



CERTIFICATE PROGRAM IN HOSPITAL QUALITY AND PATIENT SAFETY

STARTS: 24TH JUNE 2025 | DURATION :3 MONTHS

Is this program for me?

The Course is designed for:

- Practicing doctors, specialists, and Medical PG Students
- Nurse practitioners and PG students
- Hospital Managers and Administrators
- Health IT/Informatics domain specialists
- Hospital/Home healthcare/Nursing-Home/Diagnostic center owners and managers
- Medical Technicians
- Hospital Administration/Management students desirous of a career in quality and operations.

Highlights of the Program:

- Online classes
- Live project Participation
- Peer Learning, Interactive sessions with hands-on training
- Masterclass by the industry leaders.
- Certificate on Completion

*2 days per week- Tuesday and Thursday
5.00 PM to 7.00 PM*

Competency Enhancements in:

- ☒ Quality data collection and reporting using quality tools
- ☒ Internal audits - medical audits, prescription audits, active and passive file auditing
- ☒ Planning and implementation of quality improvement programs (QIP)
- ☒ Planning and implementation of patient safety methods

KMC Credit points awaited for the program

MODULES

1 Introduction to Healthcare Quality

- Concepts of Quality, Definitions and Perspectives
- Quality Frameworks and Models
- Processes, Operations, Value and Performance
- Healthcare quality: Drivers and India's Journey

2 Quality Management System

- Planning for quality and organizing quality team
- Implementation: Phases and Training
- Measuring performance – Indicators; Patient and Employee Satisfaction
- Managing quality teams – Committees, communication, culture and change management

3 Quality Tools and Measurement

- Quality Tools – Checklists, Forms/Formats, SOPs, Protocols, Clinical Pathways, Care Bundles
- Measurement tools – TQM Tools and Process Mapping, Lean/Six Sigma
- Benchmarking, 5 S and SERVQUAL
- HMIS and Quality Dash Boards

4 Quality, Safety and Risk Management

- Patient, Surgical and Medication Safety
- Root cause analysis and failure mode and effects analysis
- Medical Audit
- Risk Management

5 Accreditation in Healthcare

- Overview of Accreditation – ISO, NABH, NABL and JCI
- Quality in Public Health – National Quality Assurance Standards
- NABH 6th Edition – Implementation

6 Quality as a competitive strategy

- Quality Management Department in a Hospital.
- Roles and Responsibilities of a Quality Manager
- Credentialing and privileging
- Leveraging IT for quality

PROGRAM FEE:

Rs. 18,000/-
(Including GST)

***Scholarships Available**

LINK FOR REGISTRATION

<https://forms.gle/VMNJHh3ph7b3XrFN6>

or Scan
QR Code



PROGRAM DIRECTOR



Dr. Usha Manjunath Ph.D

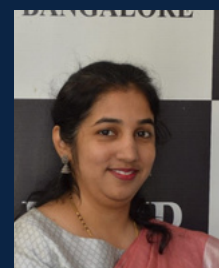
Director and Professor,
IIHMR Bangalore

Expertise:

Health Systems and Quality
Management

Book Publication – TQS in Healthcare
Trained in NABH Implementation and
Strategic Leadership

PROGRAM COORDINATOR



Dr. Deepashree M R, BAMS, PGDHM

Assistant Professor,
IIHMR Bangalore

Expertise: Continual Quality
Improvement: Tools and
techniques, Implementation of
NABH Standards

CONTACT



Institute of Health

Management Research,

Near Thimma Reddy Layout,
Hulimangala Post, Electronic city
Phase-I, Bangalore - 560105



+91-9535266665

+91-9036785102



trainings@iihmrbangalore.edu.in



www.iihmrbangalore.edu.in