

IMPROVING THE QUALITY OF HEALTH SERVICES: STRATEGIES, INTERVENTIONS AND RESPONSIBILITIES

*April 27 – 30, 2014
Tbilisi, Georgia*

Lead Faculty: Pedro J. Saturno, MD, DrPH

Sunday, April 27

11:00-11:30	WELCOME & OPENING: <ul style="list-style-type: none"> - Nino Berdzuli, USAID SUSTAIN Chief of Party - David Sergeenko, Minister, Ministry of Health, Labor, and Social Affairs (MoHLSA) - Stephen Haykin, Mission Director, USAID/Caucasus
11:30-12:00	COURSE INTRODUCTION Session Objectives: Participants will understand seminar operations as well as the program's goals and objectives. They will also learn about each other's goals for the course.
12:00-13:30	Session 1: OVERVIEW OF QUALITY MANAGEMENT SYSTEM MODELS IN HEALTH SERVICES Session Objectives: Participants will learn about the dimensions of quality, a framework for quality (design, monitoring, and improvement), perspectives on quality (who is the customer?), responsibilities for quality, and quality management basics.
13:30-14:00	Break
14:00-15:30	Session 2: PLANNING STRATEGICALLY FOR QUALITY Session Objectives: Participants will learn about the basic tools for strategic planning and its implications for quality improvement. They will practice developing a vision statement, goals and objectives, and how to develop a broad framework for quality management and improvement to be used in a national, regional, or organizational context.
15:30-15:45	Break
15:45-17:00	Session 3: THE ROLE OF ACCREDITATION SYSTEMS IN QUALITY IMPROVEMENT Session Objectives: Participants will learn about the role and potential usefulness of accreditation programs for quality improvement, and identify the controversial issues in relation to their characteristics and implementation.



Monday, April 28

9:30-10:00	Questions and comments. Summary remarks from the previous day's sessions.
10:00-11:30	Session 4. BUILDING AN INFRASTRUCTURE FOR QUALITY Session Objectives: Using a case study, participants will explore the pros and cons of three different design strategies for improving the quality of health care services.
11:30-12:00	Break
12:00-13:30	Session 5: TOOLS FOR MEASURING AND IMPROVING QUALITY Session Objectives: <ul style="list-style-type: none">• To understand the principles of developing measures to monitor quality• To understand the sources of data available for quality management• To review strategies for improving quality
13:30-13:45	Break
13:45-15:00:	Session 5: TOOLS FOR PROBLEM IDENTIFICATION AND ANALYSIS Session Objectives: <ul style="list-style-type: none">• To review methods for problem analysis.• To describe the principles of monitoring quality as a problem identification activity.• To identify the methods that apply to different monitoring plans.• To describe the utility and limitations of the lot quality assessment technique for monitoring and quality control in health services.• To describe the utility and limitations of statistical process control techniques in general, and the control charts in particular, for monitoring and quality control in health services.• To practice at least one method for problem identification.

Tuesday, April 29

9:30-10:00	Questions and comments. Summary remarks from previous day's sessions.
10:00-11:30	Session 6. IMPROVING PATIENT SAFETY Session Objectives: <ul style="list-style-type: none">• To be able to define both errors and adverse events and describe how they are different• To introduce and discuss the process for making sense of errors and adverse events• To enhance participant understanding of how to prevent errors, especially the importance of system redesign
11:30-12:00	Break
12:00-13:30	IMPROVING PATIENT SAFETY (continued)
13:30-13:45	Break

13:45-15:00	<p>13:15-14:30 Session 7. PROMOTING EVIDENCE-BASED PRACTICE</p> <p>Session Objectives:</p> <ul style="list-style-type: none"> • Learn to tailor and implement clinical practice guidelines as part of an integrated quality management program. • Learn principles for assessing guideline quality and structuring guideline recommendations in a way to maximize the likelihood that guidelines will be adopted
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Wednesday, April 30

9:30-10:00	Questions and comments. Summary remarks from previous day's sessions.
10:00-11:30	<p>Session 8. THE ROLE OF THE PATIENT IN QUALITY IMPROVEMENT</p> <p>Session Objectives:</p> <ul style="list-style-type: none"> • To discuss and understand the role of the patient in quality improvement • To enhance participant understanding of how barriers faced by patients in accessing, using, and complying with medical care can affect measured quality • To present strategies for intervening with patients to improve quality
11:30-12:00	Break
12:00- 13:30	<p>Session 9. THE CHALLENGES OF LEADERSHIP</p> <p>Session Objective:</p> <ul style="list-style-type: none"> • To gain knowledge about the different theoretical models of leadership, and how they may apply on a daily basis in health care organizations in order to improve performance • To learn about the new WHO program on the Leaders' Guide on Patient Safety and Quality of Care in Service Delivery
13:30-13:45	Break
13:45-15:00	<p>Session 10. STRATEGIC PLANNING EXERCISE</p> <p>Session Objectives: Participants will complete the initial steps of a journey to plan a quality management structure applicable to their situation.</p>

Thursday, May 1

9:30-10:00	Questions and comments. Summary remarks from previous day's sessions.
10:00-12:00	<p>Session 10. STRATEGIC PLANNING EXERCISE</p> <p>Session Objectives: Participants will complete the initial steps of a journey to plan a quality management structure applicable to their situation.</p>
12:00-12:30	WORKSHOP CLOSING. Final remarks, comments, and recommendations.

