



# BUC

BADR UNIVERSITY IN CAIRO  
جامعة بدر بالقاهرة

## Professional Diploma in Healthcare Quality & Accreditation



## **Diploma Overview:**

Ensuring healthcare quality services and patient safety is a critical objective and should be a strong focus of every leader in healthcare practice. This Diploma provides healthcare quality practitioners and other healthcare providers with the sufficient knowledge and skills needed to lead quality management activities and accreditation initiatives at the micro and macro levels in different healthcare organizations.

The Diploma focuses on the theoretical and practical skills necessary for improving healthcare delivery systems and changing the policy landscape of our healthcare system. It is designed for clinical and non-clinical healthcare professionals who want to focus their career development on improving healthcare delivery systems, particularly regarding quality and accreditation.

The diploma curriculum was built based on the quality accreditation system in the hospital, giving the trainee rich experience in every aspect of the quality management system in the hospitals.

This executive-style program incorporates distance-learning components to allow participants to meet their educational goals while continuing their careers or medical profession.

## **Learning Objectives:**

Upon completion of this Diploma, the participants will be able to:

- Lead their hospitals to acquire different types of organizational accreditation, either national or international.
- Lead the organizational change to improve the culture of healthcare quality and patient safety in their organization.
- Share tools and strategies with team members, implement and monitor procedures to manage healthcare personal effectively.
- Provide safe and high-quality patient-centered care with actual experience-based knowledge.
- Design and implement quality improvement projects that are data-driven.
- Utilize data to obtain helpful information, measure the performance effectively, and take the right decision at the right time.
- Develop risk management plans and projects to provide a safe, functional, and support facility for patients, families, staff, and visitors.
- Develop and implement comprehensive IPC Programs that comply with accrediting and regulatory requirements.

## **Professional Diploma Outline:**

This Diploma is conducted by hybrid learning methodology; the core of the Diploma consists of eight modules, arranged in 4 semesters, every semester starts by coursework three-day Immersion sessions held at Badr University campus, and after this high-contact coursework, the modules will be executed through distance-learning sessions controlled remotely through live sessions.

Each semester runs for three months, with the final assessment held at the end of the semester.

Distance-learning sessions for each applicable course will typically be held one evening per week and can be attended from anywhere.

Every module contains 36 hours of practical hospital application on accreditation standards including 6 hours of hospital field visit.

For one year, participants also begin formulating and implementing their eight practical projects.





## HQA Diploma Curriculum Structure

Academic Modules	Course Code	Diploma Curriculum (430 hours)
1	HQA7101	Organizational Leadership & Quality (24 Hrs, Immersion 1) Organizational Leadership Field Study (24 Hrs)
2	HQA7102	Healthcare Personnel Management (24 Hrs, Immersion 1) Practical Human Resources Management Project (24 Hrs)
3	HQA7203	Patient-Centered & Integrated Care Services (24 Hrs, Immersion2) National Safety Requirements Field Study (24 Hrs)
4	HQA7204	Operative & Diagnostic Services Standards (24 Hrs, Immersion 2) Practical Accreditation Project (24 Hrs)
5	HQA7305 HQA7306	Risk Management in Health service organizations (36 Hrs, Immersion 3) Environmental and Patient Safety (36 Hrs, immersion 3)
6	HQA7307	Quality & Performance Improvement (24 Hrs, Immersion 3) Practical Quality Improvement Project (24 Hrs)
7	HQA7408 HQA7409	Infection Prevention & Control in Quality System (36 Hrs, Immersion 4) Information Management & Technology (24 Hrs, Immersion 4) Practical Information Management Project (12 Hrs)
8	HQA7410	Accreditation & Excellence Recognition (24 Hrs, Immersion 4) Hospital Accreditation Case Study (24 Hrs)

## HQA Diploma Outline:

### SEMESTER I

#### **Module 1: Organizational Leadership & Quality (48 hours):**

##### **Module Overview:**

This module considers as an introduction to quality and accreditation, and with a detailed comprehension of organizational leadership concepts, including; the organizational structure, management and leadership, and various management operations of health care organizations.

Qualified and trained healthcare leadership is essential to ensure that healthcare services can keep up with the customers' changing needs. As more individuals become eligible to lead in the healthcare field, more leaders will work effectively to help tackle various challenges and problems.

##### **Module Outline:**

- Healthcare quality concepts.
- Dimensions of healthcare quality.
- Styles of leadership & their roles.
- Organizational strategic plan.
- Utilization & resource management efficiently.
- Participative management principles.
- Teamwork in performance improvement.
- Organizational ethics and patient rights.



## Module 2: Healthcare Personnel Management (48 hours):

### Module Overview:

Healthcare organizations need an appropriate variety of skilled, qualified people to fulfill their mission & meet patient's needs.

The organization's workforce refers to the staff within the organization. Planning for the appropriate number and skill mix of the force is essential.

Clear job descriptions, strong orientation & training programs help the staff to deliver proper healthcare.

This module is designed to provide healthcare providers & quality professionals with essential information regarding the different aspects of understanding, implementing, and monitoring Healthcare accreditation standards of workforce management.

### Module Outline:

- Introduction to advanced human resources management.
- Staffing plan & workforce management.
- Recruitment system & training program design.
- Orientation program structure & design.
- Performance appraisal & measuring compliance to clinical guidelines.
- Staff file & effective nursing management.
- Introduction to organizational behavior management.
- Clinical governance structure & design.



## **SEMESTER II**

### **Semester Overview:**

Providing safe & high-quality care and optimizing patient experience had been considered the main global concern of the healthcare industry for the past two decades. Many healthcare organizations all over the world are striving to reach optimal standards of care provision as well as patient satisfaction.

This semester is designed to provide quality professionals and healthcare providers with the essential information concerning the different aspects of understanding, implementing, and monitoring better patient care.

It offers actual experience-based knowledge about the know-how of national and international accreditation standards' implementation and sheds light on common pitfalls affecting the quality and safety of service.

The semester also provides the knowledge and necessary information on the principal relevant regulations needed to deliver compliant services.

### **Semester Outline:**

- Patient-centeredness culture.
- Access to care.
- Continuity and transition of care.
- Introduction to integrated care delivery.
- Patient assessment.
- Specialized assessment & integrated care in emergency and high-risk areas.
- Quality and safety in surgery and invasive procedures.
- Implementing anesthesia and moderate sedation standards.
- Quality standards in radiology services.
- Laboratory and other diagnostic and ancillary services.
- Quality and safety in the medication management system.
- Implementing accreditation standards in medication management.
- Particular concerns in medication management and safety.

This semester for academic integration split into two modules:

**Module 3: Patient-Centered & Integrated Care Services (48 Hours).**

**Module 4: Operative & Diagnostic Services Standards (48 Hours).**

## SEMESTER III

### **Module 5: Risk Management in Health service organizations & Environmental and Patient Safety (36 & 36 Hours).**

#### **Module Overview:**

Health care facilities are considered to be risky places due to the presence of highly complicated systems. Stakeholders are required to work continuously to keep the safety and efficiency of these systems and processes. High-risk areas should be identified and inspected to proactively limit risks regarding general safety and security, hazardous materials, and waste management.

Fire and non-fire internal emergencies should be critical targets for proper handling and safe evacuation of patients and others. Disaster preparedness is considered a big challenge for health care facilities

These conditions necessitate the development of a clear plan with risk assessment & with clear responsibilities

Biomedical devices require highly competent staff, with appropriate documented training, to be appropriately handled to keep patients and staff safe.

Healthcare facilities critical systems need to be under regular maintenance, inspection, and regular testing both proactively and reactively on sudden failure, together with continuous monitoring

The Healthcare facilities safety module is considered the cornerstone for efficient facility management.

The module also provides an overview of various safety issues that need to be addressed by each organization. It offers adequate knowledge and necessary information, and essential tools and techniques to understand patient safety principles comprehensively. The module uses a competency-based approach, which focuses on transferring the proper skills needed to engrain patient safety in all aspects of healthcare.





### Module Outline:

- Introduction to health care environmental safety
- Security and hazardous material plans
- Fire safety & evacuation
- Biomedical equipment management and utility management
- Disaster management
- Risk management & Failure Mode & Effect Analysis (FMEA)
- Scope and oversight of the patient safety program
- Safe and appropriate consultation during access, continuity, and transition of care
- Secure provision of surgery, anesthesia, and sedation
- Role of the patient safety committee
- Risk detection, assessment, prioritization, reporting, and management tools
- Principles of patient safety research
- Healthcare staff continuous education, training, and awareness of patient safety

### Module 6: Quality & Performance Improvement (48 Hours).

#### Module Overview:

Every process in any industry should be improved continuously, and the healthcare industry is no exception. Leadership support, well-established processes, active participation of all heads of departments and staff are essential elements to create & sustain continuous quality improvement & performance management framework.

#### Module Outline:

- Quality and Performance improvement concepts
- Organizations' committees
- Measurements in quality (indicators)
- Reporting (incidence reports, significant events& sentinel events)
- FOCUS PDCA & Lean- 6 Sigma; as performance improvement methodologies
- Demonstrating performance improvement as well as risk management projects
- Safety culture
- Developing policies and procedures

## SEMESTER IV

### **Module 7: Infection Prevention & Control in Quality System & Information Management (36 & 36 Hours).**

#### **Module Overview:**

Clean, safe care is one of the patient's rights and should be the slogan of all health care workers. Infection prevention and control (IPC) is a cross-cutting issue in all health care services. IPC is a scientific approach and practical solution designed to provide safe and high-quality care aiming to prevent harm caused by infection to both patients and healthcare providers. IPC provides an environment and system of respect that minimizes infection risk to patients, staff, and visitors.

This module provides essential IPC information for healthcare professionals & to enables them to build up their capacity to be aligned with national and international IPC standards.

Participants will learn how to monitor a comprehensive IPC program to prevent infections, protect patients, visitors, and health care workers, and comply with accrediting and regulatory requirements through evidence-based best practice that reduces risks.

The massive evolution in information technology necessitates knowing how to utilize data adequately to obtain helpful information. Such information will be the source for measures, which will guide making the right decisions at the right time.

Practically, the information management process must ensure patient safety, continuity of care, security, and confidentiality of information. Maintaining patient confidentiality is an ethical and legal concern, especially with the emerging technology & implementation of electronic information systems.



### Module Outline:

- Epidemiological aspects of Hospital Acquired Infections (HAIs).
- Standard and transmission-based precautions & general infection control measures.
- Processing of patient care equipment.
- Aseptic techniques & bundle approach to prevent HAIs.
- Bloodborne pathogens.
- Employee/Occupational Health program.
- Central services (laundry, kitchen, central sterilization services departments).
- IPC guidelines in special units.
- Surveillance & trends of infection.
- IPC program, IPC risk assessment & key performance indicators.
- Information management.
- Data collection, validity & reliability
- Statistics and data presentation tools.
- Quality tools/data processing.
- Medical records & health information system.
- Quality reviews.
- Designing & reviewing a medical file as well as data management approaches.

### Module 8: Accreditation & Excellence Recognition (48 Hours).

#### Module overview:

Accreditation is a process of review that allows healthcare organizations to demonstrate their ability to meet regulatory requirements and standards established by a recognized accreditation organization such as GAHAR, CBAHI, or JCI. Accreditation reflects the hospital's dedication and commitment to meet standards that demonstrate higher performance and patient care.

The module's main aim is to enhance the healthcare delivery system and promote continuous quality improvement and patient safety.

Accreditation programs should be supported as a tool to improve the quality of healthcare services.

#### Module Outline:

- Introduction to healthcare accreditation.
- Healthcare facility registration.
- GAHAR accreditation process requirements.
- Standards evaluation & scoring system.
- Surveying techniques.
- Tracer methodology.
- Accreditation process.
- GAHAR accreditation decisions.
- Practical training.



### **Diploma Highlights:**

- 4 semesters, 10 modules.
- Each semester consists of 12 weeks of study, start by immersion week of 18 contact hours for 3 days in BUC IPDCE Campus, then 6 weeks of live online studying 4 hours one day per week.
- 430 hours of contact studying, including 48 hours of practical hospital visits.
- Practical accreditation case studies and hospital applications.
- Hospital accreditation survey based clinical assignments and projects.

### **HQA Candidate Profile:**

- Healthcare professionals were currently working in quality teams and seeking to sharpen their knowledge and skills and acquire a practical approach to establishing quality accreditation projects nationally or internationally.
- Healthcare professionals working in the health sector and willing to acquire the knowledge & skills that enable them to effectively, safely, and efficiently practice within the vision of healthcare quality and accreditation.
- Healthcare organizations' leaders aim to prepare their organizations to get ready for GAHAR accreditation.
- Healthcare Quality Professionals aim to get certified from GAHAR as EGYCAP; this Diploma will prepare the graduate to have 100% of the knowledge and experience to be Certified accreditation professional.





### **HQA Admissions Criteria:**

- Bachelor's degree in Medicine, Dentistry, Nursing, Pharmacy, Science, veterinarians, or equivalent
- A minimum of 2 years of Healthcare Facility work experience, with at least 1-year experience in quality management activities.
- Proficiency in written and spoken English. As proof of English proficiency, applicants must attain satisfactory results in the BUC English Placement Online Test.
- Exemptions from the English exam are allowed if they register with the professional English training program in BUC and finish these learning classes before the end of the first semester.

### **HQA Diploma Logistics:**

- The Diploma is conducted over one year, within four semesters; every semester starts with an immersion course of direct contact 20 hours, then every semester will continue by the hybrid learning system.
- The hybrid learning system will continue every semester for two modules after the immersion course, by an online 4 hours live session every week.
- After finishing the module study, there will be an assessment week, either a module exam or a practical field study project.
- There will be 6 hours practical hospital visit after the end of every module to apply the practical experience of the module studied and before the following immersion course.
- You can request the detailed study plan from the diploma academic coordinator.



**Healthcare Quality  
& Accreditation**



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[www.buc.edu.eg](http://www.buc.edu.eg)

Badr City, Entertainment Area  
Tel : 002 02 28650404  
HotLine : 19592  
IPDCE@buc.edu.eg

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