focuses on the implementation process which is the study of methods and strategies that promote the methodical uptake of research findings and EBPs into routine practices to ultimately improve patient care quality safety and outcomes Drs Linda A Roussel and Patricia L Thomas have combined both didactic teaching methods with real life exemplars in the text to help readers learn the elements of implementation science and its application Other important features include Excellent exemplars and sample assignments for educators In depth discussions on implementation science theories models and frameworks applied to real life scenarios Thorough explanations of evidence based practice EBP quality improvement QI implementation science IS and dissemination science DS The latest literature and thinking on implementation science With Implementation Science in Nursing A Framework for Education and Practice nursing professionals and students in Doctor of Nursing Practice programs will learn the tools techniques and strategies used to advance quality initiatives and improve patient and population health

Handbook of Research on Effective Communication, Leadership, and Conflict Resolution Normore, Anthony H., Long, Larry W., Javidi, Mitch, 2016-02-26 In order for an organization to thrive it is essential to develop key strategies for interaction leadership and management within diverse settings Refining these skills ultimately aids in the arbitration of any potential conflicts that may arise during intra organizational interactions The Handbook of Research on Effective Communication Leadership and Conflict Resolution evaluates operational strategies and interpersonal skill development for the successful leadership and management of modern organizations Highlighting various governance and interaction techniques that assist in mediating organizational controversies this handbook of research is a vital source for professionals leaders managers and human resource specialists interested in developing skills needed to efficiently communicate collaborate and negotiate across differences within an organization

Leadership Roles and Management Functions in Nursing Carol J. Huston, 2022-12-29 Combining an equal focus on leadership and management with a proven experiential approach Leadership Roles and Management Functions in Nursing Theory and Application 11th Edition delivers the knowledge understanding and realistic leadership experience today's students need to confidently transition to nursing practice This best selling text clarifies theoretical content with a wealth of application based learning exercises that put students into nursing leadership roles and challenge them to think critically solve problems and make sound clinical decisions before embarking on their nursing careers The updated 11th Edition reflects the latest evidence based content and incorporates engaging online resources that help

students establish a foundation for successful nursing practice in any role or clinical setting *Organizational Behavior, Theory, and Design in Health Care* Nancy Borkowski, Katherine A. Meese, 2021-03-17 *Organizational Behavior Theory and Design* Third Edition was written to provide health services administration students managers and other professionals with an in depth analysis of the theories and concepts of organizational behavior and organization theory while embracing the uniqueness and complexity of the healthcare industry Using an applied focus this book provides a clear and concise overview of the essential topics in organizational behavior and organization theory from the healthcare manager s perspective The Third Edition offers New case studies throughout underscore key theories and concepts and illustrate practical application in the current health delivery environment In depth discussion of the industry s redesign of health services offers a major focus on patient safety and quality centeredness and consumerism Current examples reflect changes in the environment due to health reform initiatives And more **Population Health: Creating a Culture of Wellness** David B. Nash, Alexis Skoufalos, Raymond J. Fabius, Willie H. Oglesby, 2019-11-11 Since the passage of the Affordable Care Act the field of population health has evolved and matured considerably Improving quality and health outcomes along with lowering costs has become an ongoing focus in delivery of health care The new Third Edition of *Population Health* reflects this focus and evolution in today s dynamic healthcare landscape by conveying the key concepts of population health management and examining strategies for creating a culture of health and wellness in the context of health care reform Offering a comprehensive forward looking approach to population health the Third Edition s streamlined organization features 14 chapters divided among 3 major sections Part I Population Health in the U S Part 2 The Population Health Ecosystem and Part 3 Creating Culture Change Remington David B. Troy, Paul Beringer, 2006 For over 100 years Remington has been the definitive textbook and reference on the science and practice of pharmacy This Twenty First Edition keeps pace with recent changes in the pharmacy curriculum and professional pharmacy practice More than 95 new contributors and 5 new section editors provide fresh perspectives on the field New chapters include pharmacogenomics application of ethical principles to practice dilemmas technology and automation professional communication medication errors re engineering pharmacy practice management of special risk medicines specialization in pharmacy practice disease state management emergency patient care and wound care Purchasers of this textbook are entitled to a new fully indexed Bonus CD ROM affording instant access to the full content of Remington in a convenient and portable format *Improving Healthcare Quality in Europe Characteristics, Effectiveness and Implementation of Different Strategies* OECD, World Health Organization, 2019-10-17 This volume developed by the Observatory together with OECD provides an overall conceptual framework for understanding and applying strategies aimed at improving quality of care Crucially it summarizes available evidence on different quality strategies and provides recommendations for their implementation This book is intended to help policy makers to understand concepts of quality and to support them to evaluate single strategies and combinations of strategies

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