



Healthcare and Hospital Management

Pioneering Innovative Healthcare Quality and Patient Safety

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- Location: London
 - Date: From 27/1/2025 To 31/1/2025
 - Investment: \$5950 (Excluding VAT)



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ACADEMY


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Course Introduction

Pioneering Innovative Healthcare Quality and Patient Safety is a 5-day intensive course designed to equip healthcare professionals with the knowledge and skills to drive quality improvement and patient safety initiatives. This course will delve into the latest advancements in quality management, patient safety, and healthcare technology.

Training Method

- Pre-assessment
 - Live group instruction
 - Use of real-world examples, case studies and exercises
 - Interactive participation and discussion
 - Power point presentation, LCD and flip chart
 - Group activities and tests
 - Each participant receives a binder containing a copy of the presentation
 - slides and handouts
 - Post-assessment
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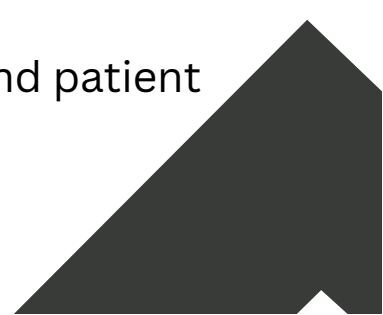
Course Objectives

Upon completion of this course, participants will be able to:

- Understand the fundamentals of quality improvement: including Lean Six Sigma, Lean Healthcare, and other methodologies.
- Implement effective quality management systems: to ensure consistent and high-quality care.
- Identify and mitigate patient safety risks: through robust risk assessment and management strategies.
- Leverage technology to enhance quality and efficiency: using electronic health records (EHRs) and other digital tools.
- Promote a culture of safety and quality: within healthcare organizations.
- Stay updated on emerging trends and best practices in healthcare quality and patient safety.

Who Should Attend?

This course is suitable for:

- Healthcare administrators
 - Quality improvement professionals
 - Clinical leaders
 - Nurses
 - Physicians
 - Anyone interested in improving healthcare quality and patient safety
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Course Outline

Day 1: Foundations of Quality Improvement and Patient Safety

- Introduction to Quality Improvement:
 - o Quality improvement methodologies (Lean, Six Sigma, Lean Six Sigma)
 - o The importance of quality and patient safety
- Patient Safety and Risk Management:
 - o Root cause analysis
 - o Failure mode and effects analysis (FMEA)
 - o Adverse event reporting and analysis

Day 2: Quality Management Systems and Accreditation

- Quality Management Systems (QMS):
 - o ISO 9001 and other relevant standards
 - o Implementing a QMS in healthcare settings
- Accreditation and Certification:
 - o Joint Commission International (JCI)
 - o Accreditation Canada
 - o Other accreditation bodies

Day 3: Lean Healthcare and Process Improvement

- Lean Principles and Techniques:
 - o Value stream mapping
 - o 5S methodology
 - o Kaizen events
- Lean Healthcare Implementation:
 - o Reducing waste and improving efficiency
 - o Patient flow and throughput improvement
- Six Sigma in Healthcare:
 - o DMAIC methodology
 - o Statistical process control (SPC)
 - o Design of experiments (DOE)

Course Outline

Day 4: Patient Experience and Customer Service

- Patient-Centered Care:
 - o Understanding patient needs and expectations
 - o Improving patient satisfaction and experience
- Communication and Interpersonal Skills:
 - o Effective communication with patients and families
 - o Conflict resolution and problem-solving
- Patient Engagement and Empowerment:
 - o Patient education and self-management
 - o Shared decision-making

Day 5: Emerging Trends in Healthcare Quality and Safety

- Digital Health and Telemedicine:
 - o Impact on quality and safety
 - o Cybersecurity and data privacy
- Artificial Intelligence and Machine Learning in Healthcare:
 - o Clinical decision support systems
 - o Predictive analytics for patient risk stratification
- The Future of Healthcare:
 - o Emerging trends and challenges
 - o Preparing for the future of healthcare quality and safety

Registration & Payment

Complete & Mail to London Royal Academy or email
registration@londonra.com



Registration Form

- Full Name (Mr / Ms / Dr / Eng)
- Position
- Telephone / Mobile
- Personal E-Mail
- Official E-Mail
- Company Name
- Address
- City / Country

Payment Options

- ☐ Please invoice me
- ☐ Please invoice my company





Terms & Conditions

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Cancellation and Refund Policy

Delegates have 14 days from the date of booking to cancel and receive a full refund or transfer to another date free of charge. If less than 14 days' notice is given, then we will be unable to refund or cancel the booking unless on medical grounds. For more details about the Cancellation and Refund policy, please visit

www.londonra.com/terms-and-conditions/

Registration & Payment

Please complete the registration form on the course page & return it to us indicating your preferred mode of payment. For further information, please get in touch with us

Course Materials


The course material, prepared by the LRA, will be digital and delivered to candidates by email

Certificates

Accredited Certificate of Completion will be issued to those who attend & successfully complete the programme.

Travel and Transport

We are committed to picking up and dropping off the participants from the airport to the hotel and back.



VENUES

 **LONDON**

 **BARCELONA**

 **KUALA LUMPER**

 **AMSTERDAM**

 **ISTANBUL**

 **SINGAPORE**

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OUR PARTNERS



THANK YOU

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