MERCURY

Performance Measurement, Data Analysis, and Quality Management for Hospital Leaders

17 – 28 May 2027
Dar es Salaam (Tanzania)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Performance Measurement, Data Analysis, and Quality Management for Hospital Leaders

Ref: 16455_1071046 **Date:** 17 – 28 May 2027 **Location:** Dar es Salaam (Tanzania) **Fees:** 9500 Euro

Introduction:

The Performance Measurement, Data Analysis, and Quality Management for Hospital Leaders course equips healthcare executives, particularly in oncology departments, with the knowledge and tools to measure, analyze, and enhance hospital performance. It emphasizes evidence-based decision-making through the use of performance metrics and advanced data analysis frameworks. Participants will explore how data-driven quality management can improve patient outcomes, reduce medical errors, and optimize oncology service delivery.

The Performance Measurement, Data Analysis, and Quality Management for Hospital Leaders program highlights key strategies for aligning clinical performance with organizational goals. The training also focuses on integrating performance dashboards, benchmarking systems, and continuous improvement methodologies into oncology care. Hospital leaders will have the expertise to transform data insights into measurable, high-impact outcomes in patient care and operational efficiency.

Targeted Groups:

This Performance Measurement, Data Analysis, and Quality Management for Hospital Leaders training targets professionals seeking specialized knowledge and skills:

- Oncology department heads and clinical directors.
- Hospital executives and quality management leaders.
- Healthcare data analysts and performance improvement specialists.
- Medical administrators overseeing oncology units.
- Quality and risk management officers in hospitals.
- Policy advisors and healthcare compliance professionals.
- Professionals seeking to implement performance-based management in oncology services.

Course Objectives:

Participants will achieve the following objectives by completing the Performance Measurement, Data Analysis, and Quality Management for Hospital Leaders course:

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- Understand the key concepts of performance measurement and hospital analytics.
- Apply data-driven decision-making frameworks in oncology departments.
- Develop performance indicators aligned with hospital strategic goals.
- Evaluate data quality, accuracy, and consistency in clinical reporting.
- Interpret oncology-related data for benchmarking and continuous improvement.
- Utilize analytical tools to assess patient safety, satisfaction, and outcomes.
- Integrate performance metrics with hospital quality management systems.
- Foster a culture of accountability and evidence-based improvement.
- Strengthen leadership capacity to drive sustainable quality transformation.
- Build the foundation for data governance and transparent reporting mechanisms.

Targeted Competencies:

Participants will gain the following competencies during the Performance Measurement, Data Analysis, and Quality Management for Hospital Leaders program:

- Mastery in data-driven performance measurement for oncology operations.
- Skills in analyzing and interpreting healthcare performance indicators.
- Proficiency in using data visualization and reporting tools.
- Competence in quality assurance and process improvement techniques.
- Capability to identify and mitigate performance gaps in clinical outcomes.
- Leadership in applying analytics to strategic hospital management.
- Knowledge of compliance standards and patient safety benchmarks.
- Expertise in creating actionable performance dashboards and KPIs.

Studying Scenarios:

In this Performance Measurement, Data Analysis, and Quality Management for Hospital Leaders training, participants will develop their skills through the analysis of the following scenarios:

- Evaluating performance indicators in oncology patient care pathways.
- Identifying data inconsistencies and developing correction strategies.
- Designing oncology-specific quality improvement projects.
- Analyzing staff performance and patient satisfaction correlations.
- Implementing benchmarking tools across oncology departments.
- Developing dashboards to monitor key quality indicators.
- Using predictive analytics to forecast oncology treatment outcomes.

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Course Content:

Unit 1: Foundations of Hospital Performance Measurement:

- Definition, purpose, and scope of performance measurement in hospitals.
- Core performance indicators relevant to oncology departments.
- Relationship between data analysis and hospital leadership decisions.
- Building a framework for effective measurement systems.
- Balancing operational efficiency and clinical quality.
- Importance of transparency and accountability in performance tracking.

Unit 2: Data Analytics in Healthcare Management:

- Introduction to healthcare analytics tools and methodologies.
- Data types and sources in hospital systems.
- Techniques for data cleaning, validation, and standardization.
- Using data visualization for hospital performance dashboards.
- Role of analytics in identifying performance trends.
- Linking oncology treatment data to patient outcomes.
- Practical examples of data-driven decision-making in healthcare.

Unit 3: Key Performance Indicators KPIs for Oncology Departments:

- Defining relevant KPIs for oncology patient care and operations.
- Measuring clinical outcomes, survival rates, and treatment timelines.
- Developing department-specific benchmarks.
- KPI tracking and reporting mechanisms.
- Interpreting KPI results for strategic improvement.
- Using performance metrics for physician and staff evaluations.

Unit 4: Quality Management Systems in Hospitals:

- Principles and frameworks of hospital quality management.
- ISO and Joint Commission standards in healthcare quality.
- Designing oncology-focused quality improvement plans.
- Integrating quality systems with hospital operations.
- Measuring compliance, safety, and patient satisfaction indicators.
- Continuous improvement methodologies in oncology care.

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Unit 5: Data Governance and Integrity:

- Ensuring the accuracy and reliability of healthcare data.
- Establishing data governance policies and procedures.
- Ethical considerations in handling patient and performance data.
- Developing data ownership and stewardship frameworks.
- Auditing and compliance with hospital data standards.
- Case examples of effective data governance in oncology departments.

Unit 6: Performance Dashboards and Benchmarking:

- Designing interactive dashboards for oncology departments.
- Using benchmarking to evaluate interdepartmental performance.
- Comparative analytics for regional and global oncology performance.
- Setting performance baselines and continuous tracking.
- Visualization of trends through dashboards and scorecards.
- Performance reporting for executive decision-making.

Unit 7: Process Improvement and Lean Healthcare Applications:

- Introduction to Lean and Six Sigma in healthcare.
- Applying process mapping in oncology care delivery.
- Identifying waste and inefficiency in clinical processes.
- Tools for root cause analysis and corrective action planning.
- Building a culture of continuous quality improvement.
- Measuring the impact of process optimization in oncology units.

Unit 8: Predictive Analytics and Outcome Measurement:

- Applying predictive models in oncology outcome prediction.
- Forecasting treatment success and patient recovery trends.
- Integrating AI and machine learning for clinical decision support.
- Using data analysis to optimize treatment pathways.
- Predictive models for operational efficiency and patient flow.
- Challenges and opportunities in predictive hospital analytics.

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Unit 9: Leadership in Quality and Performance Management:

- Role of leadership in fostering quality excellence.
- Building multidisciplinary teams for data analysis and quality projects.
- Communication strategies for performance transparency.
- Decision-making models for hospital executives.
- Managing change and resistance in performance transformation.
- Inspiring accountability and continuous learning in oncology teams.

Unit 10: Strategic Implementation and Sustainability:

- Developing long-term strategies for performance sustainability.
- Linking performance goals with hospital strategic objectives.
- Creating feedback loops for ongoing improvement.
- Ensuring staff engagement in performance initiatives.
- Evaluating program impact on patient outcomes and operations.
- Sustaining excellence through continuous performance monitoring.

Final Insights & Key Takeaways:

By mastering performance measurement, data analysis, and quality management, hospital leaders can elevate oncology care standards and drive lasting organizational improvement. The course empowers decision-makers to transform data into actionable insights that enhance efficiency, patient safety, and overall service excellence.