CBAHI Hospital Standards and Quality Assurance Training Course

23 - 27 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HOS3356_276995

Course Introduction / Overview:

This comprehensive course is designed to provide healthcare professionals with the essential knowledge and practical skills required to navigate and implement the standards set by the Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI). In today's competitive healthcare landscape, achieving CBAHI accreditation is not merely a regulatory requirement but a testament to an organization's commitment to patient safety and excellence in care delivery. This program, offered by BIG BEN Training Center, delves deep into the philosophy of continuous quality improvement, drawing upon foundational concepts from pioneers like Avedis Donabedian, whose framework of structure, process, and outcome remains a cornerstone of healthcare quality assessment. Participants will explore the intricate details of CBAHI standards, from patient-centered care to organizational management, and learn how to translate these requirements into actionable policies and procedures. The course references key principles discussed in influential works such as the Institute of Medicine's "To Err is Human," emphasizing a systems-based approach to error prevention and quality assurance. Our goal is to empower attendees to lead their organizations not just to successful accreditation, but towards building a sustainable culture of quality that permeates every level of the institution, ensuring long-term compliance and superior patient outcomes.

Target Audience / This training course is suitable for:

- Quality Management Directors and Officers.
- Hospital Administrators and Executive Leadership.
- Heads of Medical, Nursing, and Allied Health Departments.
- Physicians, Surgeons, and Consultants.
- Senior Nursing Staff and Nurse Managers.
- Pharmacists and Pharmacy Technicians.
- Risk Managers and Patient Safety Officers.
- Healthcare Compliance Specialists.
- Laboratory and Radiology Technicians.
- Facility and Operations Managers.
- Medical Records and Health Information Staff.
- All healthcare professionals involved in the accreditation process.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Specialized Surgical Centers.
- Ambulatory Care Clinics and Polyclinics.
- Rehabilitation and Long-Term Care Facilities.
- Dental Centers and Clinics.
- Governmental healthcare agencies and regulatory bodies.
- Public and Private Healthcare Providers.

Target Organizations Departments:

- Quality Management and Improvement Department.
- Patient Safety and Risk Management.
- Medical and Clinical Affairs.
- Nursing Services.
- Pharmacy Services.
- Infection Prevention and Control.
- Administration and Operations.
- Human Resources and Staff Development.
- Information Management and Technology.
- Facility Management and Safety.
- Medical Records and Health Information Management.
- All clinical and non-clinical departments preparing for accreditation.

Course Offerings:

By the end of this course, the participants will have able to:

- Interpret the structure, intent, and requirements of the latest CBAHI hospital standards.
- Develop and implement effective policies and procedures that align with CBAHI requirements.
- Lead quality improvement projects using recognized methodologies and tools.
- Master the principles of patient safety and implement Essential Safety Requirements (ESRs).

- Conduct internal audits and mock surveys to assess accreditation readiness.
- Apply tracer methodology to evaluate patient care processes and system performance.
- Manage clinical and administrative risks effectively within the healthcare setting.
- Foster a culture of continuous quality improvement and patient safety within their teams.
- Prepare comprehensive documentation required for the CBAHI survey process.
- Analyze quality data to drive decision-making and performance enhancement.
- Ensure compliance with standards related to medication management and infection control.
- Champion patient and family rights as a core component of care delivery.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in their professional roles. We move beyond traditional lectures to create a dynamic learning environment that fosters deep understanding and skill development. The course heavily utilizes real-world case studies drawn from various healthcare settings, allowing participants to analyze complex compliance challenges and develop viable solutions. Interactive group discussions and workshops encourage peer-to-peer learning and the sharing of diverse experiences and best practices. Practical exercises, such as developing quality improvement plans and conducting mock tracer activities, provide hands-on experience with key accreditation tasks. Our expert instructors facilitate sessions that are rich with practical examples, role-playing scenarios, and problem-solving activities. Continuous feedback is provided throughout the course to guide participant progress. This blended approach ensures that attendees not only grasp the theoretical aspects of CBAHI standards but also build the confidence and competence to lead quality and compliance initiatives effectively within their own organizations. The focus is on empowering professionals with actionable strategies for sustainable quality assurance.

Course Agenda (Course Units):

Unit One: Foundations of CBAHI Accreditation and Quality Management

- Introduction to the Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- The philosophy and principles of healthcare quality management.
- Understanding the structure of CBAHI Hospital Standards.
- The role of leadership in driving a culture of quality and safety.
- Exploring the Donabedian Model (Structure, Process, Outcome) in practice.
- Key concepts in continuous quality improvement (CQI).
- The link between accreditation, patient safety, and clinical outcomes.

Unit Two: Patient-Centered Standards and Care Processes

- Deep dive into Access to Care and Continuity of Care (ACC) standards.
- Patient and Family Rights (PFR) and education.
- Requirements for Patient Assessment (PFE).
- Standards for Care of Patients (COP), including high-risk and vulnerable populations.
- Anesthesia and Surgical Care (ASC) standards and protocols.
- Understanding the importance of interdisciplinary care planning.
- Implementing effective patient communication and feedback mechanisms.

Unit Three: Organizational and Management Standards

- Leadership (LD) standards and governance responsibilities.
- Human Resources (HR) standards for qualification, credentialing, and education.
- Management of Information (MOI) and health records.
- Facility Management and Safety (FMS) requirements.
- Medical and nursing staff bylaws and privileging processes.
- Developing an effective organizational performance improvement plan (PI).
- Ethical considerations and organizational code of conduct.

Unit Four: Critical Clinical Systems and Safety Protocols

- Medication Management and Use (MMU) standards from procurement to administration.
- Infection Prevention and Control (IPC) program requirements.
- Implementing CBAHI's Essential Safety Requirements (ESRs).
- Strategies for risk management and sentinel event reporting.
- The role of the laboratory and radiology services in patient safety.
- Blood bank and transfusion service standards.
- Emergency preparedness and disaster management planning.

Unit Five: Survey Process, Compliance, and Sustainability

- Preparing for the CBAHI accreditation survey.
- Mastering the tracer methodology for process evaluation.
- Conducting effective mock surveys and internal audits.
- Data collection, analysis, and utilization for improvement.
- Developing and presenting a compelling quality story to surveyors.
- Strategies for sustaining compliance post-accreditation.
- Building a resilient culture of continuous readiness and excellence.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a hospital's leadership effectively transition from a culture of 'meeting standards' to one of 'embedded, continuous quality improvement' beyond the CBAHI survey cycle?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a simple checklist approach to CBAHI standards. While many programs focus solely on helping organizations pass the survey, our curriculum is architected to instill a deep-rooted culture of sustainable quality and patient safety. We emphasize the "why" behind each standard, connecting regulatory requirements to real-world patient outcomes and operational efficiencies. The program's uniqueness lies in its practical application focus, utilizing sophisticated case studies and tracer methodology simulations that mirror the actual survey experience, thereby building participant confidence and competence. We integrate principles of high-reliability organizations and systems thinking, empowering attendees not just to fix problems but to design resilient processes that prevent errors from occurring. Furthermore, the course content is continuously updated to reflect the latest revisions in CBAHI standards and emerging best practices in global healthcare quality. Our expert facilitators bring extensive field experience, offering invaluable insights into the common challenges and successful strategies for implementation. This course is not just about achieving accreditation; it is about transforming organizational culture to deliver the safest and highest quality care possible, making compliance a byproduct of excellence rather than the sole objective.