

Quality improvement Diploma

Models

Theoretical Part

1. • Introductory session & pretest
2. • What is quality in healthcare – Definition & Evolution
3. • Quality Terminology/ system theory
4. • Case scenario\ helping patients find their way
5. • Quality Gurus
6. • Quality Governance\ structure
7. • **Quality Tools -1** \ introduction \ brainstorming \ affinity diagram
8. • **Quality Tools -2** \ Posterization Matrix\ flow chart
9. • **Quality Tools -3** \ Cause and Effect Diagram/ Force field analysis/ Gantt chart
10. • Case scenario\ Malaria management improvement
11. • Process Variation
12. • **Quality Tools -4** \ Run chart & RCA
13. • **Quality Tools -5** \ Pareto and Scatter diagram
14. • Case scenario\ Decreasing the Duration of Phototherapy
15. • Statical Process Control
16. • Quality Indicators \ Checklists.
17. • **Quality methodologies -1** \ PDSA

Midterm Exam

18. • Teams
19. • Patient Safety
20. • Risk Management
21. • Information management -1 \ Data types
22. • Information management -2 \ Key Statistical Concepts
23. • **Quality methodologies -2** \ Six Sigma
24. • Change and conflict management
25. • Healthcare Accreditation
26. • Case scenario\ On Being Transparent

Portfolio Part

27. • Task one : PDSA project
28. • Task Two : Patient safety culture survey
29. • Task Three : FMEA

Final Exam