



Quality Assurance and Risk Management in Healthcare

Course Introduction:

This course is designed to equip healthcare professionals with the knowledge and skills necessary to implement effective quality assurance (QA) and risk management strategies within their organizations. In an era where patient safety and service excellence are paramount, understanding the principles of QA and risk management is essential for maintaining high standards of care and minimizing potential hazards. This five-day theoretical course will cover key concepts, methodologies, and tools that professionals can use to enhance quality and safety in healthcare delivery.

Participants will explore various frameworks and models for quality assurance, the importance of risk assessment, and the role of continuous improvement in healthcare settings. The course will include discussions on regulatory requirements, patient feedback mechanisms, and the integration of quality assurance practices into everyday operations. By the end of the course, attendees will be empowered to foster a culture of safety and quality in their organizations, ultimately leading to improved patient outcomes and organizational performance.

Course Objectives:

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

- Understand the principles and importance of quality assurance in healthcare.
- Identify and assess risks within healthcare environments effectively.
- Apply quality improvement methodologies to enhance healthcare delivery.
- Implement patient safety strategies and utilize feedback mechanisms.
- Develop a continuous quality assurance framework to sustain improvements.

Who Should Attend?

This course is intended for:-

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

Course Outline:

Day 1: Introduction to Quality Assurance in Healthcare

- Overview of quality assurance: definitions and importance in healthcare
- Historical perspectives on quality in healthcare settings
- Key components of a QA program: standards, policies, and procedures
- Regulatory requirements and accreditation standards

Day 2: Risk Management Fundamentals

- Introduction to risk management: concepts and significance
- Identifying and assessing risks in healthcare environments
- Techniques for risk analysis: qualitative and quantitative methods
- Developing risk management plans and strategies

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
- Integrating quality improvement into daily operations
- Case studies on successful quality improvement initiatives

Day 4: Patient Safety and Feedback Mechanisms

- Understanding patient safety: definitions and principles
- Strategies for enhancing patient safety in healthcare settings
- Utilizing patient feedback for quality enhancement
- Implementing safety culture within organizations

Day 5: Continuous Quality Assurance and Future Trends

- The role of continuous quality assurance in healthcare
- Emerging trends in quality assurance and risk management
- Leveraging technology and data analytics for quality improvement
- Developing a strategic plan for sustaining quality and safety efforts

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