

# Quality Improvement in Healthcare Module (HI5103)

## Our Trainers



### **Dr Bhuvaneshwari Mohankumar (Dr Bhuvana)**

*Head, Medical Affairs - Clinical Governance and Casemix,  
National University Hospital*

- Obtained her Masters of Public Health degree from Newcastle University, Australia, PG Diploma in Hospital Administration and MBBS degree from India
- Possesses rich experience in the quality and patient safety fields with expertise in conducting Root Cause Analysis, Healthcare Failure Mode Effect Analysis, Quality Improvement training and facilitating various projects
- Master Change Leader and Improvement Advisor
- Received the Singapore National Day Award – Commendation Medal (2018) for her dedicated service and invaluable contributions
- Received the National Awards (COVID-19) – Commendation Award for her role in COVID-19 work
- Concurrently serves as a part-time lecturer in the NUS Yong Loo Lin School of Medicine and handles the Inter-Professional Education programme



### **Dr Diana Santos**

*Assistant Director, NUH Global Academy, Centre for Global Health.  
Special Assistant to the Chairman Medical Board  
National University Hospital*

- Obtained her MBBS and specialist training in Internal Medicine from the Philippines
- Possesses more than fifteen years of experience in Patient Safety and Quality Improvement in Singapore
- Facilitated over 300 clinical quality projects and conducted PSQI trainings within the region
- Received the NUHS Exemplary Staff Award and 2019 Singapore National Day Award Commendation Medal
- Received the Hospital Management Asia's Excellence Award for her work in new services/medical devices (2018) and spearheading the EQUIP (Enabling Quality Improvement in Clinical Practice) training programme for clinicians (2019)
- Concurrently serves as a part-time lecturer in the NUS Yong Loo Lin School of Medicine through the Inter-Professional Education programme