Quality Improvement (QI) in Healthcare Training Course

Professional Development Training Course Outline

Category	Public Health	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Quality Improvement (QI) in Healthcare is a systematic, data-driven approach designed to enhance patient outcomes, safety, efficiency, and overall healthcare service delivery. In today's evolving healthcare landscape, institutions are increasingly adopting Lean Healthcare, Six Sigma, Evidence-Based Practice (EBP), Patient Safety Culture, and Digital Health Transformation to reduce errors, eliminate inefficiencies, and improve clinical performance. Quality Improvement (QI) in Healthcare Training Course equips healthcare professionals with practical tools and methodologies to drive measurable improvements in hospitals, clinics, and community health systems.

This program integrates modern QI frameworks such as PDSA Cycles, Root Cause Analysis (RCA), Clinical Auditing, KPI Dashboard Monitoring, and Value-Based Healthcare (VBHC). Participants will gain hands-on skills to identify gaps in care delivery, implement sustainable solutions, and foster a culture of continuous improvement aligned with global healthcare quality standards such as WHO Quality Standards, Joint Commission Accreditation, and ISO 9001 Healthcare Systems.

Programme Curriculum

Quality Improvement (QI) in Healthcare Training Course

Introduction

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Course Duration

5 days

Course Objectives

By the end of this course, participants will be able to:

1. Apply Lean Six Sigma methodologies in healthcare processes
2. Implement PDSA (Plan-Do-Study-Act) cycles for continuous improvement
3. Conduct Root Cause Analysis (RCA) for clinical errors and adverse events
4. Develop and monitor Key Performance Indicators (KPIs) in hospitals
5. Strengthen Patient Safety and Risk Management systems
6. Improve Clinical Workflow Optimization and efficiency
7. Integrate Evidence-Based Practice (EBP) in decision making
8. Design Quality Assurance (QA) frameworks in healthcare settings
9. Promote Patient-Centered Care models and experience improvement
10. Apply Healthcare Data Analytics for quality monitoring
11. Reduce Hospital Acquired Infections (HAIs) through QI tools
12. Strengthen Accreditation readiness (ISO, Joint Commission standards)
13. Build a sustainable Continuous Quality Improvement (CQI) culture

Target Audience

- Doctors and Medical Officers
- Nurses and Nurse Managers
- Hospital Administrators
- Public Health Professionals
- Clinical Officers and Allied Health Workers
- Healthcare Quality & Safety Officers
- Health Informatics Specialists
- NGO and Health Program Managers

Course Modules

Module 1: Foundations of Healthcare Quality Improvement

- Concepts of QI, CQI, QA
- Global healthcare quality frameworks
- Introduction to Lean and Six Sigma
- Healthcare quality indicators
- Case Study: Reducing waiting time in outpatient departments using Lean tools

Module 2: Patient Safety & Risk Management

- Patient safety principles
- Incident reporting systems
- Error prevention strategies
- Safety culture development
- Case Study: Reducing medication errors in a tertiary hospital

Module 3: PDSA Cycle Implementation

- Plan-Do-Study-Act methodology
- Small-scale testing of change
- Iterative improvement cycles
- Measuring outcomes effectively
- Case Study: Improving vaccination coverage through PDSA cycles

Module 4: Root Cause Analysis (RCA) & Problem Solving

- RCA tools (Fishbone, 5 Whys)
- Clinical incident analysis
- Problem prioritization techniques
- Corrective action planning
- Case Study: Maternal mortality audit using RCA approach

Module 5: Healthcare Data & Performance Measurement

- KPI development in healthcare
- Dashboard design and monitoring
- Data collection techniques
- Use of electronic health records (EHR)
- Case Study: Reducing patient readmission rates using KPI tracking

Module 6: Lean Healthcare & Process Optimization

- Waste reduction in healthcare systems
- Value stream mapping
- Workflow redesign
- Time-motion studies
- Case Study: Streamlining laboratory turnaround time

Module 7: Patient-Centered Care & Experience Improvement

- Patient satisfaction measurement
- Communication improvement strategies
- Service quality enhancement
- Shared decision-making models
- Case Study: Improving patient experience in emergency departments

Module 8: Accreditation, Compliance & Sustainability

- Healthcare accreditation standards (ISO, Joint Commission)
- Compliance monitoring systems
- Continuous improvement culture
- Sustainability in healthcare QI

- Case Study: Hospital accreditation readiness transformation 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	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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