



HMDP Visiting Experts FY25

OFFICIAL PROGRAMMENote:

The programme is accurate at the time of publication, and is subject to change at any time without prior notice.

EXPERT NAME

Dr Rita Shane

START DATE

19 January 2026

END DATE

27 January 2026

SPECIALTY/TITLE OF PROGRAMME

Medication Safety & Quality for Value-Driven Care

HOSTING INSTITUTION

Singapore General Hospital

DATE AND DAY	TIME	ACTIVITIES	Training Objectives	NTP* (YES/NO)	VENUE AND CAPACITY	NAME AND EMAIL OF COORDINATOR
19 January 2026 (Monday)	8:00am – 10:00am	Presentation and Roundtable Discussion: Medication safety landscape – Priorities and strategies (US vs Singapore)	- Overview of current medication safety landscape in the US and Singapore; sharing of Singapore's medication-related SRE trends. - Refine medication safety standards, indicators, monitoring strategy for error and near-miss surveillance, and development of strategies to mitigate current and emerging risks. - Evaluate and prioritise ISMP Targeted Medication Safety Best Practices	No	SingHealth Tower SH-9-1	Ms Lim Ching Hui lim.ching.hui@sgh.com.sg
	10:00am – 12:00pm	Pharmacy Tour	- Observe pharmacy and medication use processes - Identify strengths and gaps	No	Various SGH Pharmacy sections	
	12:00pm – 2:30pm	Roundtable Discussion (working lunch): Medication safety in Singapore – Current state and priority focus areas	- Review and redefine Singapore's medication safety strategy with systems thinking to target zero preventable harm, aligned with the new priorities and models of care, in particular during transitions of care. - Develop a framework to preempt, manage, and mitigate potential risks in a proactive manner, including horizon scanning, employing trigger tools, and performing analysis and visualisation of data to study trends, peer review, and education. - Identify and develop related research topics and methodologies	No	SingHealth Tower SH-9-1	

	2:30pm – 3:00pm	Day 1 recap and wrap-up		No	SingHealth Tower SH-9-1	
--	-----------------	-------------------------	--	----	----------------------------	--

*NTP – National Training Programme

DATE AND DAY	TIME	ACTIVITIES	Training Objectives	NTP* (YES/NO)	VENUE AND CAPACITY	NAME AND EMAIL OF COORDINATOR
20 January 2026 (Tuesday)	10:00am – 10.50am	Lecture/Webinar: Medication safety risk assessment: Traditional and contemporary approaches	- How to build culture of safety through risk assessment - Managing risks and competing priorities	No	Academia Level 1 L1-S3 (50 pax)	Ms Lim Ching Hui lim.ching.hui@sgh.com.sg
	11:00am – 12:30pm	Workshop: Building a culture of safety and safety champions	Curate a comprehensive medication safety training programme for all levels of staff: - General healthcare staff orientation, on-the-job training, and professional development - Education programmes for healthcare professionals and patients - Formalised safety and quality training programme to build in-house safety champions - Outcomes of a successful medication safety training programme	No	SingHealth Tower Function Room 2 (30 pax)	
	12:30pm – 2:00pm	Workshop (working lunch): Evaluating potential harm due to intercepted prescribing errors: Part 1 – Database and dashboards	- Medication errors and near-misses database, dashboard, and data analysis methodologies - Pharmacist interventions database, dashboard, and data analysis methodologies - Methodology to categorise potential harm prevented	No	SingHealth Tower Function Room 2 (20 pax)	
	2:00pm - 2:30pm	Presentation: Overview of the high-value pharmacy enterprise (HVPE) framework	Describe the rationale of the HVPE framework and its relevance to pharmacy practice in Singapore	No	SingHealth Tower Function Room 2	
	2:30pm – 4:30pm	Roundtable Discussion: HVPE – Formulary management and drug distribution	- Formulary management challenges, opportunities, and strategies - Management of therapeutic innovation - Governance of use of therapeutic product-containing medical devices - Contributing factors to stock-out situations and strategies to mitigate risks of drug shortage - Identify and develop related research topics and methodologies	No	SingHealth Tower SH-9-1	
	4:30pm – 5:00pm	Break			SingHealth Tower SH-9-1	
	5.00pm – 7.00pm	Session with SGH Leaders, Medication Safety Committee, and Clinical Governance (1) Overview of current governance models (2) AI implications for pharmacy practice		No	SingHealth Tower SH-9-1	

DATE AND DAY	TIME	ACTIVITIES	Training Objectives	NTP* (YES/NO)	VENUE AND CAPACITY	NAME AND EMAIL OF COORDINATOR
21 January 2026 (Wednesday)	8:00am – 11:00am	Visit to SingHealth Polyclinic	Session with SingHealth Polyclinic team to observe workflows, communication, documentation and handover protocols, and tools/resources for patient safety in patients discharged to polyclinic for follow-up. To review and discuss on: - How can we ensure the accuracy and completeness of both a patient-centric medication list and a prescriber-specific medication list? - How can the discharging doctor communicate to/alert the receiving doctor effectively? - What information must the discharging doctor include? What are some pitfalls (e.g. unclear and/or ambiguous information)? - How can the receiving doctor receive the information effectively? - What are some of our inter-institution communication (or even intra-institution, inter-department) areas for improvement? - How can medication reconciliation be enhanced? How to select, identify, and conduct medication reconciliation for patients in a high-volume outpatient setting? - How to ensure sufficient medication supply if appointment dates are postponed? - What can we do in Epic to enhance this?	No	Room 13A/B at Outram Polyclinic, Level 2 Health Promotion Board Building	Dr Hu Pei Lin hu.pei.lin@singhealth.com.sg
	11:00am – 11:30am	Transfer to SGH				Ms Lim Ching Hui lim.ching.hui@sgh.com.sg
	11:30am – 1:00pm	Visit to SGH Mobile Inpatient Care at Home (MIC@Home)	Session with MIC@Home team to observe workflows, communication, documentation and handover protocols, and tools/resources for patient safety in home-based care and post-discharge follow-up.	No	SingHealth Tower SH-9-1	
	1:00pm – 3:00pm	Roundtable Discussion (working lunch): Transition of care framework	There is an increasing need to improve access to medications in the community, while balancing safety and convenience. This includes the	No	SingHealth Tower SH-9-1	

			widespread use of medication kits and the handling of controlled drugs. To ensure effective medication management, it is crucial to clearly delineate the roles of nurses and pharmacists. Additionally, establishing robust communication platforms and structured handoff processes for high utilisers will support continuity of care and reduce medication-related risks. Identify gaps from earlier observations and recommend opportunities to: • Enhance multidisciplinary collaborations • Identify high risk patients • Improve care coordination and handoffs • Ensure safe medication transitions • Effectively manage medication kits • Harness IT to enhance processes and improve medication safety Identify and develop related research topics and methodologies.			
	3:00pm – 3:30pm	Day 3 recap and wrap-up		No	SingHealth Tower SH-9-1	

DATE AND DAY	TIME	ACTIVITIES	Training Objectives	NTP* (YES/NO)	VENUE AND CAPACITY	NAME AND EMAIL OF COORDINATOR
22 January 2026 (Thursday)	7:30am – 10:00am	Roundtable Discussion: Advancing clinical pharmacy services – Focus on surgery & perioperative care and key performance indicators for surgical clinical services (SGH surgeons will be joining this session.)	• Overview of current state of surgery & perioperative care services in Singapore/SGH • Explore perioperative pharmacy roles and identify service enhancement opportunities • Develop KPI framework and measurement tools for value-based clinical pharmacy services evaluation • Develop and maintain competency of clinical pharmacy service providers • Recap	No	SingHealth Tower SH-9-1	Ms Liew Yixin liew.yi.xin@sgh.com.sg Dr Sim Mui Hian sim.mui.hian@sgh.com.sg
	10:00am – 11:00am	Visit to SGH Pre-Admission Centre (PAC)	• To systematically observe, document, and evaluate how medication-related activities are performed in the PAC, and to identify opportunities to strengthen pharmacy involvement in perioperative care – improving safety (error/omission reduction), efficiency, and patient outcomes. • Examine interprofessional communication pathways between pharmacy, surgery, anaesthesia, nursing, and primary care • Benchmark against best evidence to identify gaps and improvement opportunities (SOPs, checklists, training)	No	SGH PAC	
	11:00am – 2:00pm	Roundtable Discussion (working lunch): HVPE – Standard of care to ensure value-based pharmacy practice: Part 1 – Current state in Singapore/SGH	• Overview of current pharmacy practice • Review SGH Standards of Clinical Pharmacy Practice	No	SingHealth Tower SH-9-1	Ms Lim Ching Hui lim.ching.hui@sgh.com.sg
	2:00pm – 2:30pm	Day 4 recap and wrap-up		No	SingHealth Tower SH-9-1	

DATE AND DAY	TIME	ACTIVITIES	Training Objectives	NTP* (YES/NO)	VENUE AND CAPACITY	NAME AND EMAIL OF COORDINATOR
23 January 2026 (Friday) Visit to NUH (after morning workshop and roundtable discussion)	8:00am – 9:15am	Workshop: Medication history 101 for Pharmacy Technicians – Part 1	- Obtaining a comprehensive and accurate medication history - Identifying potential errors or discrepancies - When and how to escalate issues to pharmacists	No	Academia Level 2 L2-S2 (30 pax)	Ms Liew Yixin liew.yi.xin@sgh.com.sg Dr Sim Mui Hian sim.mui.hian@sgh.com.sg
	9:15am – 10:00am	Roundtable Discussion: Balancing safety and effectiveness of medication history taking by Pharmacy Technicians (PTs)	- Measure outcomes and value of PTs performing medication history taking - Discuss barriers and enablers to PTs performing medication history taking - Develop and maintain competency of PTs performing medication history taking	No	Academia Level 2 L2-S2	
	10:00am – 10:30am	Transfer to NUH				Ms Tan Su Ching su_ching_tan@nuhs.edu.sg Ms Wong Zhi Xin zhi_xin_wong@nuhs.edu.sg
	10:30am – 11:30am	Introduction and overview of NUH Pharmacy Department and Pharmacy Services	To provide the Visiting Expert with a comprehensive understanding of NUH Pharmacy Department's structure, services, and key initiatives.	No	Pharmacy Meeting Room @COH Level 4	
	11:30am – 1:00pm	NUH Pharmacy site visits	To familiarise the Visiting Expert with various sections of NUH Pharmacy, showcasing operational workflows and innovative practices.	No	Various sections of NUH Pharmacy	
	1:00pm – 1:45pm	Roundtable Discussion 1 (working lunch): Technology-driven solutions and medication safety	- Identify and discuss potential areas for improvement in medication safety aspects, focusing on current pain points and gaps in existing systems - Share experiences and best practices in implementing technology-driven medication safety initiatives - Discuss challenges and solutions in balancing technology adoption with maintaining the human touch in patient care - Evaluate the effectiveness of current technology-based solutions in medication safety and identify areas for further development or integration	No	Pharmacy Meeting Room @COH Level 4	
	1:45pm – 2:00pm	Break				

	2:00pm – 2:45pm	Roundtable Discussion 2: Balancing safety, value and personalisation in care delivery Introduce Dr Shane to the various pharmacist-involved care models in NUH, including: MIC@Home, AMI HOPE, DM, MTMC_Heart Failure, other pharmacist-led services	• Share experiences and challenges in implementing value-based healthcare initiatives that focus on patient-centred outcomes • Explore strategies to enhance patient safety and reduce medication errors in telemedicine/teleconsultation services and during these transitions of care • Discuss strategies to leverage technology in reducing medication errors, particularly in the context of telemedicine/teleconsultation	No	Pharmacy Meeting Room @COH Level 4	
	2:45pm – 3:15pm	Closing	• To summarise key takeaways from the day's discussions • To identify potential areas for future collaboration or knowledge exchange • To gather feedback from the Visiting Expert on NUH Pharmacy's practices and initiatives	No	NUHS Tower Block (Room to be confirmed)	
	3:15pm – 5:00pm	Report writing				

DATE AND DAY	TIME	ACTIVITIES	Training Objectives	NTP* (YES/NO)	VENUE AND CAPACITY	NAME AND EMAIL OF COORDINATOR
26 January 2026 (Monday) Visit to KTPH	8:15am – 9:30am	Meeting with KTPH Quality Director & Medication Safety Workgroup <i>Flexible Timing – subject to confirmation</i>	- Dialogue on patient safety structures and directions between local and overseas - Review of current medication safety indicators (e.g. error rates) for performance measurement, trend analysis, and predictive error prevention - Review of local hospital medication safety initiatives and areas for improvement	No	TBC	Mr Soh Wee Kian soh.wee.kian@nhghealth.com.sg
	9:30am – 11:30am	KTPH Site visit: Pharmacy Services (Inpatient, Outpatient) <i>Flexible Timing – subject to confirmation</i>	- Observe medication reconciliation, verification, dispensing, processes - Identify current medication safety initiatives already in place and possible improvement areas	No	TBC	
	11:30am – 1:00pm	Meeting with KTPH Pharmacy process stakeholders (working lunch) <i>Flexible Timing – subject to confirmation</i>	- Exchange on value-based care practice models, implementation challenges, and metrics to measure pharmacy's appropriateness and contribution (e.g. pharmacy ambulatory clinic services) - Discussion on expanding pharmacy scope beyond current services and optimising workflow to maximise value and productivity (e.g. empowerment of pharmacy technicians, new service models)	No	TBC	
	1:00pm – 2:00pm	KTPH Online Lecture: Strengthening safety culture - Just culture - Learning culture - Celebrating near-misses	- Building a culture of safety – safety values and thinking - Sharing of experiences and international best practices in safety culture - Encourage near-miss reporting, open communication and learning from incidents - Practical tips for embedding a safety mindset in daily work	No	TBC	
	2:00pm – 3:00pm	Closing reflections & recommendations	- Summarise key findings and recommendations - Identify possible improvement projects - Discuss next steps for implementation	No	TBC	
	3:00pm – 5:00pm	Report writing				

DATE AND DAY	TIME	ACTIVITIES	Training Objectives	NTP* (YES/NO)	VENUE AND CAPACITY	NAME AND EMAIL OF COORDINATOR
27 January 2026 (Tuesday)	8:00am – 9:30am	Workshop: Medication history 101 for Pharmacy Technicians – Part 2	Pharmacy Technician medication history taking knowledge and skills assessment and development through case studies	No	Academia Level 2 PSL 2 (30 pax)	Ms Liew Yixin liew.yi.xin@sgh.com.sg Dr Sim Mui Hian sim.mui.hian@sgh.com.sg
	09:30am – 10:45am	Workshop: Evaluating potential harm due to intercepted prescribing errors: Part 2 – Prescribing and prescriber education	- Leveraging data to reduce prescribing errors – dashboard design - How can Epic help to reduce prescribing errors – alerts vs alert fatigue - How to educate on responsible prescribing practices - Identify and develop related research topics and methodologies	No	Academia Level 2 PSL 2 (20 pax)	Ms Lim Ching Hui lim.ching.hui@sgh.com.sg
	10:45am – 11:45am	Roundtable Discussion: HVPE – Standard of care and metrics to ensure value-based pharmacy practice: Part 2 – Future state in Singapore/SGH	- Identify key metrics for value-based care – safety, quality, cost, and equity - Develop guidelines for the value evaluation of pharmacy practice and clinical services - Identify and develop related research topics and methodologies	No	Academia Level 2 PSL 2	
	11:45am – 12:00pm	Closing Session: Medication safety and quality reflections and priorities	Summarise key findings, action plans, and deliverables	No	Academia Level 2 PSL 2	
	12:00pm – 2:00pm	Lunch		No		
	2:00pm – 3:30pm	Session with MOH CPO and VSPD	- VE to share observations from previous days' visits and sessions - Review of root causes for medication-related SREs and emerging trends, e.g. SREs related to human interactions with technology/automated systems - Recommendations for national medication safety and value-based care priorities and strategies	No	Outram Room at MOH, College of Medicine Building, Level 1, Front Wing, 16 College Road, Singapore 169854 (40 pax)	Mr Neo Jun Kai NEO_Jun_Kai@moh.gov.sg