MERCURY

# Healthcare Quality and Performance Management: Data-Driven Strategies for Health Professionals

19 – 23 April 2027
London (UK)



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# Healthcare Quality and Performance Management: Data-Driven Strategies for Health Professionals

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## Introduction:

The Healthcare Quality and Performance Management: Data-Driven Strategies for Health Professionals course provides an understanding of quality management principles and data-driven decision-making in modern healthcare systems. It explores methodologies for measuring, evaluating, and improving hospital performance, with a focus on oncology departments and complex care settings. Participants will learn how to integrate performance data into continuous improvement strategies to enhance patient safety and service.

This Healthcare Quality and Performance Management: Data-Driven Strategies for Health Professionals program examines advanced healthcare analytics tools that guide effective quality improvement initiatives. It's for professionals aiming for the Certified Professional in Healthcare Quality CPHQ credential and provides theoretical insights aligned with international standards. Learners will develop a deep understanding of performance metrics, evidence-based quality improvement, and data interpretation for optimizing health services.

## Targeted Groups:

This Healthcare Quality and Performance Management: Data-Driven Strategies for Health Professionals training targets professionals seeking specialized knowledge and skills:

- Healthcare quality managers and coordinators.
- Hospital administrators and department heads.
- Clinical performance analysts and data officers.
- Medical and nursing professionals in oncology and critical care.
- Public health specialists and INGO health personnel.
- Healthcare accreditation and compliance officers.
- Quality improvement consultants and patient safety advocates.
- Professionals preparing for the Certified Professional in Healthcare Quality CPHQ certification.

## Course Objectives:

Participants will achieve the following objectives by completing the Healthcare Quality and Performance Management: Data-Driven Strategies for Health Professionals course:

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- Understand the principles of healthcare quality management and performance improvement.
- Apply structured data-collection and analysis methods in healthcare settings.
- Interpret key performance indicators to identify opportunities for improvement.
- Design effective quality measurement frameworks in hospital environments.
- Utilize data analytics to guide evidence-based decision-making in oncology and other clinical units.
- Enhance understanding of patient safety systems and accreditation standards.
- Integrate global quality management standards into local healthcare practices.
- Prepare participants for the Certified Professional in Healthcare Quality CPHQ certification.
- Foster strategic thinking for sustainable quality and performance excellence.

## Targeted Competencies:

Participants will gain the following competencies during the Healthcare Quality and Performance Management: Data-Driven Strategies for Health Professionals program:

- Advanced knowledge of healthcare quality and safety frameworks.
- Analytical thinking in performance measurement and evaluation.
- Data management and interpretation skills for decision-making.
- Proficiency in designing and monitoring quality improvement indicators.
- Critical reasoning in analyzing healthcare outcomes.
- Familiarity with international healthcare accreditation standards.
- Strategic planning for hospital quality management systems.
- Competence in integrating data-driven insights into management practices.

## Studying Scenarios:

In this Healthcare Quality and Performance Management: Data-Driven Strategies for Health Professionals training, participants will develop their skills through the analysis of the following scenarios:

- Evaluating oncology department performance using patient data trends.
- Designing a hospital-wide quality monitoring dashboard.
- Investigating the root cause of quality deviations in clinical outcomes.
- Comparing performance results across departments for continuous improvement.
- Implementing evidence-based interventions to enhance patient safety.
- Assessing data accuracy and integrity in performance reporting.
- Simulating audit preparation for healthcare accreditation.

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## Course Content:

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

- Overview of healthcare quality management principles and frameworks.
- Evolution of quality management in modern healthcare systems.
- Key dimensions of quality: safety, effectiveness, efficiency, and patient-centered care.
- The role of healthcare professionals in quality assurance and continuous improvement.
- Performance management frameworks in healthcare organizations.
- The relationship between clinical outcomes and performance indicators.
- Introduction to international quality standards ISO, JCI, WHO.
- Integrating ethical considerations into performance management practices.

### Unit 2: Data Collection and Measurement in Healthcare Quality:

- Fundamentals of healthcare data collection and data governance.
- Identifying reliable data sources for performance measurement.
- Designing standardized data collection tools and templates.
- Key Performance Indicators KPIs in healthcare quality management.
- Data quality validation and reliability testing methods.
- Approaches for collecting patient-reported outcomes and satisfaction data.
- Data confidentiality and regulatory compliance in healthcare information systems.
- Developing a data-driven culture within healthcare organizations.

### Unit 3: Data Analysis for Quality Improvement and Performance Evaluation:

- Introduction to healthcare data analysis techniques and tools.
- Interpreting performance trends using statistical methods.
- Using dashboards and visualization tools for decision-making.
- Applying root cause analysis to identify quality gaps.
- Benchmarking hospital performance using national and international standards.
- Data interpretation for oncology departments and specialized units.
- Applying predictive analytics in quality management and patient safety.
- Translating analytical findings into performance improvement actions.

### Unit 4: Quality Improvement Programs and Patient Safety Systems:

- Core concepts of continuous quality improvement CQI in healthcare.
- Designing quality improvement initiatives in hospitals and oncology departments.
- Process mapping and workflow optimization for better outcomes.
- Patient safety culture: principles, assessment, and improvement strategies.
- Clinical risk management and incident reporting systems.
- Leadership roles in driving quality and safety performance.
- Integration of evidence-based practice into quality initiatives.
- Measuring the effectiveness and sustainability of quality improvement programs.

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## Unit 5: Strategic Performance Management and Accreditation Standards:

- Strategic alignment of quality management with organizational goals.
- Developing and monitoring hospital performance management systems.
- International accreditation and certification processes in healthcare.
- CPHQ certification overview: domains, competencies, and preparation strategies.
- Applying international best practices in healthcare quality governance.
- Performance scorecards and reporting systems for executive management.
- Role of data-driven strategies in achieving healthcare excellence.
- Building a sustainable quality culture within healthcare organizations.

## Final Insights & Key Takeaways:

This course empowers healthcare professionals with data-driven strategies to enhance quality management and improve clinical performance across hospital departments. Participants will leave with advanced insights into integrating evidence-based data analytics into healthcare decision-making for sustainable quality outcomes.