Healthcare Quality Management and Continuous Improvement Training Course

21 - 25 Dec 2026

Milan

5900 € (Per Person)

Ref: #HOS7550_111210

Course Introduction / Overview:

This comprehensive course provides an in-depth exploration of Total Quality Management (TQM) and continuous improvement principles specifically tailored for the healthcare sector. In an industry where patient outcomes and safety are paramount, a systematic approach to quality is not just beneficial but essential. This program moves beyond theoretical concepts to deliver practical, actionable strategies for implementing and sustaining a culture of excellence. Drawing upon the foundational work of quality pioneers like W. Edwards Deming, whose principles transformed manufacturing and are now revolutionizing healthcare, participants will learn how to apply proven methodologies to enhance patient care, improve operational efficiency, and reduce medical errors. The curriculum is designed to address the unique challenges of healthcare environments, covering everything from clinical governance to patient-centered service delivery. As detailed in texts like "The Healthcare Quality Book: Vision, Strategy, and Tools", integrating quality is a multifaceted endeavor. BIG BEN Training Center has developed this course to empower healthcare professionals with the skills to lead quality initiatives, analyze processes, and drive meaningful, sustainable improvements within their organizations.

Target Audience / This training course is suitable for:

- Healthcare Administrators and Executives.
- Quality Management Directors and Managers.
- Clinical Department Heads and Supervisors.
- Physicians, Surgeons, and Senior Medical Staff.
- Head Nurses and Nurse Managers.
- Patient Safety Officers.
- Risk Management Professionals.
- Healthcare Project Managers.
- Clinical Auditors and Compliance Officers.
- Laboratory and Pharmacy Managers.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Ambulatory Care Clinics and Outpatient Facilities.
- Long-Term Care and Rehabilitation Centers.
- Public Health Organizations and Agencies.
- Governmental Health Ministries and Regulatory Bodies.
- Home Healthcare Agencies.
- Pharmaceutical and Medical Device Companies.
- Health Insurance Providers.
- Diagnostic Laboratories and Imaging Centers.

Target Organizations Departments:

- Quality Assurance and Improvement Departments.
- Clinical Operations and Medical Services.
- Nursing and Patient Care Services.
- Patient Safety and Risk Management.
- Hospital Administration and Management.
- Surgical Departments.
- Emergency Services.
- Pharmacy and Laboratory Services.
- Compliance and Regulatory Affairs.
- Human Resources and Staff Development.

Course Offerings:

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

- Implement the core principles of Total Quality Management within a healthcare context.
- Apply continuous improvement models such as PDCA and Kaizen to clinical and administrative processes.
- Utilize Lean and Six Sigma tools to eliminate waste and reduce variability in healthcare delivery.
- Conduct effective Root Cause Analysis (RCA) and Failure Mode and Effects Analysis (FMEA) to prevent medical errors.
- Develop and monitor key performance indicators (KPIs) to measure healthcare quality and patient outcomes.
- Foster a robust patient safety culture throughout the organization.
- Lead change management initiatives to support quality improvement projects.
- Prepare for and navigate healthcare accreditation processes and standards.
- Analyze data to make evidence-based decisions for performance enhancement.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can translate theoretical knowledge into real-world skills. This course rejects a purely lecture-based format in favor of a blended learning approach that combines expert-led instruction with hands-on application. A significant portion of the training will be dedicated to analyzing real-world healthcare case studies, allowing participants to dissect complex quality challenges and strategize effective solutions. Group discussions and collaborative workshops will encourage peer-to-peer learning and the sharing of diverse experiences from various healthcare settings. Participants will engage in practical exercises, such as creating process maps, developing fishbone diagrams, and designing performance improvement plans. Interactive sessions, role-playing scenarios, and problem-solving activities will be used to reinforce key concepts related to patient communication and team leadership in quality initiatives. Continuous feedback from the instructor and peers is a cornerstone of our approach, ensuring a supportive learning environment where participants can build confidence in applying new tools and methodologies.

Course Agenda (Course Units):

Unit One: Foundations of Quality Management in Healthcare

- Introduction to Total Quality Management (TQM).
- The Evolution of Quality in the Healthcare Industry.
- Key Thinkers in Quality: Deming, Juran, and Crosby.
- Understanding the Dimensions of Healthcare Quality.
- The Link Between Quality, Patient Safety, and Patient Experience.
- Regulatory and Accreditation Bodies in Healthcare Quality.
- Defining a Culture of Quality and Excellence.

Unit Two: Methodologies for Continuous Improvement

- The Plan-Do-Check-Act (PDCA) Cycle in Clinical Settings.
- Introduction to Lean Principles for Healthcare.
- Identifying and Eliminating Waste (Muda) in Hospital Processes.
- Introduction to Six Sigma and the DMAIC Framework.
- Value Stream Mapping for Patient Journeys.
- Kaizen Events for Rapid Process Improvement.
- Benchmarking Best Practices in Healthcare.

Unit Three: Patient Safety and Risk Management Tools

- Building a Proactive Patient Safety Culture.
- Root Cause Analysis (RCA) for Adverse Events.
- Failure Mode and Effects Analysis (FMEA) in Healthcare.
- Human Factors Engineering in Preventing Medical Errors.
- Implementing Sentinel Event Alerts and Policies.
- Strategies for Effective Clinical Risk Management.
- Reporting Systems and Creating a Blame-Free Environment.

Unit Four: Measuring and Analyzing Healthcare Performance

- Developing Meaningful Key Performance Indicators (KPIs).
- Introduction to Statistical Process Control (SPC) for Healthcare.
- Using Control Charts to Monitor Clinical Processes.
- The Role of Clinical Audits in Quality Assurance.
- Data Collection Techniques in a Healthcare Setting.
- Analyzing and Interpreting Healthcare Quality Data.
- Presenting Performance Data to Stakeholders.

Unit Five: Leadership, Culture, and Sustaining Improvement

- The Role of Leadership in Driving Quality Initiatives.
- Change Management Strategies for Healthcare Professionals.
- Engaging Staff and Physicians in Quality Improvement.
- Sustaining Gains and Preventing Project Fatigue.
- Integrating TQM with Strategic Planning.
- The Future of Quality Management in Healthcare.
- Developing a Personal Action Plan for Implementation.

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 organizations effectively balance the financial pressures of cost containment with the ethical imperative of investing in continuous quality improvement initiatives?

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

This course distinguishes itself by moving beyond generic management theories to provide a curriculum deeply embedded in the unique context of the healthcare ecosystem. While many programs teach the principles of TQM, our focus is exclusively on their application within clinical and administrative healthcare settings, addressing specific challenges such as patient safety, clinical governance, and regulatory compliance. We emphasize a holistic approach, integrating technical tools like Statistical Process Control and FMEA with the critical human elements of fostering a safety culture and leading organizational change. Unlike courses that may focus heavily on one methodology, this program offers a comprehensive toolkit, drawing from TQM, Lean, and Six Sigma to equip participants with a versatile set of skills adaptable to any situation. The curriculum is built around real-world case studies drawn from hospital errors, successful process redesigns, and patient experience improvements, ensuring that learning is both relevant and immediately applicable. The ultimate goal is not just to teach quality tools, but to cultivate a mindset of continuous improvement and empower healthcare leaders to drive sustainable, patient-centered excellence.