



Quality Management & Operational Excellence

# Advanced Quality Management in Healthcare

## Course Introduction

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Quality management is a cornerstone of delivering exceptional healthcare services. This 5-day advanced course, offered by BOOST, is designed to equip healthcare professionals with the knowledge and tools to implement and optimize quality management systems in their organizations. Participants will explore advanced concepts in healthcare quality, including patient safety, regulatory compliance, performance improvement, and the integration of technology. Through case studies, interactive workshops, and expert-led sessions, this course will empower participants to drive continuous improvement and achieve excellence in healthcare delivery.

## Target Audience

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- Healthcare administrators and managers
- Quality assurance and compliance officers
- Clinical leaders and department heads
- Patient safety officers and risk managers
- Professionals involved in healthcare accreditation and standards

## Learning Objectives

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1. Understand the principles and importance of advanced quality management in healthcare.
2. Learn to design and implement effective quality management systems.
3. Develop skills in monitoring, measuring, and improving healthcare quality.
4. Gain insights into regulatory requirements and accreditation standards.
5. Explore the role of technology in enhancing quality management.
6. Create actionable strategies to foster a culture of quality and patient safety.

# Course Outline

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## • 01 DAY ONE

### **Foundations of Advanced Quality Management in Healthcare**

- Welcome and introduction by BOOST
- The importance of quality management in healthcare
- Key concepts: Quality improvement, patient safety, and healthcare standards
- Overview of global healthcare quality frameworks (e.g., ISO, JCI)
- How quality management transforms healthcare outcomes
- Assessing your organization's quality management maturity

## • 02 DAY TWO

### **Designing and Implementing Quality Management Systems**

- Principles of designing effective quality management systems
- Key components: Policies, procedures, and performance metrics
- Tools for quality management implementation (e.g., PDCA, Six Sigma)
- Overcoming barriers to quality system implementation
- Developing a quality management framework for a healthcare scenario

## • 03 DAY THREE

### **Monitoring and Improving Healthcare Quality**

- Techniques for measuring and analysing healthcare quality
- Key performance indicators (KPIs) for healthcare quality
- Root cause analysis and corrective action planning
- Best practices for continuous quality improvement
- Conducting a root cause analysis for a quality issue

## • 04 DAY FOUR

### **Regulatory Compliance and Accreditation**

- Understanding healthcare regulations and accreditation standards
- Preparing for audits and inspections
- Strategies for maintaining compliance and achieving accreditation
- Balancing compliance with operational efficiency
- Simulating an accreditation audit for your organization

## • 05 DAY FIVE

Leveraging Technology and Building a Quality Culture

- The role of technology in quality management (e.g., EHRs, data analytics)
- Innovations in patient safety and quality monitoring
- Building a culture of quality and patient safety within your organization
- Engaging staff and stakeholders in quality initiatives

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 16, 2025	5 days	4250.00 \$	UAE - Dubai
July 7, 2025	July 11, 2025	5 days	5950.00 \$	switzerland - Geneva
Oct. 13, 2025	Oct. 17, 2025	5 days	4250.00 \$	UAE - Dubai