



TOTAL QUALITY
MANAGEMENT (TQM)

+ CPHQ

DIPLOMA



<http://imetsacademy.com/>

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Course Overview

Ensuring patient safety and healthcare quality is critical and should be a key focus of everyone in healthcare practice. This course provides healthcare practitioners and others with an introduction to the knowledge and skills needed to lead patient safety and quality improvement initiatives at the micro and macro levels. The Program is particularly suitable for: Healthcare professionals and administrators who intend to play a vital role as quality professionals at their organizations. Hospital managers who would like to augment and consolidate their managerial capabilities.

Enhance your career and facilitate the quality transformation in your hospital or healthcare organization and get one of the world's most valuable and prestigious certificates in the field of healthcare quality.

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HR

16 DAYS (5:00 hrs)

Web : www.imetsacademy.com

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Why to study CPHQ plus Diploma in Healthcare Quality ?

- ✓ **Becoming a Certified Professional in Healthcare Quality (CPHQ) could be one of the best career moves for any healthcare professional involved or aspiring to build his/her career in Quality Management, Performance Improvement, Risk Management, Infection Control, Health Information or related healthcare fields.**
- ✓ **The granting of CPHQ status recognizes and demonstrates your achievement, knowledge and proficiency in the field of healthcare quality which makes you a valuable asset for your organization or for any healthcare facility determined to acquire or maintain accreditation and improve its performance**
- ✓ **Understand how accreditation, recognition programs, and continuous readiness activities provide quality oversight**
- ✓ **Determine how to collect, interpret, and use data**
- ✓ **Perform and coordinate risk management activities**
- ✓ **Recognize patient safety goals and priorities**
- ✓ **Save more than 3000 EGP**

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Who should attend ?

- ✓ **Doctors**
- ✓ **Dentists**
- ✓ **Nursing Specialists**
- ✓ **Pharmacists**
- ✓ **Medical Technologists**
- ✓ **CEOs**
- ✓ **Quality Professionals**
- ✓ **Medical and Nursing Directors**
- ✓ **Risk Managers**
- ✓ **Case Managers**
- ✓ **Healthcare Administrators and Managers**
- ✓ **Health care professionals interested in managerial**

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Course Outlines

N	Lectures	Content
1	Day 1	<ul style="list-style-type: none">▪ Quality (Def.-Dimensions)▪ Quality Journey▪ System Approach
2	Day 2	<ul style="list-style-type: none">▪ Customer▪ Liabilities▪ Integrated Delivery System
3	Day 3	<ul style="list-style-type: none">▪ Leadership & Management▪ Strategic Planning▪ Governance Structure
4	Day 4	<ul style="list-style-type: none">▪ Quality Management▪ Utilization Management▪ Risk Management
5	Day 5	<ul style="list-style-type: none">▪ Patient Safety Program▪ Medical Errors
6	Day 6	<ul style="list-style-type: none">▪ IPSGs

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Program Outlines

N	Lectures	Content
7	Day 7	<ul style="list-style-type: none">▪ People Management▪ Training & Orientation▪ Performance Evaluation
8	Day 8	<ul style="list-style-type: none">▪ Change Management▪ Communication skills
9	Day 9	<ul style="list-style-type: none">▪ Performance Improvement Concepts▪ Performance Improvement Approaches
10	Day 10	<ul style="list-style-type: none">▪ FOCUS-PDCA workshop
11	Day 11	<ul style="list-style-type: none">▪ Performance Measurement (KPIs) workshop▪ Clinical process improvement
12	Day 12	<ul style="list-style-type: none">▪ RCA & FMEA▪ Practitioner Appraisal

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16 DAYS (5:00 hrs)

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Program Outlines

N	Lectures	Content
13	Day 13	<ul style="list-style-type: none">▪ Infection control practices
14	Day 14	<ul style="list-style-type: none">▪ Information Management▪ Medical Record▪ Basic Statistics
15	Day15	<ul style="list-style-type: none">▪ Data Handling▪ Display Techniques▪ Quality Tools
16	Day 16	<ul style="list-style-type: none">▪ Accreditation Journey

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Prerequisites

1. A bachelor's degree from a recognized university with a minimum grade of "good" or a minimum grade point of 2.3.
2. For applicants who graduated from university with an overall grade of "pass", two years of professional work experience is required.

Attendance Policy for All Courses

3. A minimum attendance of 80% in each course (including absence for emergency reasons) is prerequisite to receive any of the Education certificates.
4. Participants who do not meet the minimum attendance requirement will not be permitted to take the final exam and will not pass the course.
5. Attendance is not included in the course final grade.
6. Attendance is monitored and recorded (on the Banner Self Service) by the course instructor.

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OUR EDUCATIONAL PROGRAMS



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ENROLL NOW

**HEALTHCARE
QUALITY (CPHQ)**
AMERICAN BOARD

A promotional graphic for the Healthcare Quality (CPHQ) American Board program. It features a photograph of two healthcare professionals, a woman and a man, smiling and looking at a tablet. The background is a blurred hospital setting. The IMETS logo is in the top left corner.

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**INFECTION
CONTROL (CIC)**
AMERICAN BOARD

A promotional graphic for the Infection Control (CIC) American Board program. It features a photograph of a healthcare worker in a blue surgical cap and mask, giving a thumbs-up gesture. The background is a blurred hospital setting. The IMETS logo is in the top left corner.

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**HEALTHCARE
QUALITY (TQM)**
DIPLOMA

A promotional graphic for the Healthcare Quality (TQM) Diploma program. It features a photograph of a healthcare professional in a white coat looking at a tablet. The background is a blurred hospital setting with digital data overlays. The IMETS logo is in the top left corner.

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**HOSPITAL
ACCREDITATION**
DIPLOMA

A promotional graphic for the Hospital Accreditation Diploma program. It features a photograph of a hospital hallway with people walking. The background is a blurred hospital setting. The IMETS logo is in the top left corner.

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**HOSPITAL
MANAGEMENT**
DIPLOMA

A promotional graphic for the Hospital Management Diploma program. It features a photograph of three healthcare professionals sitting around a table in a meeting, discussing documents. The background is a blurred hospital setting. The IMETS logo is in the top left corner.

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**DIGITAL
MARKETING**
DIPLOMA

A promotional graphic for the Digital Marketing Diploma program. It features a photograph of a laptop displaying a digital marketing interface with a globe, a red and white striped awning, and various icons. The background is a blurred office setting. The IMETS logo is in the top left corner.