



OPEN DISCLOSURE AND COMMUNICATION POST-ADVERSE EVENT

Effective communication is essential in managing the staff and families following an adverse event. Course covers principles of open disclosure and breaking the bad news to the families and managing their expectations, tips on communicating with staff who may be the second victim using the JUST culture approach in the review process.

COURSE DETAILS



27 Jan 2025
26 May 2025
30 Jul 2025
29 Oct 2025



9 am to 1 pm (0.5 Day)



Learning Objectives

- Definition of incident
- Definition of communication
- Incident roles and responsibilities
- Choice channel for communication
- Essentials of incident communication
- Communication templates



Key Trainers

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 is an experienced trainer in post adverse event management and communication with families as well as affected staff.

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 leading adverse event management and root cause analysis and managing communication with various stakeholders.

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. Liwen is a registered nurse with experience in emergency care. She is actively involved in adverse event management and root cause analysis.



Course Fees

\$450 (incl. GST)



Who Should Attend

All staff involved in incident review and management. Includes Staff Nurses, Physiotherapists, Occupational Therapists, Nurse Managers, Centre Managers, Managers and HODs.



Method

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

