

in collaboration with



**Initiative**  
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# Professional Diploma

**in Total Quality Management (TQM) in Healthcare Organizations (Preparation for (CPHQ) Exam)**

**Online Session via  zoom**

**Every Friday, June 3, 2022, to August 26, 2022 | 6:00 PM - 11:00 PM**

To register and pay please sign up through this link below

<https://www.imcacademy.net/signup>

## Course Overview

To be a quality specialist in healthcare organizations, it's required to have at least one of two most important recognized post graduate studies in TQM in healthcare organizations, either TQM Diploma or CPHQ, both need time, efforts & cost. In this program you will be able to have the two certificates with reduction of time, efforts & cost in one course instead of two different courses. This program is Professional Diploma in Total Quality Management in Healthcare Organizations (TQMD) with preparation to international Exam of CPHQ, which will enable you to combine knowledge, skills of TQM & CPHQ in one course with applied practical project in elegant healthcare organizations.

## Course Objectives

**Upon completion of this course, the trainees will be able to:**

- Know all basic information & requirements needed for passing the international exam of CPHQ, Information about the exam degrees & main chapters of Janet Brown Handbook of Healthcare Quality which is the main resource for studying & preparing for CPHQ Exam.
- Learn basics of quality, quality management & total quality management, definitions, aspects, Dimensions, development, revolution & modern applications in healthcare organizations.
- Acquire skills of leadership & people management in TQM, Leadership styles & its applications In leading team works in quality departments.
- Discover main functions of quality department & relations with other departments.
- Know basics of Risk management in healthcare organizations.
- Acquire skills of Utilization management in hospitals.
- Learn financial management related to quality costs.
- Study Case management & Care Coordination
- Learn essentials of Patient Safety, International Patient Safety Goals & how to avoid medical errors.
- Learn fundamentals of Performance management, Concepts of Performance Improvement & Different approaches of Performance improvement in hospitals.
- How to put guidelines & clinical pathways, how to review credentials & privileging.
- Study basics of Accreditation & journey of hospital preparation for accreditation.
- Learn basics of Information management & statistical methodologies.
- How to use different models of display charts & quality tools.
- Acquire skills of People management, change management & team motivation.
- How to apply different Quality tools in Different types of Quality projects in hospitals

## Who should attend?

This course will benefit those who want to be certified professional healthcare quality specialists, Or who are already quality specialists, coordinators, managers, or quality directors & all workers at quality departments at medical centers & hospitals



Course Content	Course Instructors				
<div>Chapter 1 (Quality Concepts)</div> <ul style="list-style-type: none"> <li>Introduction</li> <li>Basic Information About CPHQ &amp; All requirments for Exam</li> <li>Overview on Course Outline</li> <li>Quality Definitions</li> <li>Quality Aspects &amp; Dimensions</li> <li>Quality &amp; Accreditation Journey</li> <li>System Approach</li> <li>Customer</li> <li>Liabilities</li> <li>Integrated Delivery System</li> </ul> <div>Chapter 2 (Leadership &amp; Strategic Planning)</div> <ul style="list-style-type: none"> <li>Leadership &amp; Management</li> <li>Leadership Styles</li> <li>Roles of Different Leadership Levels</li> <li>Organizational Ethics</li> <li>Strategic Planning</li> <li>Balanced Scorecard (BSC)</li> </ul> <div>Chapter 3 (Quality Management)</div> <ul style="list-style-type: none"> <li>Quality Management</li> <li>Utilization Management</li> <li>Financial Management</li> <li>Risk Management</li> <li>Patient Safety</li> <li>Case Management</li> </ul> <div>Chapter 4 (Performance Management)</div> <ul style="list-style-type: none"> <li>Performance Improvement Concepts</li> <li>Performance Improvement Approaches</li> <li>Performance Measurement</li> <li>Clinical Process Improvement</li> <li>Review Processes</li> <li>Root Cause Analysis (RCA)</li> <li>Failure Mode &amp; Effect Analysis (FMEA)</li> <li>Practitioner Appraisal</li> <li>Accreditation</li> </ul> <div>Chapter 5 (Information Management)</div> <ul style="list-style-type: none"> <li>Information Management</li> <li>Medical Record</li> <li>Sampling</li> <li>Basic Statistics</li> <li>Data Handling</li> <li>Display Techniques</li> <li>Quality Tools</li> </ul> <div>Chapter 6 (People Management)</div> <ul style="list-style-type: none"> <li>Change Management</li> <li>Team Coordination</li> <li>Negotiation skills</li> <li>Decision Making</li> <li>Communication</li> <li>Motivation</li> <li>Training &amp; Orientation</li> <li>Performance Evaluation &amp;KPIs</li> </ul>	<div>Dr. Mahmoud Alserafy</div> <ul style="list-style-type: none"> <li>Healthcare Quality consultant</li> <li>Hospital Accreditation consultant</li> <li>CPHQ Certified</li> <li>TQM Diploma of AUC</li> <li>Hospital Management Diploma of AUC</li> <li>PCT of AUC</li> <li>Black Belt Six Sigma</li> <li>Lead Auditor ISO 9001/2008</li> <li>Experience in Hospital preparation for international accreditations e.g. Ghoneim center for urology at Mansoura university, Dental care Egypt for TEMOS &amp; others</li> <li>Experience in more than 22 batches of preparation for CPHQ Exam</li> </ul> <div>Dr. Eman Qonsowa:</div> <ul style="list-style-type: none"> <li>Healthcare Quality consultant</li> <li>Hospital Accreditation consultant</li> <li>CPHQ Certified</li> <li>TQM Diploma of AUC</li> <li>Hospital Management Diploma of AUC</li> <li>PCT of AUC</li> <li>Black Belt Six Sigma</li> <li>Lead Auditor ISO 9001/2015</li> <li>Experience in Hospital preparation for international accreditations e.g. Dental care Egypt for TEMOS &amp; others</li> <li>Experience in more than 22 batches of preparation for CPHQ Exam</li> </ul> <div> <div>Fees</div> <table> <tr> <td>Individual</td><td>SAR 4000</td></tr> <tr> <td>Groups</td><td>SAR 3500</td></tr> </table> </div> <div>Course Duration:</div> <div> 12 DAYS – within 3 months – 12 lectures – once per week (5 hours) - 60 accredited training hours </div> <div> <p><i><b>By the end of this course, trainees will receive two accredited certificates after passing (MCQ Exam) of 50 marks &amp; discussion of (Graduation Applied project) of 50 marks, the two certificates are:</b></i></p> <ol style="list-style-type: none"> <li>Accredited Certificate of Completion of Professional Diploma of Total Quality Management in Healthcare Organizations” Preparatory to CPHQ, with accredited <b>(60 training hours)</b> certified by <b>Knowledge &amp; Human Development Authority (KHDA)</b> of Dubai Government.</li> <li>Accredited Certificate of Completion of “ Professional Diploma of Total Quality Management in Healthcare Organizations” Preparatory to CPHQ, with accredited <b>(60 training hours)</b> certified by <b>(Initiative Management Consultancy)</b> at UAE ( <a href="http://www.imc-uae.com">http://www.imc-uae.com</a> ).</li> </ol> </div>	Individual	SAR 4000	Groups	SAR 3500
Individual	SAR 4000				
Groups	SAR 3500				

### Payment Terms:

- Kindly visit your trainee dashboard (<https://www.imcacademy.net/login>) and follow the steps as shown in Academy System.
- Choose your convenient payment type.
- PAY ONLINE for immediate confirmation of your seat.
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**Bank:** Banque Saudi Fransi  
Main Branch Jeddah, Saudi Arabia  
**Account Name:** International Medical Center  
**Account Number:** 05268509895  
**IBAN #:** SA5655000000005268509895

- Cash can be paid through IMC Academy Office.

### For Further Information, Registration & Payments:

Please feel free to contact us at below listed details, it will be our pleasure to serve you from Saturday to Thursday, 8am - 4pm.

**Mrs. Ruba Beik**

IMC Academy Medical Education Coordinator

**Telephone:** +966 9200 2 7778 then press #3

**WhatsApp:** +966 5374 62897

**Email:** [academy@imc.med.sa](mailto:academy@imc.med.sa)

- Certificates of attendance will be received through Academy System
- 10% discount for all the Silver Membership Card holder

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