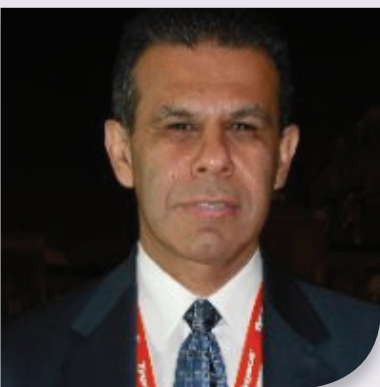


# CERTIFIED HOSPITAL SURVEYOR

Five days certification program



Speaker



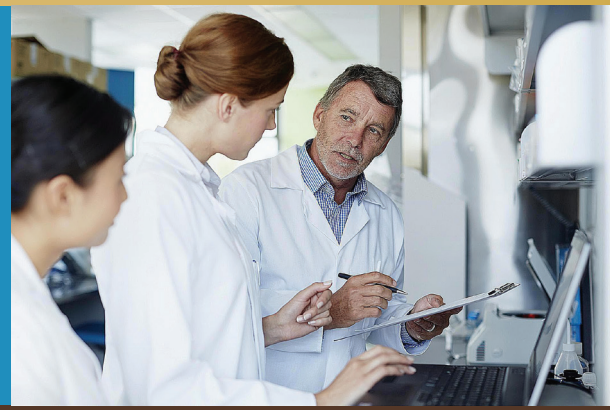
**Dr. Assaf Al Assaf,**  
M.D., M.P.H.;  
Executive Director, American Institute for Healthcare Quality, USA  
Chief Medical Officer for AGI Consulting, USA  
Professor Emeritus, University of Oklahoma, U.S.A.

*The CHS course is designed for individuals who take an interest in their hospital's accreditation process or who are involved in maintaining compliance for their healthcare facility.*



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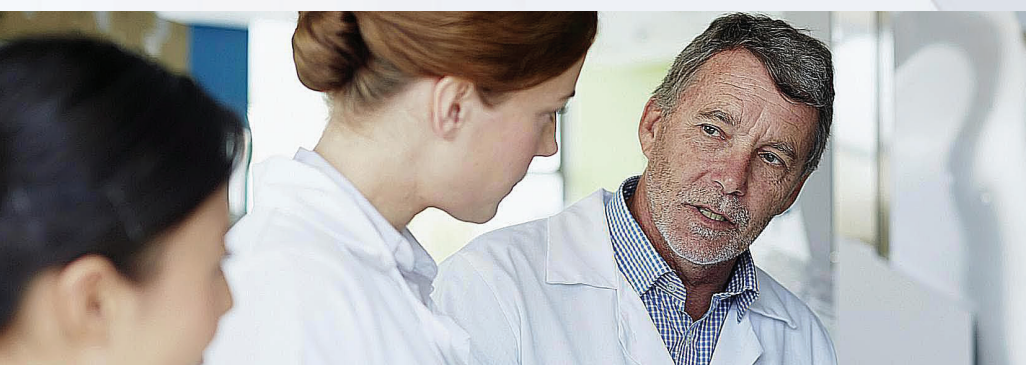
This course will take you through the survey process for The Joint Commission (TJC), The Joint Commission International (JCI) and several other survey processes such as state licensure surveys, state and federal performance audits, Federal Medicare Certification surveys, post-survey revisits, and Life Safety Code surveys.

**Additionally, this course will guide you to the famous GCC Accreditation Surveys such as The National Health Regulation Authority (NHRA) in Bahrain and The Saudi Central Board for Accreditation of Healthcare Institution (CBAHI) in KSA.**

This course also aims to guide you through the preparation of your facility for an unannounced accreditation survey. By the end of the course, you will understand how to assess your facility's survey readiness, how to perform a hospital survey, as well as how to effectively respond to survey findings.

## LEARNING OBJECTIVES:

- 1 Explain philosophy and evolution of quality concept.
- 2 Define different methods of Quality improvement process.
- 3 List basic guidelines and program requirement for a continuous quality improvement process.
- 4 Identify different approaches to successful organization and structure towards full accreditation.
- 5 Discuss process of hospital accreditation and survey visit activities.
- 6 List the national and international patient safety goals for the year and identify ways and mechanisms to achieve them.
- 7 Discuss methods for evaluating performance of health care organization.
- 8 Discuss job description and skills for a healthcare organization surveyor.
- 9 Present different accreditation standards and indicators and methods of measuring compliance.
- 10 Identify and discuss different programs of performance measurements and accountability in healthcare organizations.
- 11 Perform basic techniques and methods of identifying quality deficient areas and ways to correct them.
- 12 Identifying risks associate with delivery of health care and methods for preventing or controlling risk.
- 13 Utilize and apply different TQM statistical tools in problem solving exercises and scenarios.
- 14 Discuss legal and ethical issues related to accreditation in HCOs'.
- 15 Describe and evaluate accreditation programs at the international level.
- 16 Perform actual tracers at healthcare settings both clinical and system medication, data, infection control, and environmental tracers) as well as patient safety goals audits.



## PREREQUISITE

Candidates for the CHS course must be employed by a healthcare related entity, completed a Bachelors' degree in health related field or they must have extensive experience in healthcare at the managerial level.



## COURSE DESIGN:

This is a 4-5 day course (including a comprehensive examination) towards the CHS certification. Most sessions are interactive including case studies and group work related to accreditation, surveying and audits. Several tools of surveying will be presented and practices such as tracers (clinical and system), mock interviews, RCA, FMEA, medical records audits, facility safety inspections, and patient safety rounds.



## AUDIENCE

This course is designed for healthcare professionals who are interested in becoming hospital surveyors or who are interested in being involved in their facility's accreditation or compliance processes.



## Speaker

### **Professor A. F. AL-ASSAF, M.D., M.P.H.;**

Executive Director,  
American Institute for Healthcare  
Quality, Oklahoma, USA

Professor Emeritus,  
University of Oklahoma, U.S.A.

Dr. Al-Assaf is an international consultant in quality and healthcare and hospital administration. He provides advice on systems strengthening and accreditation in the U.S. and other countries worldwide.

His consultation extends to such organizations as U.S. Air Force, U.S. Veterans Affairs Health System, US Agency for International Development (USAID), Hospital Corporation of America, Selected Professional Associations, World Bank, UNDP, UNICEF, World Health Organization (WHO), and the American Association for World Health.

On the international scene, he has provided advice on system development and analysis including clinical improvement, leadership and capacity building to a number of organizations in countries in the Mid-East, North America, North Africa, South East and Central Asia and Eastern Europe.

## SMART MANAGEMENT CONSULTANCY

Smart management Constancy is a prominent facilitator of education and training that show commitment and focus on people empowerment, quality, safety, building capacity and organizational performances. Smart shows proven record of conducting multiple training and coaching events, workshops and in-house training. By providing staff empowerment and training, Smart helps its client organizations to achieve competitive advantage and respond to the modern market needs and quality indicators. Smart works to help good business to be great.

## OBJECTIVES

- ★ Build partnership with client organizations and professionals
- ★ Affiliate with credible accredited academic and professional institutions
- ★ Organize annual conferences, forums and workshops according to planned agenda
- ★ Provide services by high profile faculty and experts
- ★ Offer tailored and affordable in-house courses to partner organizations
- ★ Assess and respond to market educational and training needs continually
- ★ Focus on People Empowerment, Quality, Risk Management and Safety



American Institute for Healthcare Quality is a proven leader in healthcare education, training and consulting services for health professionals. AIHQ has earned a reputation for excellence in healthcare quality improvement and management. AIHQ certificate courses are designed to impart actionable knowledge that will have a direct and positive impact on your ability to improve the quality and patient safety in your healthcare organizations.

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## VISION

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## MISSION

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Fakhro Tower, Office 1455, Building 470,  
Road 1010, Area 410, Bahrain.  
Tel.: +973 13112750  
Mob.: +973 36077750 / +973 355 720 81  
[info@smartmcbh.com](mailto:info@smartmcbh.com)  
[www.smartmcbh.com](http://www.smartmcbh.com)

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