



Government of Pakistan
HEALTH SERVICES ACADEMY



Course Title:

HEALTHCARE QUALITY MANAGEMENT

This course is thus designed to improve the management capacity of health managers in terms of their knowledge, attitude and skills in improving quality of health care Pakistan.

1. **Course Aim:** The overall aim of this course is to enhance the quality management capacity of the participants in order to improve the health care health care of the country

2. **Course Credit:** It's a Postgraduate Certification (Three credit Course)

3. **Course Objectives:**

- Define quality within the Pakistan health system
- Describe reasons why quality should be a focus area in Pakistan health system
- Outline the historical development of quality including key theories
- Analyze the regulatory framework for quality in healthcare services in Pakistan
- Identify methods and approaches for evaluating quality in the Pakistan
- Initiate, implement and manage quality interventions in their healthcare settings
- Design appropriate method to communicate quality within healthcare setting

4. **Topics Covered:**

1. Definitions of quality
2. History of quality
3. Quality principles
4. Key quality management concepts
5. Global context of quality management in health
6. Specific examples of quality issues in low and middle income countries
7. Needs assessment of different settings in healthcare in Pakistan
8. Prioritization within different options for improving quality in Pakistan setting
9. Definitions and key concepts of a regulatory framework
10. Specific regulatory frameworks for healthcare settings
11. International methods for evaluating healthcare quality
12. Approaches and tools for evaluating healthcare quality
13. Definition and classification of clients in healthcare
14. Methods for client focused approaches

5. **Course Structure:**

These objectives will be met by means of the following types of activities:

1. Discussion of issues and elaboration of management issues/methods presented in the course notes and readings;
2. Completion of assigned individual and group exercises;

3. Surprise quiz
4. Group Work and Presentations

Participant Fee:

Rs: 10,000

Address:

**Health Services Academy,
Prime Minister's National Health Complex,
Near NIH, Chak Shahzad, Islamabad
051-9255592**
