Health Care Quality Management & Patient Safety Program

Practical training that is customized for your organizational priorities
At Joint Commission International, we believe quality patient care starts with well-trained people. If you’re ready to take your quality and safety program to a higher level, consider customized training from JCI. A suite of practical, evidence-based courses that includes one on international accreditation, the Quality Management & Patient Safety Program can be tailored to address the unique objectives of your health care organization, ranging from a 1-2 week accelerated course up to a multi-month certificate program.

Designed for all health care professionals and delivered by international experts, the program employs a variety of teaching methods – including onsite instruction, team-based learning, and completion of a performance improvement project within your own organization – resulting in a superior participant experience.

Best of all, the curriculum focuses on quality management and performance improvement by targeting your organization’s needs, using your own data. Your participants will gain the ability to help improve quality, reduce risk, and align the organization with JCI standards. Participants leave the program with knowledge on how to develop, implement, and manage an effective quality program that produces successful, sustainable results – for patients and staff.

Benefits for Your Health Care Organization
Develop staff competency, establish processes, and implement tools to help drive continuous improvement and efficiencies in your organization.
– Elevate, expand, and standardize quality and patient safety efforts
– Develop competency in quality management, improvement tools, and the international standards
– Infuse care teams with experts trained in evidence-based methodologies
– Strengthen operations with sustainable improvements
– Help achieve stated quality and safety goals

Benefits for Your Participants
Upon completion of this curriculum, your participants will be able to engage leaders and staff, help drive organizational change to improve the culture of quality and safety in your organization, share tools and strategies with team members, implement strategies to improve patient safety, and be better prepared for JCI accreditation.
– Develop quality experts and advocates for quality and patient safety
– Manage improvement projects that are data-driven
– Standardize reporting data to monitor performance and drive continuous improvement
JCI experts work with your organization to customize the content, format, and timeline of the curriculum to meet your needs and priorities.

**Program elements include:**
- Instruction: On-site lectures and presentations
- Interactive Learning: Team-based and problem-based learning
- Practical Application: Practical use of quality tools in a hospital setting, including completion of an improvement project
- Evaluations: Quizzes and assessments

**CURRICULUM**

This curriculum is taught over multiple courses, engaging participants before, during, and after each on-site session. Customized programs can range from a 1-2 week accelerated program up to a multi-month certificate program developed from the courses below:

- **Quality Management**
  Principles of health care quality; leadership role in quality; change management; teamwork skills; health information management

- **Performance Improvement**
  Methods and tools of performance improvement; process analysis; voice of the customer; selecting and sustaining solutions

- **Data Management**
  Performance measures; data collection and validation; targets and benchmarks; data analysis; graphs and charts

- **Patient Safety & Risk Management**
  Safety culture; human factors; high reliability organizations; risk management; root cause analysis; failure mode and effects analysis

- **JCI Accreditation**
  Standards and measurable elements; role of accreditation in quality; tracer methodology
For additional information on the program, please contact: JCI Global Consulting at jciconsulting@jcrinc.com