



BUC
BADR UNIVERSITY IN CAIRO
جامعة بدر بالقاهرة

Healthcare Quality Fundamentals

Training Program

HQF Training Program Overview:

In today's complex health care environment, change is constant.

Providers are challenged to deliver high-quality, high-value care that is safe and free from medical errors and improves patient outcomes.

HQF is a one-Semester certificate program that consists of three live training days once monthly; then nine days once weekly dynamic live webinars; team-based peer collaboration, assessment of content in the form of continuous quizzes, and final exam; then finally, practical small group projects that synthesize learning throughout the program.

This highly interactive program provides participants with efficient knowledge & experience in healthcare quality, patient safety, clinical informatics, and health leadership.

HQF Learning Objectives:

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

- Identify basics of healthcare quality, definitions, aspects, and dimensions.
- Apply leadership management skills, Leadership styles & their applications In leading team works in quality departments.
- Analyze main functions of quality department & relations with other departments.
- Explain the basics of Risk management in healthcare organizations.
- Demonstrate essentials of Patient Safety, International Patient Safety Goals.
- Apply fundamentals of Performance management, Concepts of Performance Improvement & Different approaches to Performance improvement in hospitals.
- Develop clinical practice guidelines & pathways.
- Explain basics of Information management & statistics.
- Interpret the required skills of People management, change management & effective communication.

HQF Training Program Outline:

This training program is conducted by hybrid learning methodology; Various methodologies will be used, including presentation, discussions, group work, video discussions, question and answers, practical sessions (hands-on practice), small and large group exercises, and simulations.

HQF Candidate Profile:

- Healthcare professionals are willing to acquire the knowledge & skills to effectively, safely, and efficiently practice within the vision of healthcare quality.
- Healthcare Quality Professionals who aim to get certified from the **NAHQ** as **CPHQ**; this training program will prepare the graduate to have **100%** of the knowledge and experience to be a Certified professional in healthcare quality.
- Healthcare professionals aim to join the BUC Healthcare Quality & Accreditation diploma (developed with GAHAR Organization).

HQF Training Program Highlights:

- One semester, 12 weeks of study, start by one live training day of 4 contact hours in BUC IPDCE Campus and followed by one live training day every month, then nine weeks of live online studying 4 hours one day per week.
- Fifty hours of contact studying, including 2 hours of practical Project Discussion.



HQF Training Program Core Courses:

➤ **Course (1) Quality Concepts:**

- Introduction
- Basic information about CPHQ & All requirements for the exam
- Quality Definitions
- Quality Aspects & Dimensions
- System Approach
- Customer
- Liabilities
- Integrated Delivery System

➤ **Chapter (2) Leadership & strategic planning:**

- Leadership & Management
- Leadership styles
- Role of different leadership levels
- Organizational Ethics
- Strategic Planning
- Balanced Scorecard (BSC)

➤ **Chapter (3) Quality Management:**

- Quality Management
- Utilization Management
- Financial Management
- Risk Management
- Patient Safety
- Case Management





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www.buc.edu.eg

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

المنطقة الترفيهية - مدينة بدر
القاهرة - مصر
ت: 0020228650404
الخط الساخن: 19592