



CERTIFICATE PROGRAM IN

HOSPITAL QUALITY AND PATIENT SAFETY

COHORT-4

STARTS: JULY 2026 | 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 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



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PROGRAM FEE:

Rs. 18,000/-
(Including GST)

***Scholarships Available**

LINK FOR REGISTRATION

<https://bit.ly/HQPS4>

or Scan
QR Code

