

Healthcare Performance Improvement and Management

COURSE OVERVIEW

This course provides participants with the tools and strategies needed to enhance performance across healthcare organizations. It focuses on optimizing clinical outcomes, operational efficiency, and patient satisfaction through data-driven decision-making, quality improvement frameworks, and effective leadership practices. Participants will explore performance measurement, benchmarking, lean healthcare methods, and the use of health information systems to monitor and drive improvement initiatives.

WHO SHOULD ATTEND?

This program is for healthcare leaders focused on improving operations. It suits hospital CEOs, administrators, and department heads managing clinical workflows. It also benefits quality specialists working on standards, policy advisors shaping performance frameworks, clinical directors linking care and management, health consultants driving change, and NGO managers running improvement projects. Furthermore, it is ideal for those enhancing patient care, using data to measure performance, streamlining services, and applying evidence-based strategies.

COURSE OUTCOMES

Delegates will gain the knowledge and skills to:

- Apply performance improvement methodologies in healthcare settings.
- Analyze operational processes and identify gaps in service delivery.
- Use data and KPIs to monitor quality and efficiency.
- Design and implement sustainable performance improvement plans.
- Foster a culture of continuous quality improvement and accountability.
- Align performance initiatives with strategic organizational goals.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Basics of healthcare performance metrics and evaluation.
- Lean and Six Sigma approaches in healthcare.
- Tools for quality assurance and service delivery optimization.
- Root cause analysis and problem-solving frameworks.
- Strategic use of health information systems and dashboards.
- Change management and stakeholder engagement.
- Real-world case studies and action planning exercises.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded