

Quality Management in Health Care

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 is 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

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

COURSE OUTLINE

Introduction to Quality Management

- The historical background of the quality management
- The definition of quality
- What is the quality of health care?
- Operations from the viewpoint of quality
- Dimensions of quality
- Problems faced by the health facilities
- The benefits of the application of quality management in health facilities
- Identify the nature and the principles of quality

Quality/ Environment System Standards in Healthcare

- The standards for quality management system ISO 9000.
- The standards for environmental management system ISO 14001

Measuring quality

- Quality assurance
- Definition of health problem
- Managing conflict Communication
- Analysis and study of the problem
- Methods of presentation and interpretation of data
- Implementation and evaluation of efforts to improve quality in health care

Models and concepts of TQM

- Models of quality (Crosby, Deming, Juran ,.....)
- The concept and principles of Total Quality Management
- Organizational structure for the application of TQM
- The benefits of the application of TQM in health care
- Healthcare Quality and the patient
- Patient Safety and Medical Errors

Quality tools

- Statistical Tools for Quality Improvement
- Data collection tools
- Tools to identify priorities
- Tools to understand the process and Process design
- Process Analysis tools in Healthcare
- Root causes analysis

Maps and the flow charts

- Types of control charts
- The use of control charts
- maps and flow charts in the field of health
- Benefits of the use of flow charts
- Levels of flow charts

Who Should Attend

- Senior and middle managers/ Doctors who are involved in making and implementing strategic decisions.
- Management representatives in hospitals.
- Managers and Doctors who wish to implement TQM and improve team building and team coaching skills
- New and experienced Doctors in quality who want to use the QM framework

COURSE DURATION: 3 Days

TRAINING HOURS: 15 hrs

MINIMUM NO. OF TRAINEES: 15

LANGUAGE : English / Arabic

