Performance Management in Health Training Course

Professional Development Training Course Outline

Category	Public Health	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Performance Management in Health is a strategic and data-driven approach designed to enhance the quality, efficiency, and accountability of healthcare systems. In today's rapidly evolving global health environment, healthcare institutions face increasing pressure to improve patient outcomes, optimize workforce productivity, and ensure compliance with regulatory standards. Performance Management in Health Training Course equips participants with modern performance management frameworks, digital health analytics tools, and evidence-based decision-making techniques to strengthen healthcare delivery systems.

The course integrates contemporary trends such as healthcare KPIs, digital health transformation, patient-centered care, clinical performance dashboards, and results-based financing. It empowers healthcare professionals, managers, and policymakers to design, implement, and evaluate performance systems that align with Sustainable Development Goals (SDGs), Universal Health Coverage (UHC), and global quality improvement standards. Participants will gain practical skills in monitoring health indicators, improving service delivery, and fostering continuous quality improvement across healthcare institutions.

Programme Curriculum

Performance Management in Health Training Course

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10 days

Course Objectives

1. Understand healthcare performance management systems (PMS)
2. Apply clinical KPIs and health metrics analytics
3. Strengthen hospital quality improvement frameworks
4. Implement results-based financing in healthcare systems
5. Develop patient safety and care quality indicators
6. Use digital health dashboards for decision-making
7. Enhance health workforce productivity optimization
8. Apply data-driven healthcare management strategies
9. Integrate WHO health system performance standards
10. Improve service delivery efficiency in hospitals
11. Conduct health program monitoring and evaluation (M&E)
12. Strengthen leadership in healthcare performance governance
13. Align with Universal Health Coverage (UHC) performance goals

Target Audience

- Hospital administrators and healthcare managers
- Public health officers and policymakers
- Clinical directors and nursing supervisors
- Health program monitoring & evaluation specialists
- NGO and donor-funded health project staff
- Health information system (HIS) professionals
- Quality assurance and patient safety officers
- Healthcare consultants and trainers

Course Modules

Module 1: Introduction to Health Performance Management

- Concept of performance management in healthcare
- Evolution of health systems performance
- Global health performance frameworks
- Role of KPIs in healthcare improvement
- Case Study: NHS performance system (UK healthcare model)

Module 2: Healthcare KPIs & Metrics Design

- Types of clinical and operational KPIs
- SMART indicators in healthcare
- Benchmarking health performance
- Data validation techniques
- Case Study: Hospital KPI system in Singapore hospitals

Module 3: Health Data Collection & Management

- Health Management Information Systems (HMIS)
- Data quality assurance methods
- Electronic medical records integration
- Real-time health reporting systems
- Case Study: Rwanda digital health data system

Module 4: Monitoring & Evaluation (M&E) in Health

- M&E frameworks in health programs
- Indicator tracking systems
- Performance evaluation cycles
- Impact assessment methods
- Case Study: Global Fund HIV program evaluation

Module 5: Clinical Quality Improvement Systems

- Continuous Quality Improvement (CQI) models
- Lean healthcare principles
- Six Sigma in hospitals
- Patient outcome improvement strategies
- Case Study: Johns Hopkins patient safety program

Module 6: Hospital Performance Dashboards

- Designing digital dashboards
- Real-time data visualization tools
- Decision-support systems
- KPI tracking automation
- Case Study: Mayo Clinic dashboard system

Module 7: Healthcare Leadership & Governance

- Leadership models in healthcare
- Governance structures in hospitals
- Accountability frameworks
- Strategic health planning
- Case Study: NHS governance reform system

Module 8: Health Workforce Performance Management

- Staff productivity measurement
- Performance appraisal systems
- Motivation and incentives
- Workforce planning tools

- Case Study: Kenya health workforce reform initiative

Module 9: Patient Safety & Risk Management

- Patient safety indicators
- Risk identification frameworks
- Incident reporting systems
- Clinical governance systems
- Case Study: WHO patient safety initiative

Module 10: Health Financing & Results-Based Funding

- Performance-based financing models
- Cost-effectiveness analysis
- Budget allocation systems
- Donor funding performance tracking
- Case Study: Rwanda PBF healthcare financing

Module 11: Digital Health Transformation

- eHealth and mHealth systems
- AI in healthcare performance
- Telemedicine performance tracking
- Digital adoption strategies
- Case Study: Estonia eHealth system

Module 12: Public Health Performance Systems

- Disease surveillance systems
- Epidemic response performance
- Population health metrics
- Health promotion indicators
- Case Study: COVID-19 response systems globally

Module 13: Strategic Health Planning

- Health sector strategic plans
- Goal alignment with SDGs
- Resource allocation planning
- Performance forecasting
- Case Study: WHO health strategic frameworks

Module 14: Quality Assurance in Healthcare

- Accreditation systems (ISO, JCI)
- Clinical audit systems
- Quality control mechanisms
- Compliance monitoring tools
- Case Study: Joint Commission International hospitals

Module 15: Capstone Project – Health Performance Improvement Plan

- Designing hospital performance strategy

- KPI framework development
- Data analysis application
- Implementation roadmap
- Case Study: Participant-based real hospital simulation project

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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