



## *Healthcare Quality Tools and Methodologies Workshop*



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# *Organizer*



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# *Speaker*



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Business School &  
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## *Healthcare Quality Tools and Strategies*

The modern healthcare practice meet lots of challenges and necessitates a focus on performance excellence and complete safety practices. Different approaches and tools have been identified and implemented. Still there are ongoing debates on which to adopt and which to execute. This workshop is focusing on Healthcare Quality Methodologies and Tools and the strategy that could be used to achieve the modern performance indicators such as positive quality, safety, efficiency and client satisfaction.

### *Topics to be Covered:*

1. Quality Definitions & Dimensions in Manufacture, Services and Healthcare
2. Cost of Quality: Invest in Good Performance and Cost of Poor Performance
3. Idea Generating Quality Tools: (Principles of Brain Storming, Nominal Group Technique NGT, Affinity Diagram
4. Prioritization Tools: Multi-Voting, Prioritization matrix, Pareto Diagram
5. Root Cause Analysis Tools (Ishikawa Fish Bone and the 5 Whys)
6. Quality Planning Tools: Planning Tree, Planning Grid
7. Quality Methodologies: PDCA, The 5S,
8. Quality Project Case-Study applying FOCUS PDCA
9. Key Performance Indicators in Healthcare
10. How to Write a Quality Plan
11. Healthcare Accreditation Standard Format, Pathway & Strategies
12. Lean application in Healthcare

### *Who should Attend:*

- ♣ **All Healthcare Providers.**

*By attending this workshop both organization and participant will gain the following values:*

***Gaining Value for Healthcare***

***Organization***

- ♣ *Positive Reputation*
- ♣ *Patient Trust*
- ♣ *Client satisfaction*
- ♣ *Improve patient safety practices*
- ♣ *Avoid preventable claim*

***Gaining Value for participants***

- ♣ *Be a quality champion*
- ♣ *Do no harm*
- ♣ *Saving lives*
- ♣ *Practice with self confidence*
- ♣ *Avoid preventable error*

# Workshop Agenda: Day One

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## Day One

7:30-8:00

- Registration and Networking

8:00-9:00

- Quality Definitions & Dimensions

9:00-10:00

- Cost of Quality

10:00 – 10:15

### *Coffee break & and Networking*

10:15 -11:30

- Idea Generating Quality Tools:
  - ❖ Brain Storming
  - ❖ Nominal Group Technique
- Affinity Diagram

11:30-12:30

- Prioritization Tools:
  - ❖ Multi-Voting,
  - ❖ Prioritization matrix
  - ❖ Pareto Diagram

12:30- 13:30

### *Pray and lunch time*

13:30-14:30

- Root Cause Analysis Tools:
  - ❖ Ishikawa Fish Bone
  - ❖ the 5 Whys

14:30-15:30

- Quality Planning Tools:
  - ❖ Planning Tree
  - ❖ Planning Grid

15:30 – 17:00

- *Quality Indicators: Key Performance Indicators in Healthcare*
  - ❖ Structure Indicators
  - ❖ Process Indicators
  - ❖ Outcome Indicators

17:00-17:15

- Wrap up and closing the day

*End of Day One of the Workshop*

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## Workshop Agenda: Day Two

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### Day Two

7:30-8:00

- Registration and Networking

8:00-9:00

- Quality Methodologies:
  - ❖ Plan Do Check/Study Act: PDCA/PDSA

9:00-10:00

- How to Write a Quality Plan Against Non-Met Standards or recommendations

10:00 – 10:15

*Coffee break*

10:15 -11:0

- Quality Project FOCUS PDCA

11:00-12:30

- Quality Project applying FOCUS PDCA: Case-Study

12:30- 13:30

*Pray and lunch time*

13:30-14:30

- Quality Project applying FOCUS PDCA (Exercise by Delegates)

14:30-15:30

- Lean application in Healthcare

15:30 – 17:00

- Introduction to Six Sigma

17:00-17:15

- Wrap up and closing the event

*End of the Workshop*

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