Best Practices in Healthcare Performance Improvement Training Course

Professional Development Training Course Outline

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

Course Introduction

Best Practices in Healthcare Performance Improvement Training Course is designed to equip healthcare professionals with the **knowledge, tools, and methodologies** to drive meaningful change and achieve **operational excellence** in today's dynamic and complex healthcare landscape. By focusing on **data-driven strategies** and **continuous quality improvement**, participants will learn how to enhance **patient safety, clinical outcomes, and organizational efficiency**. The curriculum bridges theory with practice, leveraging a wide array of case studies to demonstrate the real-world application of **Lean Six Sigma**, **process mapping**, and **change management** principles. It's a foundational program for anyone committed to leading **system-wide improvements** and fostering a culture of **accountability** and **innovation**.

The healthcare sector is undergoing a massive **digital transformation**, and the demand for professionals skilled in **performance optimization** has never been higher. This course directly addresses this need by providing a **holistic framework** for identifying and eliminating waste, streamlining workflows, and improving resource utilization. From **analytics** to **interoperability**, we will explore how **technology** and **human factors** intersect to create sustainable improvements. Our goal is to empower a new generation of **healthcare leaders** who can navigate the challenges of **value-based care** and ensure that their organizations are not only compliant but are also at the forefront of delivering high-quality, **patient-centered care**.

Programme Curriculum

Best Practices in Healthcare Performance Improvement Training Course

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Course Duration

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Course Objectives

- Implement Lean Six Sigma methodologies to reduce waste and enhance efficiency.
- Analyze healthcare data for performance monitoring and root cause analysis.
- Design and execute continuous quality improvement (CQI) initiatives.
- Enhance patient safety through systematic process and risk management.
- Lead change management effectively within a healthcare environment.
- Improve clinical outcomes by standardizing best practices.
- Optimize resource utilization and reduce operational costs.
- Develop a culture of accountability and staff engagement.
- Utilize predictive analytics and AI-driven insights for strategic decision-making.
- Ensure regulatory compliance with a focus on HIPAA and EHR optimization.
- Measure and report key performance indicators (KPIs).
- Master interprofessional collaboration and communication.
- Innovate and adapt to the evolving landscape of value-based care.

Organizational Benefits

- Reducing waste and improving efficiency directly lowers operational costs and boosts profitability.
- A systematic approach to quality improvement leads to better clinical results, fewer adverse events, and higher patient satisfaction scores.
- Empowering staff with new skills and involving them in improvement projects fosters a sense of ownership, increases morale, and reduces turnover.
- Organizations that prioritize continuous improvement are better equipped to adapt to market changes and attract both top talent and patients.
- Proactive risk management and a focus on patient safety minimize errors and lower the potential for litigation.
- The ability to collect, analyze, and act on data ensures that decisions are based on evidence, not assumptions.

Target Audience

- Hospital and Clinic Administrators
- Quality and Patient Safety Managers
- Clinical Directors and Nurse Managers
- Healthcare IT Professionals
- Physicians and Clinical Staff
- Department Heads and Team Leads
- Healthcare Consultants
- Aspiring Healthcare Leaders

Course Outline

Module 1: Foundational Concepts in Healthcare Quality and Performance

- Introduction to Quality Improvement.
- Models for Improvement
- Patient Safety
- The Power of Data.
- **Case Study**: A hospital reduces medication errors by 30% using a systematic PDSA cycle and team-based approach.

Module 2: The Art and Science of Process Mapping

- Process Mapping Fundamentals.
- Value Stream Mapping.
- Workflow Optimization
- Six Sigma Tools.
- **Case Study**: A primary care clinic cuts patient wait times by 40% through value stream mapping of the patient journey.

Module 3: Lean Thinking in Healthcare

- Core Principles of Lean: The five principles of Lean as applied to healthcare.
- Identifying Waste (Muda)
- 5S Methodology.
- Just-in-Time (JIT): Improving inventory management and supply chain logistics.
- **Case Study**: A surgical department implements Lean principles to reduce instrument turnover time and increase surgical volume.

Module 4: Change Management and Leadership

- Leading Change.
- Building a Culture of Quality.
- Communication and Stakeholder Engagement.
- Overcoming Resistance to Change
- **Case Study**: A large hospital system successfully transitions to a new EHR system with minimal disruption by prioritizing stakeholder communication and training.

Module 5: Performance Measurement and Data Analytics

- Key Performance Indicators (KPIs).
- Visual Management.
- Statistical Process Control (SPC).

- Benchmarking.
- **Case Study**: A hospital's readmission rate decreases by 25% after using SPC charts to identify and address underlying causes of readmission.

Module 6: Technology-Driven Performance Improvement

- Leveraging EHR and Interoperability.
- AI and Machine Learning.
- Telehealth and Remote Patient Monitoring
- Cybersecurity and Data Privacy.
- **Case Study**: An integrated health network uses predictive analytics to identify patients at high risk for chronic disease complications, enabling proactive intervention.

Module 7: Patient-Centered Care and Patient Experience

- Defining Patient-Centered Care.
- Patient Experience Measurement.
- Shared Decision-Making.
- Empathy and Communication Skills.
- **Case Study**: A health system redesigns its patient intake process based on feedback, resulting in a 15% increase in patient satisfaction scores.

Module 8: Capstone Project: Real-World Application

- Project Selection and Scoping.
- Project Planning.
- Execution and Measurement: Implement the plan, collect data, and measure results.
- Presentation of Findings.
- **Best Practice Sharing**: A forum for participants to share their success stories and challenges, building a community of practice.

Training Methodology

Our training methodology combines a variety of approaches to ensure an engaging and effective learning experience.

- Interactive Workshops.
- Case Study Analysis.
- Simulations: Role-playing and simulations to replicate real-life challenges.
- Expert-Led Lectures.
- Collaborative Learning.
- Action Learning Project.
- Continuous Feedback and Coaching.

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
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

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com