



Healthcare Performance Improvement Course

Summary

This course will provide an overview of the current state of the quality movement in Healthcare. A public health perspective as well as an individual perspective will be presented. Relevant history, theories, tools, and environmental factors will be discussed. The cost/quality connection will be explored and there will be an analysis of the complex forces that impact the transformation of healthcare from the current state to a patient centered, quality focused healthcare System.

Goals and Objectives

By the end of this course, participants will:

- Develop an understanding of the foundations, fundamentals, and core principles of healthcare performance improvement
- Have learned how to develop, implement, and evaluate an organization wide performance improvement cycle
- Gain advanced skills needed to lead performance improvement projects

Classroom sessions will include presentations and workshops on

- Performance improvement foundations, fundamentals, and core principles
- Developing an organization-wide performance improvement cycle
- Principal aspects of healthcare that are targeted for performance measurement
- Hospital Acquired Conditions (HAC's)
- Community-acquired and healthcare-associated infections, control and prevention
- Outcomes and proactive risk reduction in performance improvement
- Internal and external benchmark comparison
- Risk management
- Accreditation, certification, and licensure
- Use of Performance Improvement tools including Six sigma methodology and Lean Thinking
- The major barriers to improvement in healthcare quality and methods to overcome them
- How to develop, implement and evaluate an improvement project as team leader or team member
- The process to becoming a high reliability organization