



# Certified Healthcare Quality Professional (CHQP)



**Shaukat Khanum**  
Memorial Cancer Hospital  
and Research Centre

IN COLLABORATION WITH  
SHAUKAT KHANUM MEMORIAL CANCER HOSPITAL

**Four Months Weekend Based Diploma Program  
In Shaa Allah starting from Feb 09, 2019 at Lahore**

## Introduction

Healthcare services today are scrutinized, measured, evaluated and publicized as never before. An increasingly educated public expects to receive nothing less than excellent care and services and it must be the mission of every healthcare organization to deliver that excellence. Quality improvement is the process of continually evaluating existing processes of care and developing new standards of practices and therefore has to be a core competency for every healthcare professional. This course is designed to enhance the competency of healthcare professionals in QM practices. This course will help in their career growth and facilitate the quality transformation in their hospitals or healthcare organizations. The Body of Knowledge used for this course will lead towards the preparation of "Certified Professional in Healthcare Quality (CPHQ) of USA".

## Learning Outcomes

Upon successful completion of this professional diploma and certification, participants will be able to:

- Understand healthcare gaps in the country and inefficiencies in resource-poor settings
- Identify acceptable knowledge of the principles and practices of Healthcare Quality Management in healthcare related facilities
- Create the ability to manage Quality Assurance and Accreditation frameworks in local hospitals
- Foster continuing competence and maintain the professional standard in healthcare quality

## Useful for

Medical Practitioners, Medical Superintendents, Graduate Nurses, Radiologists and Administration Management Personnel

## Course Faculty

Highly qualified team of practicing professionals with specializations in various subject domains



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## Course Contents

1. Organizational/Strategic Healthcare Leadership
2. Fundamental of Strategic Quality Management
3. Quality Function, Strategic and Departmental Quality
4. Quality Management Systems and ISO 9000 Module
5. Regulatory Standards and Accreditation of Punjab Healthcare Commission (PHC)
6. Joint Commission International (JCI) Accreditation
7. Infection Control, Occupational Health & Safety Issues, Facilities Management
8. Overview of Management Information Systems for Hospitals
9. Management of Legal Aspects, Documentation and Medical Records
10. Healthcare Data Analytics (Epidemiological Theory, Methods & Descriptive Statistics)
11. Six Sigma for Healthcare (Data based process improvement methodology)
12. Lean Management in Healthcare (Waste Reduction & Workplace Improvement Methods)
13. Fundamentals of Managing and Improving Human Resources in Hospital
14. Clinical Governance (Complaints and Incidence Management)
15. Medication Management (Procurement, dispensing and administration, storage)
16. Risk Management Principles, Tools & Techniques