SGUnited Skills Programme in Healthcare Management- Course Synopsis

Course	Synopsis	Possible Assessments	Delivery mode
Resilience for Change (SUSS)	This course introduces participants the concept of resilience, particularly in exploring the variables that define resilience. Building upon the knowledge of concepts of resilience, participants will be made aware of the set of protective factors that they can develop to overcome adversity. Participants will learn how to increase their resilience by cultivating and strengthening their environmental and internal protective factors. Participants will also be introduced to key approaches of problem-solving, such as optimism, self-regulation and cognitive agility. This course aims to equip participants with various methods and tools in overcoming problems and preparing them for change.	2-day, Quiz, Class Participation	Face-to-face
Enhancing Patients' Experience and Health Outcomes (HMI)	In this course, participants will understand the concept of Lean and how the implementation of Lean practices is able transform wastes into value for the patients, thus improving health outcomes. Participants will get insights into real world case studies on how doing more with existing resources could be achieved through examining various workflows in healthcare organizations.	1-day, Quiz, Group Participation	Zoom
Big Data and Healthcare Supply Chain Management (HMI)	This program provides an in-depth appreciation on the application of big data in healthcare supply chain. Upon completion of this program, participants will learn how to use descriptive, diagnostic, predictive and prescriptive analytics to uncover insights in the Healthcare Supply Chain Environment. Participants will gain understanding of the future opportunities of integrating AI and analytics in healthcare services and the positive impacts it will have on healthcare operations.	1-day, Quiz, Group Participation	Zoom
Management of Healthcare Organisations (HMI)	In this practitioner-led course, the participants will be introduced the basic concepts and skills essential in the management of healthcare services and professionals. The course seeks primarily to provide a conceptual framework of constructs to connect the business aspects of running the hospital with the medical expertise while keeping up to date with advanced technology and transform healthcare services into the digital era. It is this vital bond that determines the success of the healthcare organisations thus formulating a medical service that patients can depend on.	3-day, Quiz, Group Participation, Personal reflection	Zoom
The Effective Healthcare Manager (HMI)	New entrants to the healthcare industry in Singapore find its intensity and complexity difficult to understand and navigate. Recent graduates and midcareer crossovers find it especially challenging to appreciate the sociocultural interactions of the various professional groups and nuances at the systems level (eg between the public, private and people sectors, and in government policies and financing). Managing these diverse stakeholders and delivering on the promise of good quality healthcare requires a broad array of knowledge and skills. Further, there are professional expectations of healthcare managers that require time, reflection and effort to develop. In these practitioner-led courses, participants will be introduced to the basic concepts and skills essential to support their personal development as professional healthcare managers.	3-day, Quiz, Group Participation, Personal reflection	Zoom
Human-Centred Design: Re-Imagined (SUSS)	Transformation, put simply, means change. Change is a natural state of mind and the only constant. Change requires us to take a step back, reflect and re-imagine the future, not as an abstraction, but in the context of humankind and society. When we re- imagine, we create. An important area of the economy facing disruption and requiring transformation will be Services in its many forms, which reach throughout society.	3-day, Quiz, Class Participation	Face-to-face