

Professional Diploma

in Patient Safety in Healthcare organization and preparation of CPPS Exam



Training Sessions

Every Thursday

May 11 - June 29, 2023

6:00 PM - 10:00 PM

 zoom **Online Session**

To register please sign up through this link below

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

Program Outline

Module 1: Safety Culture

1. Assessment of patient safety culture.
2. Identify work settings with positive safety culture and those in need of improvement.
3. Study culture survey results within all levels of the organization.
4. Raising health workers awareness.
5. Provide learning opportunities for the healthcare team about:
 - a. the value and process of reporting safety incidents.
 - b. the importance of timely disclosure to patients related to adverse events and unexpected outcomes.
 - c. the importance of transparency and timely apology.
6. Promoting a Culture of Safety.

Module 2 : Leadership Role in Patient Safety

1. Align patient safety strategy with organizational mission, vision, values, and goals.
2. Identify key stakeholders for distinct patient safety initiatives.
3. Advocate for resources required to support the operational safety plan.
4. Integrate patient safety responsibilities into job descriptions, competencies, and performance evaluation tools.
5. Embed accountability into investigations and system improvement.
6. Promote the application of principles of high reliability at all levels of the organization.
7. Use storytelling as a mechanism to engage stakeholders and drive change.
8. Work within the organization to accomplish process improvement, effectively engage leaders, and influence stakeholders and direct care providers.

Module 3: Patient Safety Risks and Solutions

1. Risk Identification & Analysis.
2. Develop a mechanism to report identified hazards.
3. Perform activities to identify gaps and risks (e.g., failure modes and effects analysis(FMEA), walk-around).
4. Review reports of unsafe conditions, near-misses, and incidents.
5. Ensure support is provided for staff affected by safety-related adverse events.
6. Identify vulnerable populations with a high likelihood of patient safety events (e.g., diabetes, extremes of age,potential for addiction).
7. Perform Root Cause Analysis (RCA)
8. Recognize the risks of workplace physical and psychological violence involving patients and staff.
9. Patient Safety Solutions.
10. Evaluate technology solutions to promote patient safety.
11. Investigate how the interface between technology systems may contribute to patient safety events.
12. Monitor patient safety outcomes following the implementation of new or modified technology.
13. Evaluate risks associated with existing, modified, or new technology systems.

Module 4: Measuring and Improving Performance

1. Identify quantitative patient safety data sources for internal and external reporting.
2. Collect patient safety data.
3. Manage patient safety data.
4. Analyze patient safety data using statistical techniques (e.g., statistical process control).
5. Evaluate feedback from standards organizations (e.g., for regulations, accreditation, and ratings, etc.).
6. Select an improvement methodology that is relevant to an initiative or project.
7. Apply improvement methodologies to promote measurably improved processes.
8. Use process, outcome, and balancing measures to evaluate system performance.
9. Employ project management skills to manage the work of improvement.

Module 5 : System Thinking & Design (Human Factors Engineering)

1. System thinking.
2. Apply system theory.
3. Apply systems thinking to improve processes.
4. Design human factors
5. Apply principles of high reliability and resilience to system design.
6. Incorporate regulatory/accreditation requirements in designing process improvement initiatives.
7. Identify and enhance factors that support human performance (e.g., pattern identification, anticipation of outcomes, critical thinking, teamwork).

Language

The Presentation, supplied documents, and workshop exercises of the course are in English, however, oral explanation is Bilingual (English and Arabic).

Program Methodology

A variety of methodologies will be used, including presentation, discussions, group work, video discussions, questions and answers, small and large group exercises,

Invited Instructors

Dr. Mahmoud Alserafy

IFC (World Bank Group) Healthcare Quality Consultant
TQMD, HMD, TOT (AUC)
MBA, CPHQ, LSSBB, ISO 9001 Lead Auditor
15 Years Experience in Healthcare Sector
Quality and Accreditation Lecturer at WHO, BUC, and KHDA, Dubai
Accreditation Consultant JCI, GAHAR, CBAHI, and TEMOS
Number of Courses (Hospital Accreditations) more than 13 Courses
Number of Courses (Preparatory for CPHQ) more than 50 Courses

Dr. Eman Konsowa

IFC (World Bank Group) Healthcare Quality Consultant
TQMD, HMD, TOT (AUC)
BA, CPHQ, BPS, ISO 9001 Lead Auditor
12 Years Experience in Healthcare Sector
Quality and Accreditation lecturer at WHO, BUC and KHDA, Dubai
Accreditation Consultant CBAHI, JCI, GAHAR and TEMOS
Number of Courses (Hospital Accreditations) more than 13 Courses
Number of Courses (Preparatory for CPHQ) more than 50 Courses

By the end of this course, trainees will receive two accredited certificates after passing the discussion of graduation applied project of 50 marks, the two certificates are:

1. Accredited Certificate of Completion of Professional Diploma in patient safety in Healthcare Organizations with accredited **(32 training hours)** certified by **Knowledge & Human Development Authority (KHDA)** of Dubai Government.
2. Accredited Certificate of Completion of Professional Diploma in Patient Safety in Healthcare Organizations with accredited **(32 training hours)** certified by **(Initiative Management Consultancy)**.

Fees

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|------------|-----------|
| Individual | SAR 3,500 |
| Groups | SAR 3,000 |

Payment Terms:

- Kindly visit your trainee dashboard (<https://www.imccademy.net/login>) and follow the steps as shown in Academy System.
 - Choose your convenient payment type.
 - PAY ONLINE for immediate confirmation of your seat.
 - For Bank Transfer upload the copy of your transfer slip/invoice through the dashboard.
- Bank:** Banque Saudi Fransi
Main Branch Jeddah, Saudi Arabia
- Account Name:** International Medical Center
Account Number: 05268509895
IBAN #: SA565500000005268509895
- 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.

Ms. Ruba Beik

IMC Academy Medical Education Coordinator
Telephone: +966 9200 2 7778 then press #3
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Email: 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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