



STRATEGIC QUALITY MANAGEMENT IN HEALTHCARE ORGANIZATIONS TRAINING COURSE

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KUALA LUMPUR

5200 € (PER PERSON)

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COURSE INTRODUCTION / OVERVIEW:

Total Quality Management (TQM) is no longer just a business buzzword, it is a critical strategy for ensuring patient safety, improving outcomes, and maintaining financial stability in healthcare. This training course is designed to provide healthcare professionals with the tools and knowledge to implement and lead quality improvement initiatives across their organizations. It goes beyond simple compliance to focus on a systemic approach to quality, where every process and every employee is a part of the solution. We will explore how to use data to identify areas for improvement, apply proven methodologies like Lean and Six Sigma, and create a culture of continuous learning. The curriculum draws on the foundational work of global academics like W. Edwards Deming, whose principles of quality management have transformed industries worldwide. This program provides a clear blueprint for embedding quality into the DNA of a healthcare organization. BIG BEN Training Center is committed to empowering professionals to drive meaningful change and deliver a higher standard of care. This course gives participants the skills to reduce errors, improve efficiency, and enhance patient experience, all while building a resilient and high-performing organization.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Quality improvement and patient safety officers.
- Hospital administrators and clinic managers.
- Department heads and team leaders.
- Clinical and nursing staff.
- Risk managers.
- Accreditation and compliance officers.
- Public health professionals.

TARGET SECTORS AND INDUSTRIES:

- Hospitals and hospital systems.
- Private medical clinics and group practices.
- Government health agencies and public health departments.
- Long-term care and rehabilitation facilities.
- Health insurance companies.
- Pharmaceutical and medical device companies.
- Non-profit healthcare organizations.

TARGET ORGANIZATIONS DEPARTMENTS:

- Quality management and patient safety.
- Clinical services and nursing.
- Hospital administration.
- Risk management.
- Operations.
- Human resources.
- Compliance and legal affairs.



COURSE OFFERINGS:

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

- Apply the core principles of Total Quality Management (TQM) in a healthcare setting.
- Use quality improvement methodologies, including Lean and Six Sigma.
- Conduct a root cause analysis to identify systemic issues.
- Develop and implement a quality improvement plan.
- Use data and metrics to measure and track quality performance.
- Engage and empower all staff in quality initiatives.
- Ensure compliance with accreditation standards and regulations.
- Create a culture of continuous quality improvement.

COURSE METHODOLOGY:

This training course uses a highly practical and case-based methodology to ensure participants gain real-world skills in healthcare quality management. The program incorporates detailed case studies of successful quality initiatives, allowing participants to analyze the strategies that led to improved patient outcomes and operational efficiency. We will use interactive workshops to practice key skills like process mapping, conducting root cause analysis, and using quality tools. The course includes group projects where participants will work together to develop a quality improvement plan for a fictional healthcare department, from identifying a problem to proposing a solution and a measurement plan. BIG BEN Training Center believes that hands-on training is essential for mastering quality management. Our expert facilitators will guide discussions and provide personalized feedback, ensuring that participants leave with the confidence and practical experience needed to lead a culture of continuous improvement in their organizations.

COURSE AGENDA (COURSE UNITS):

UNIT ONE: FOUNDATIONS OF QUALITY MANAGEMENT IN HEALTHCARE

- Defining quality in healthcare.
- The history of TQM and its key principles.
- The role of leadership in driving quality.
- Creating a culture of quality and patient safety.
- Introduction to key quality models.

UNIT TWO: QUALITY IMPROVEMENT METHODOLOGIES

- Understanding the DMAIC (Define, Measure, Analyze, Improve, Control) model.
- Introduction to Lean principles in healthcare.
- Applying Six Sigma to reduce errors and variation.
- Using Root Cause Analysis (RCA) to investigate incidents.
- Process mapping and workflow analysis.



UNIT THREE: DATA-DRIVEN QUALITY MANAGEMENT

- Using data to identify and measure quality issues.
- Key performance indicators (KPIs) for quality.
- Introduction to statistical process control.
- Creating a quality dashboard.
- Communicating data effectively to stakeholders.

UNIT FOUR: PATIENT SAFETY AND RISK REDUCTION

- The link between quality and patient safety.
- Reporting and learning from adverse events.
- Strategies for preventing medical errors.
- Engaging patients in quality and safety initiatives.
- The role of human factors in quality improvement.

UNIT FIVE: QUALITY, ACCREDITATION, AND THE FUTURE

- Understanding accreditation standards and their role.
- The role of audits and reviews.
- Sustaining quality improvement gains.
- Future trends in healthcare quality.
- Developing a personal quality leadership plan.

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 healthcare leaders create a sustainable culture of quality improvement that empowers every employee to identify and solve problems, even when faced with significant operational pressures and resource constraints?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?



This training course is a highly specialized program that focuses on the unique and critical field of Total Quality Management in healthcare, which sets it apart from general TQM courses. Our curriculum is tailored to address the specific challenges and ethical considerations of the clinical environment, where the focus on quality is directly linked to patient outcomes and safety. We go beyond theoretical frameworks to provide a practical, hands-on learning experience through realistic case studies and interactive exercises. The course distinguishes itself by teaching a holistic approach to quality that engages all levels of an organization. By focusing on both the technical tools of quality management and the cultural aspects of creating a safe and efficient workplace, this program provides an invaluable skill set that is essential for any professional committed to a high-performing and patient-centered healthcare organization.