



2008  
HEALTHCARE QUALITY MANAGEMENT TRAINING PROGRAM  
**By**  
**Quality Associates Inc.**

*All the courses offered during this program  
Have been approved by the National Association for Healthcare Quality for CPHQ CE credit*

## Quality 101

### Essentials of Healthcare Quality Management

*This activity has been approved by the National Association for Healthcare Quality for CPHQ CE credit*

This five day introductory course is designed for managers, supervisors and service providers who are new to Quality Management. It provides the basic concepts upon which the body of knowledge for Healthcare Quality Management has been established. It is useful for organizations starting the implementation of quality and safety programs. It provides staff with the fundamentals that each one need to know in order to move quality into their hands. Leaders can use this course as a beginning for the education program in Quality. The course should be a requirement to pursue further steps in the implementation of performance measurement and improvement. The course will use a variety of methods to engage participants in the learning process. In addition the didactic component there will be several applications that will take place in small groups.

#### **Learning Objectives**

At the conclusion of this course, participants will be able to

- Define quality, its aspects and dimensions
- Understand quality trilogy and the relationship between quality planning, quality measurement and quality improvement
- Identify the principals of quality management
- Capture the principles of customer service in healthcare.
- Recognize the relationship between Systems Thinking and Quality Management
- Understand the Casual Relationship between structure, process and outcome
- Study the concept of process variation, its measurement and impact on outcomes
- Examine the model for Performance and Quality Improvement (PQI)
- Identify one approach for performance improvement: The PDCA Cycle
- Learn about the seven basic tools for performance improvement : Brain Storming, Affinity Diagram, Flow Chart, Cause and Effect Diagram, Pareto Diagram, Run Chart and the Action Planning

#### **Application:**

Participants will apply the knowledge and acquired skills during the exercises that follow the session and through the small group work

**Methodology:**

This training course will incorporate different training strategies to achieve course objectives. Mastery learning approach is emphasized and interactive training methods are utilized including illustrated lectures, group discussion, small group activities and presentations.

**Participant's selection criteria:**

- Active Staff who will be involved in the implementation of the quality program
- Good command of English language
- Full time participation.

**Participant's evaluation:**

- Pre and Post test
- Observed interaction and participation
- Delivered draft of small group projects

**Reference:**

**Chapter I. in the Healthcare Quality Handbook**

**Janet A. Brown R.N., C.P.H.Q.**

**Twenty First Annual Editions**

**Course Schedule:**

Day/Time	First Session 9:00 – 10:30	Second Session 11:00 – 12: 30	Third Session 1:00 – 2:30	Fourth Session 3:00 – 4:30
First Day	Introduction Ice braking exercises Pre- Test	What is Quality? Aspects and Dimensions of Quality	<u>Quality trilogy:</u> Quality Planning Quality Measurement Quality Improvement	<b>Application:</b> How to measure quality dimensions using indicators
Second Day	Principles of Quality Management	<b>Application:</b> Discuss in small groups the applicability of each principle in your work environment	Principles of customer service in healthcare organizations	<b>Application:</b> Search the internet for Customer Satisfaction Surveys
Third Day	The Paradigm of Structure Process & Outcome  The Process Approach	<b>Application:</b> Five small groups will examine the causal relationship between structure, process and outcome in five different departments	The concept of Process variation:  Common Cause Special Cause	<b>Run Charts</b>  <b>Application:</b> Identify variations on run charts
Fourth Day	The Performance and Quality Improvement (PQI)	The PDCA Cycle	Performance Improvement tools: Brain storming Affinity Diagram Flow Chart	Performance Improvement tools: Cause and Effect Diagram Pareto Diagram Action Planning
Fifth Day	<b>Application</b> Small group will apply the PDCA on a live example of a quality problem in a hospital	<b>Application</b>  Present the results	• Post- Test	• Wrap up  Closing ceremony Course graduation