

Training Title:
Healthcare Quality Improvement

Training Duration
5 days

Training Venue and Dates

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|--------------|--------------------------------|---|-----------------|---------|------------------------|
| REF HS009 | Healthcare Quality Improvement | 5 | 24-28 June 2024 | \$6,500 | Geneva, Switzerland |
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In any of the 5 star hotels. The exact venue will be informed once finalized.

Training Fees

- \$6,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch.

Training Certificate

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

COURSE DESCRIPTION:

Around the world governments are trying to assess and improve the quality of health services. These tasks are of even greater importance in those countries where the responsibility for providing health care is being decentralized and the private sector in taking a steadily larger role.

This course covers all aspects of health care quality management, emphasizing real world applications of course concepts, the "systems approach" to health care quality, and team problem solving, always in the interest of quality patient care. The patient comes first.

Is designed to provide participants with the QM principles, techniques, tools and skills, will help seasoned quality professionals brush up on the key elements of QM.

This course has been designed to Manage and lead quality improvement initiatives, participants learn how to apply total quality management systems of health facilities and the benefits of the application of quality management in health facilities

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Improve the conceptual and practical skills of officials working in a healthcare setup

COURSE OBJECTIVES:

Upon completion of this course, participants will be able to:

- Achieving organisational objectives
- Improving patient/client satisfaction
- Cost management by reducing preventable errors
- Increasing the organisations effectiveness
- Improving customer service
- Improving the safety culture and risk awareness
- Providing insight into performance at individual and team levels

WHO SHOULD ATTEND:

This course is suitable for:

- HSE Managers
- Safety Officers
- Quality Engineers
- Quality Managers
- Project Managers

TRAINING METHODOLOGY:

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work& Practical Exercises
- 20% Videos& General Discussions

DAILY OUTLINE

Day 1:

1. performance improvement (PI) foundations, fundamentals, and core principles

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2. national patient safety goals
3. pay for performance
4. "never events"
5. community-acquired and healthcare-associated infections

Day 2:

1. terminology and standards common to performance improvement activities
2. the organization-wide performance improvement cycle
3. the team-based performance improvement cycle
4. principal aspects of healthcare that are targeted for performance measurement

Day 3:

1. outcomes and proactive risk reduction in performance improvement
2. brainstorming and the nominal group technique
3. internal and external benchmark comparison
4. data aggregation in support of data analysis
5. various data types

Day 4:

1. graphic presentation of data
2. internal and external customers
3. surveys and interviews
4. case management functionality
5. criteria sets/core measures
6. infection control
7. governmental organizations that develop healthcare regulations
8. risk management

Day 5:

1. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
2. accreditation, certification, and licensure organizations
3. hospital-related statistical terms
4. morbidity and mortality rates
5. Medicare requirements in healthcare
6. Health Insurance Portability and Accountability (HIPAA)

NOTE:

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Pre & Post Tests will be conducted
Case Studies, Group Exercises, Group Discussions, Last Day Review &
Assessments will be carried out.

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