

# H S E

HEALTH

SAFETY

ENVIRONMENT



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## Performance and Risk Management in Healthcare

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**Duration:** 5 Days



### Introduction:

On continuous performance improvement and risk management are critical concepts that should be regularly promoted and practiced throughout the healthcare system.

In this course, participants will learn how to measure performance in their healthcare organization while taking into account complex operating dynamics, ever-changing policies and competitive forces driving the reimbursement structure of care.

Participants will gain robust tools and techniques to identify performance variation and minimize risk while rewarding ideal performance standards. They will return to their healthcare organization equipped with the critical elements of an integrated quality and risk management system that ensures continuous quality improvement.

## **Course Methodology:**

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This course is highly interactive and includes group discussions, case studies and syndicate work. It also includes practical exercises that will allow all participants to demonstrate their skills in implementing effective healthcare process improvement strategies to reduce risks and reach optimum performance.

## **Target Audience:**

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This course is designed specifically for both clinicians and healthcare managers who have particular interest in the areas of performance and risk management within the healthcare sector. This could include surgeons, physicians, clinical professionals, heads of nursing and any high-potential managers with significant performance and risk management responsibilities.

## **Target Competencies:**

- Healthcare performance management
- Healthcare quality management
- Healthcare risk management
- Process flow and process improvement

## **Course Objectives:**

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### **By the end of this course delegates will be able to:**

- Define performance and risk management as it applies to health systems management
- Measure healthcare efficiency, effectiveness and their value-based intersection

- Develop process improvement strategies while considering capacity management, demand forecasting and resource allocation
- Align financial concepts with decision-making and risk management in healthcare
- Follow the steps of an effective risk management process within their healthcare organization

## **Course Outline:**

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### **Performance and risk management in health systems**

- Elements within a complex health system and its variations
- Operational performance
- Strategic performance
- Risk management
- Strengths and weaknesses within the public health sectors
- Strengths and weaknesses within the private health sectors
- Regulatory affairs and their impact on performance
- Healthcare efficiency, effectiveness and Value
- The difference between efficiency, effectiveness
- Value-based intersection
- The consumer-driven healthcare model
- Accountable Care Organizations (ACOs)
- Public and/or private insurance models
- The Define, Measure, Analyze, Improve and Control (DMAIC) model
- Lean
- Six Sigma

### **Process flow and process improvement in healthcare**

- Capacity management
- Demand forecasting

- Resource allocation:
- Impact on process flow
- Process improvement strategies
- Service line prioritization
- Process improvement inventory management
- Variations in process flow
- Process improvement concepts
- Revenue cycle management
- Operations planning
- Strategic planning

### **Aligning financial concepts with decision making and risk management**

- Financial models in healthcare
- Health risk management techniques
- Decision-making strategies
- Characteristics of demand management
- Predictive forecasting
- Constructing physical hospitals
- Technology

### **Risk management process and objectives**

- Risk management process/steps
- Purpose and projected outcome of risk management
- Impact of poor public risk management concerns
- Outcome of a consumer-driven healthcare system
- Policies to mitigate risk
- Policy management