MERCURY

# Excellence in Healthcare: Quality Control and Continuous Improvement

29 November – 3 December 2026
Amman (Jordan)



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# Excellence in Healthcare: Quality Control and Continuous Improvement

**Ref:** 16156_1008639 **Date:** 29 November – 3 December 2026 **Location:** Amman (Jordan) **Fees:** 3300 Euro

## Introduction:

The Excellence in Healthcare: Quality Control and Continuous Improvement course equips healthcare professionals with the tools, knowledge, and techniques to enhance patient outcomes and improve healthcare delivery systems. As healthcare organizations face growing complexity. It helps participants understand and apply quality control frameworks and continuous improvement methodologies tailored to medical environments.

The Excellence in Healthcare: Quality Control and Continuous Improvement program focuses on practical applications of healthcare quality management principles, benchmarking best practices, and fostering a culture of excellence and patient safety. Participants will explore industry standards, compliance mechanisms, and real-time problem-solving approaches.

This Excellence in Healthcare: Quality Control and Continuous Improvement course offers a strategic perspective on healthcare performance indicators, guiding participants on how to systematically improve them. They will learn to identify inefficiencies, reduce errors, and improve patient-centered care. Learners will lead quality initiatives and drive sustainable transformation across their healthcare institutions.

## Targeted Groups:

This Excellence in Healthcare: Quality Control and Continuous Improvement training targets professionals seeking specialized knowledge and skills:

- Quality managers and healthcare quality specialists.
- Hospital administrators and medical directors.
- Clinical governance officers and compliance coordinators.
- Nurses are involved in quality and safety committees.
- Health services researchers and policy advisors.
- Accreditation and standards coordinators.
- Risk management and patient safety officers.
- Healthcare consultants and performance analysts.
- Department heads are seeking to optimize service delivery.
- Medical educators are incorporating quality practices into their curricula.

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## Course Objectives:

Participants will achieve the following objectives by completing the Excellence in Healthcare: Quality Control and Continuous Improvement course:

- Understand core principles of healthcare quality management.
- Apply continuous improvement techniques to clinical settings.
- Identify and assess gaps in current service delivery.
- Evaluate and interpret quality performance indicators.
- Develop and implement improvement initiatives.
- Monitor compliance with accreditation and quality standards to ensure adherence to established guidelines.
- Communicate quality strategies to multidisciplinary teams.
- Lead change initiatives to support organizational excellence.
- Create a culture of accountability and safety in healthcare.
- Analyze healthcare processes to enhance efficiency and improve patient outcomes.
- Design measurable action plans to address service challenges.
- Recommend evidence-based solutions for performance enhancement.
- Benchmark healthcare quality performance against best practices.
- Integrate patient feedback into quality improvement plans to enhance patient care.
- Facilitate interdisciplinary collaboration for optimal results.
- Prepare teams effectively for audits and quality assessments.

## Targeted Competencies:

Participants will gain the following competencies during the Excellence in Healthcare: Quality Control and Continuous Improvement program:

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- Quality improvement planning and execution.
- Critical Thinking for Risk and Safety Analysis.
- Process mapping and service workflow redesign.
- Leadership in quality-centered healthcare culture.
- Data interpretation for quality performance metrics.
- Communication and teamwork for quality enhancement.
- Application of lean, Six Sigma, and PDSA cycles.
- Regulatory and accreditation compliance awareness.
- Patient-centered care and satisfaction assessment.
- Strategic decision-making in clinical governance.

## Course Content:

### Unit 1: Foundations of Healthcare Quality and Performance Excellence:

- Define quality in the context of healthcare delivery.
- Explore the evolution of quality improvement in healthcare systems.
- Identify the key dimensions of healthcare quality safety, effectiveness, patient-centeredness.
- Examine the principles of Total Quality Management TQM in medical settings.
- Differentiate between quality assurance and quality improvement.
- Introduce major global quality frameworks e.g., JCI, ISO 9001, Baldrige.
- Understand the impact of healthcare quality on patient outcomes and costs.
- Recognize barriers to quality improvement in clinical environments.
- Assess the role of leadership in driving quality initiatives.

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## Unit 2: Tools and Techniques for Healthcare Quality Control:

- Explore root cause analysis RCA and failure mode effects analysis FMEA.
- Apply control charts and Pareto analysis to measure quality.
- Learn the Plan-Do-Study-Act PDSA process in healthcare.
- Understand Six Sigma and Lean methodologies in medical services.
- Use cause-and-effect diagrams for incident investigation.
- Collect and analyze quality-related data for decision-making.
- Apply statistical tools for monitoring performance variations.
- Conduct a gap analysis to identify performance shortfalls.
- Implement Corrective and Preventive Actions CAPA in healthcare settings.

## Unit 3: Building a Culture of Continuous Improvement in Healthcare:

- Define continuous improvement within healthcare operations.
- Foster staff engagement in quality improvement projects.
- Establish cross-functional improvement teams.
- Encourage proactive problem identification and resolution.
- Promote open communication for reporting issues and near misses.
- Integrate patient feedback into service redesign.
- Address resistance to change and promote behavior shifts.
- Align improvement efforts with strategic goals and mission.
- Monitor and celebrate small wins to build momentum.

## Unit 4: Monitoring, Evaluation, and Regulatory Compliance:

- Identify key performance indicators KPIs for healthcare quality.
- Measure outcomes related to patient safety and satisfaction.
- Conduct internal audits to monitor adherence to standards.
- Review accreditation requirements and readiness strategies.
- Analyze dashboard reports and scorecards.
- Apply risk management frameworks to mitigate harm.
- Prepare documentation for inspections and external reviews.
- Interpret compliance regulations relevant to healthcare settings.
- Collaborate with regulatory bodies for ongoing quality assessments.

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## Unit 5: Strategic Healthcare Quality Leadership and Innovation:

- Align quality improvement with organizational strategy.
- Explore innovation in healthcare quality management.
- Leverage technology to support data-driven decision-making.
- Lead transformational change across care units.
- Evaluate the return on investment ROI of quality improvement initiatives.
- Support a systems-thinking approach in healthcare governance.
- Integrate quality improvement into workforce development.
- Address equity and access through quality frameworks.
- Facilitate continuous learning and professional development of the highest quality.

## Final Insights & Key Takeaways:

Achieving excellence in healthcare requires a structured approach to quality and a mindset committed to continuous improvement. This Excellence in Healthcare: Quality Control and Continuous Improvement course provides participants with the tools, knowledge, and leadership insights to create lasting value within their healthcare institutions. It encompasses compliance with clinical innovation, covering all critical aspects of healthcare quality management. Learners will leave empowered to influence positive, measurable change in patient care delivery.