



# College of Nursing, Hong Kong

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College of Nursing, Hong Kong is accredited as a provider of Continuing Nursing Education by the Nursing Council of Hong Kong since 2005.

## *Leadership and Management in Health Services* *Module 3: Managing quality and risk in health services*

Code No.	TC-WMC3-2025-14	
Duration	13 Nov. – 23 Dec 2025 (4 Thursday; 2 Wednesdays and 1 Tue)	
Time	6:30 pm – 9:30 pm	
Learning Mode	Zoom (Online) ZOOM ID and Password will be sent to the successful applicant through email or WhatsApp two days before the lesson.	
Teaching Team	Mr Sam Yip BSc(N), MSc(N), RN (HK), APN (Emergency Care Nursing) (Nursing Council of Hong Kong) Ms Dawn Wong Hiu Ching BN, Master of Management in Healthcare, RN (HK), APN (Management in Nursing) (Nursing Council of Hong Kong) Ms Rebecca Fong BHSc(N), Master in Healthcare Management, RN (HK) Guest Speakers	
Language	Cantonese and English with lecture notes in English	
Course Description	To equip course learners with the management competence necessary to manage workplace health and safety risks effectively in today's fast paced and ever-changing healthcare environment	
CNE Points	20 CNE points (TBC)	
Entry Requirement	Registered Nurse, Enrolled Nurse and Student Nurse	
Tuition Fee	Member: (Graduates of 1 July 2024 – 30 June 2025 will be granted 1 year membership with HK\$0)	HK\$ 2,100 per course
	Non-member:	HK\$2,600 per course
	Each Session:	HK\$500
Application	1. Course information and enrolment form please click <a href="#">here</a> or scan QR code 2. Payment method, please see application form 3. Applications will only be considered after the completed form and payment are duly received.	
Payment	➤ Fees are not refundable, except in the event of course/activity being oversubscribed or cancelled by the College of Nursing, Hong Kong / the organizers.	



Remarks	<ul style="list-style-type: none"> <li>➤ The College of Nursing Hong Kong reserves the right to cancel or reschedule a course/training activity.</li> <li>➤ No classes will be held when typhoon signal No. 8 or above or black rainstorm warning</li> </ul>
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### ***AWARD***

Award	<ul style="list-style-type: none"> <li>➤ <b>FULL Course Enrollment:</b> <ul style="list-style-type: none"> <li>✚ Certificate of Completion will be issued to participants who have attended at least 80% (6/7) of the lectures and passed the assessment.</li> <li>✚ Certificate of Attendance will be issued to participants whose attendance less than 80% (5/7) of the lectures, and / or failed the assessments, or have not attended the assessment.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>Individual Session Enrollment:</b> <ul style="list-style-type: none"> <li>✚ Certificate of Attendance will be issued to participants.</li> </ul> </li> <li>➤ Notification for collection of Certificate will be made within 2 months from the last lecture. CNE points will be awarded according the sessions attended.</li> </ul>

### ***PROGRAM***

Session	Date	Time	Topic	Delivery Mode
1	Nov. 13, 25 (Thur)	6:30 – 9:30	<ul style="list-style-type: none"> <li>● Concepts and development of quality and safety management</li> <li>● Strategy for quality and safety improvement 1: risk identification &amp; control</li> </ul>	Zoom
2	Nov. 20, 25 (Thur)	6:30 – 9:30	<ul style="list-style-type: none"> <li>● Understanding the health care services in Singapore</li> <li>● Understanding the health care services in Macao</li> </ul>	Zoom
3	Nov. 27, 25 (Thur)	6:30 – 9:30	<ul style="list-style-type: none"> <li>● Strategy for quality and safety improvement 2: Ethical and legal issues related to risk management</li> </ul>	Zoom
4	Dec. 4, 25 (Thur)	6:30 – 9:30	<ul style="list-style-type: none"> <li>● Strategy for quality and safety improvement 3: Managing claims &amp; complaints</li> </ul>	Zoom
5	Dec. 10, 25 (Wed)	6:30 – 9:30	<ul style="list-style-type: none"> <li>● Evaluation strategies 1: Internal auditing &amp; reviews</li> </ul>	Zoom
6	Dec. 17, 25 (Wed)	6:30 – 9:30	<ul style="list-style-type: none"> <li>● Evaluation strategies 2: Risk management programs</li> </ul>	Zoom
7	Dec. 23, 25 (Tue)	6:30 – 8:30	<ul style="list-style-type: none"> <li>● Assessment</li> </ul>	Zoom

**Enquiry Telephone: 2572 9255**  
**WhatsApp: 5532 1225**  
**Deadline of Application: Nov. 9, 2025**