



Healthcare Service Quality Management System

Course Introduction:

This course is designed to provide healthcare professionals with a comprehensive understanding of the principles and practices essential for managing and improving service quality within healthcare organizations. As the demand for high-quality healthcare continues to rise, establishing an effective quality management system (QMS) is crucial for enhancing patient satisfaction, ensuring safety, and optimizing operational efficiency. This five-day theoretical course covers key concepts, frameworks, and tools that healthcare professionals can use to develop and implement robust quality management systems.

Participants will explore various aspects of quality management, including the roles of leadership, staff engagement, and continuous improvement. The course will also address the importance of regulatory compliance, patient feedback, and performance measurement in driving service quality. By the end of the course, attendees will be equipped with the knowledge and skills necessary to design, implement, and sustain a quality management system tailored to the specific needs of their healthcare organizations.

Course Objectives:

By the end of the program, participants will be able to:

- Understand the principles and importance of a quality management system in healthcare.
- Recognize the role of leadership and culture in driving quality initiatives.
- Apply quality improvement methodologies to enhance healthcare services.
- Measure and monitor service quality using appropriate metrics and feedback mechanisms.
- Develop strategies for sustaining and evolving a quality management system

Who Should Attend?

This course is intended for:-

- Healthcare administrators and managers.
- Quality assurance and improvement professionals.
- Clinical staff, including nurses, physicians, and allied health professionals.
- Regulatory compliance officers and risk management coordinators.

Course Outline:

Day 1: Introduction to Quality Management in Healthcare

- Overview of quality management concepts and significance in healthcare
- Historical evolution of quality management systems in healthcare
- Key components of a healthcare QMS: policies, processes, and procedures
- Regulatory frameworks and accreditation standards influencing quality management

Day 2: Leadership and Quality Culture

- The role of leadership in establishing a quality management culture
- Engaging staff and stakeholders in quality initiatives
- Strategies for fostering a culture of continuous improvement
- Communication practices that support quality management efforts

Day 3: Quality Improvement Methodologies

- Overview of quality improvement frameworks: PDCA, Six Sigma, and Lean
- Tools for quality improvement: root cause analysis, process mapping, and performance metrics
- Implementing quality improvement initiatives in healthcare settings
- Case studies on successful quality enhancement projects

Day 4: Measuring and Monitoring Service Quality

- Key performance indicators (KPIs) for healthcare service quality
- Techniques for collecting and analyzing data on service quality
- Utilizing patient feedback and satisfaction surveys for improvement
- Reporting and communicating quality metrics to stakeholders

Day 5: Sustaining Quality Management Systems

- Strategies for maintaining and evolving a quality management system
- The importance of staff training and development in sustaining quality efforts
- Future trends in healthcare quality management and technology integration
- Developing a strategic plan for ongoing quality assurance and improvement

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

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International Centre For Training & Development

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session