

TOTAL QUALITY IMPROVEMENT IN HEALTHCARE

OBJECTIVE

- To create awareness among the participants on the importance of TQM / CQI in healthcare industry.
- To introduce to the participants the philosophies and principles of TQM / CQI.
- To introduce to the participants the tools and techniques of effective implementation of TQM /CQI.

LEARNING OUTCOME

At the end of the session, participants would:-

- Acquire an understanding on the importance of TQM / CQI in healthcare.
- Understand the philosophies and principles of TQM /CQI.
- Have an appreciation on the use of quality tools in workplace environment.

COURSE CONTENT

DAY 1

Morning 9.00am

Facilitator: Dr. Noor Hazilah Abdul Manaf

- Evolution of Quality – from Deming to Donabedian
- Definition of Quality
- Principles of Quality

Lunch

Afternoon 2.00pm

Facilitator: Dr. Noor Hazilah Abdul Manaf

- Service Quality
- Leadership and management commitment
- Customer Focus

DAY 2

Morning 9.00am

Facilitator: Joan Pereira

- Employee involvement
- Process improvement

Donabedian's Model : Structure-Process-Outcome

- Empowerment and teamwork

Lunch

Afternoon 2.00pm

Facilitator: Joan Pereira

- Benchmarking
 - Measuring Quality
 - Performance Indicators
 - Audits
- Tools and techniques of quality
- Implementation of TQM / CQI

TIME & DURATION

2-Day Programme / 9.00am – 5.00pm