

# H S E

HEALTH

SAFETY

ENVIRONMENT



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## **Patient Safety and Healthcare Quality**

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**Duration:** 5 Days



### **Introduction:**

In today's ever-changing healthcare industry, top priorities include patient safety, healthcare quality and continuous quality improvement. Both the World Health Organization (WHO) and the Institute of Medicine (IOM) emphasize the global need to implement better patient safety and healthcare quality management throughout

healthcare's culture and organizational climates.

In this course, participants will gain a full understanding of patient safety and healthcare quality best practice, which will allow them to deliver impact within their healthcare systems. They will return to their organizations equipped with up-to-date and innovative quality measures to prevent errors and potential litigation, elevating their healthcare organization to a higher level of performance and enhanced reputation.

### **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 improve their skills in implementing effective healthcare quality measures that ensure patient safety.

## **Target Audience:**

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

## **Target Competencies:**

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- Healthcare quality
- Patient Safety
- Leading Change
- Quality Measurement

## **Course Objectives:**

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

- Make impactful decisions concerning both patient safety and healthcare quality in their healthcare organization
- Identify and rectify the variations in medical practice and their implications on patient safety and quality
- Use statistical tools to measure patient safety and quality in their department and at an organizational level
- Implement quality and patient safety as a core organizational strategy
- Create a culture of patient safety and healthcare quality by implementing fundamental concepts and international best practice

## **Course Outline:**

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### **The urgent need for patient safety and healthcare quality**

- Defining patient safety and healthcare quality

- The scope of medical errors and preventable harm to patients
- The prevalence of errors in healthcare
- Poorly designed systems: primary cause of errors
- The impact of human factors

### **Patient safety and healthcare quality - concepts and applications**

- Definitions of “process” and “outcome”
- Quality of care attributes:
  - Technical performance
  - Patient centeredness
  - Amenities
  - Access
  - Equity
  - Efficiency
  - Cost effectiveness
- Impact of “To Err is Human” (Institute of Medicine’s article)
- Healthcare quality measurement
- Relationship between quality and cost (Donabedian):
  - Quality costs money
  - Money does not necessarily buy quality
  - Some improvements in quality are not worth the added cost

### **Medical practice and implications on patient safety and quality**

- Evidence-based care and practice variation (Dr. Wennberg’s studies)
- Types of variation:
  - Process
  - Outcome
  - Performance
  - Effective care
  - Preference-sensitive care
  - Supply-sensitive care
- Design and evaluation of quality improvement initiatives
- Plan-Do-Study-Act (PDSA) cycle (Edward Deming)
- Appreciation for a system
- Knowledge about variation
- Theory of knowledge

### **Psychology**

### **Statistical tools to measure patient safety and quality**

- Joint commission characteristics critical to performance measurement
- Assumptions on the type of measure: proportion, ratio and continuous variable
- The elements of a statistical outlier: impact on patient safety and quality decisions
- Consequences associated with the use of poor-quality data or analytical skills
- Using data to understand the costs within the pharmaceutical and medical industries

### **Implementing quality and patient safety as a core organizational strategy**

- Eight-step process for managing a change in quality (Kotter)
- Porter's focus on strategy to include
- Resource allocation
- Action plan
- Communication plan
- Six approaches to empowering employees (Bill George)
- Innovation (Rogers)
- Relative advantage
- Compatibility
- Complexity
- Trial-ability
- Observability

### **Key steps in clinical change initiatives implementation**