

Medical Performance Management & Improvement

Duration: 5 Days

Language: en

Course Code: IND05-108

Objective

Upon completion of this course, participants will be able to:

- Understand the vitality of performance and improvement management within a medical setting.
- Develop a practical approach to conversations with subordinates and co-workers to ensure meaningful outcomes.
- Demonstrate a varied skill set relating to communication, including the ability to listen, question and guide.
- Investigate various leadership styles and identify which ones are most suitable based on personal skills.
- Closely monitor performance and recognise opportunities to provide coaching and training to subordinates.
- Utilise a variety of coaching methods, styles, and techniques to guarantee ideal results.
- Acknowledge areas of personal fault and constantly strive for self-improvement.

Audience

This course is designed for anyone within a medical field who is responsible for managing and improving performance. It would be most beneficial for:

- Clinical Managers
- Hospital Directors
- Quality and Improvement Managers
- Operations Managers
- Quality Assurance Managers
- Pharmaceutical Directors
- Senior Executives

Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review case studies of established healthcare organisations regarding quality and performance improvement to highlight key methods and analyses that have led to their success.
They will participate in a variety of learning exercises and methods that greatly promote learning and knowledge development. These methods include seminars, group discussions, video material, and group activities. Working individually and in a group setting will best reflect these job roles and help provide an authentic learning experience.

Summary

Medical and healthcare organisations play a vital role within society, and it is essential that they are able to continuously improve their performance and quality. If performance and quality were to start lacking, this could have a detrimental effect on the organisations and the patients they serve.
Performance improvement can come from different organisational areas and often relies on various factors. A primary performance factor is team management. Establishing competent teams of varying competencies, knowledge, experience, and skills is crucial to improving performance. Teams of varying capabilities can be utilised in many ways, and assignments and tasks can be easily delegated to those most suitable.
Furthermore, understanding the data surrounding performance is another crucial factor.

Gathering data through medical informatics, analysing it using statistical thinking tools and applying SPC methods to the organisation is a straightforward and accurate way of identifying ways of improving performance and incorporating the best solutions.

Course Content & Outline

Section 1: Introduction to Quality

- Defining what quality means within the healthcare sector.
- What key internal and external factors influence the quality produced by an organisation.
- Understanding the correlation between quality and performance improvement.
- Describing what value proposition is and measuring it within the service.
- Comparing the value proposition to other organisations within the same field.

Section 2: Healthcare Team Management

- Explaining how effective team collaboration greatly contributes to the quality produced by the service.
- What factors can influence a successful team – personality dynamics, knowledge, skills, and experience.
- Taking on projects suitable to the team's capabilities with thorough planning and research.
- Applying the team to projects and delegating tasks based upon specific strengths and competencies.

Section 3: Process Tools and Information Resources

- Understanding all work and functions are made up of various processes.
- Identifying different methods and tools for performance improvement and exploring their benefits.
- Comprehending what medical informatics is and why it's important for performance improvement.
- Recognising the types of measurement systems and medical record systems and how these can be used to improve overall service performance.
- Analysing and incorporating microsystem data into performance improvement.

Section 4: Statistical Thinking and Analysis

- Exploring the science behind statistical thinking and analysis.
- The transition from statistical process control (SPC) to putting statistical thinking into practice.

- Identifying the different types of control charts, their purpose, advantages, and disadvantages.
- Understanding the ideal situations to use different control charts.
- Exploring the potential limitations of SPC and how best to navigate these.
- Analysis packages for SPC and various approaches to SPC analyses.

Section 5: Lean Six Sigma

- Describing the principles of lean management and how it was developed.
- Exploring DMAIC as a six sigma improvement model – what improvements will be seen when following this?
- Using six sigma to gauge repeatability and reproducibility.
- Comprehending the statistical background and metrics of six sigma and how these align with statistical thinking and analysis.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Healthcare & Pharmaceutical, Management & Leadership

Tags

Quality Management, Medical Management, Labs

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