



**Healthcare
Training Provider**



Shine by Improving your Healthcare Knowledge & Skills

Osten Healthcare

Osten Healthcare is a specialized training provider based in Ireland, created to provide holistic healthcare trainings and development courses to enhance the knowledge and skills of healthcare professionals, consultants, and other stakeholders in the field.

Whether, online and onsite, Osten Healthcare's course objectives are unique. We use systematic methods in transferring technical and managerial skills to participants and meticulously design our workshops to encompass the multifaceted experience of our consultants and experts.

Our team is made up of international teaching experts, characterized by their practical experience, specialized



knowledge, and skills in designing high-quality courses, that focus on providing participants with a fruitful and tailored learning experience. This would improve

participants' competencies and equip them with valuable practical skills allowing them to thrive in their profession.

Osten healthcare headquarters is in Ireland and has multiple branches located in European and the MENA region.

Our aim is to give equal opportunities to people around the world to have access to our specialized educational platform, enhancing global knowledge in the healthcare field.

Osten health care is driven by several principles including uniqueness, reliability, creativity, and integrity.

We proudly reflect on these through the quality of our courses and innovation of our services that are designed and developed to solve common problems encountered in today's world.

Osten Healthcare is unique when it comes to the follow-up and personalized support offered after the course completion, ensuring participants are satisfied with their learning outcomes. In fact, our service extends beyond the workshop as our experts are always ready to answer any question or clarification over a zoom call or a cup of coffee!

Our Driving Principles are:

Uniqueness Reliability Creativity Integrity

Target Audience



- Attending Physicians
- Medical Staff Officers
- Hospital Management Staff
- Pharmacists
- Regulatory Managers, Purchasers and Procurement Managers
- Government Staff Employed in Healthcare Agencies
- Quality/Performance Improvement Coordinators



- Utilization and Case Managers
- Patient Safety and Risk Managers
- Health Information Managers
- Patient Relations Officers
- Infection Control Professionals
- Healthcare Professionals Employed in Health Insurance Agencies
- Survey Coordinators
- Healthcare Consultants



Professional in Healthcare Quality® (CPHQ).

Certified Professional in Healthcare Quality (CPHQ) Training Course

Five Days' Onsite or 30 Online Hours Training Course

This five-day condensed course is designed for healthcare quality professionals who are planning to take the CPHQ exam, who wants to get recertified and other professionals seeking to sharpen their healthcare managerial skills.

The course is an intensive review of the comprehensive body of knowledge that is designed to provide the participants with the required information to take the CPHQ exam.

It includes healthcare quality management principles and patient safety issues presented by way of lectures, discussions, demonstrations, small group work, case studies, and a review of the CPHQ exam mock questions and answers.



WHAT IS CPHQ?

The granting of Certified Professional in Health Care Quality (CPHQ) status recognizes professional and academic achievement by individuals in the field of healthcare quality management.

The comprehensive body of knowledge includes quality management, accreditation, quality improvement, case/ utilization management, & risk management at all employment levels and in all healthcare settings.

CPHQ is the internationally recognized credential in healthcare quality.



TOPICS COVERED IN THE COURSE

- Healthcare Quality Concepts
- Management and Leadership
- Quality Structure
- Quality Planning
- Quality Management
- Quality Measurement
- Accreditation of Healthcare Organizations
- Evidence-based Practice
- Patient Safety and Risk Management
- People Management
- Healthcare Ethics
- Information Management
- Communication
- Education and Training



Certified Professional in Healthcare Quality
CPHQ
Workshop

Introduction to the Course

Zeina Mneimneh Tayara, MPH, CPHQ, MLC
November 2020



Lamp Dimming

TOPICS COVERED IN THE COURSE

- Healthcare Quality Concepts
- Management and Leadership
- Quality Planning
- The Quality Structure
- Evidence-based Practice
- Quality Management
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- Utilization and Care Coordination
- Accreditation of Healthcare Organizations
- Patient Safety and Risk Management
- Healthcare Organization
- People Management
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- Communication
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LEARNING OBJECTIVES

By the end of the course participants will be able to:

- Explain the basic healthcare quality concepts
- Understand the organization-wide strategic planning including development of mission, vision, goals, objectives and leadership values and commitment
- Facilitate the establishment of a performance improvement oversight group, performance Improvement teams and quality champions
- Perform or coordinate patient safety and risk management activities



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- Understand the development and revision of performance and risk management improvement plans
- Integrate technology to enhance the patient safety program
- Oversight of data collection methodology using knowledge of epidemiological theory of data collection and analysis
- Use basic statistical techniques to describe and analyze data
- Use or coordinate the use of basic statistical process control components
- Understand epidemiological theory in data collection and analysis
- Participate in the development of clinical guidelines and pathways
- Participate in the credentialing and privileging process
- Conduct quality and related function review and service specific review
- Understand the prevention and control of infection processes
- Participate in evaluating team performance
- Incorporate performance improvement findings into the employee performance appraisal system
- Integrate results of data analysis, outcomes of risk management and utilization management into the performance improvement process
- Integrate quality findings into governance and management activities (bylaws and administrative policies and procedures)
- Integrate accreditation and regulatory recommendations into the organization
- Develop and provide performance improvement training
- Evaluate effectiveness of training
- Facilitate change within the organization through education
- Develop and participate in accreditation and survey activities
- Interact with medical staff and support personnel regarding performance improvement issues
- Promote organizational values and commitment among hospital staff
- Compile and write performance improvement reports
- Integrate quality concepts within the organization
- Coordinate the dissemination of performance improvement information within the organization



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TARGET AUDIENCE

- Quality/performance improvement coordinators
- Utilization and case managers
- Patient safety and risk managers
- Hospital management staff
- Health information managers
- Patient relations officers
- Government staff employed in healthcare agencies
- Infection control professionals
- Healthcare professionals employed in health insurance agencies
- Medical staff officers
- Survey coordinators
- Healthcare consultants

P.S. This course is a supplement to CPHQ examination preparation activities.

Attendance to this course provides no guarantee of successful completion of the CPHQ examination

PARTICIPANT'S EVALUATION

- Pre and post tests
- Classroom interaction and participation
- Analysis of case studies and live examples
- Performance in group work

REFERENCES

The official and main textbook that will be adopted in this course is: "The Healthcare Quality Handbook: A Professional Resource and Study Guide by Janet A. Brown.

The contents of this textbook will serve as a supplement reading material.

All participants are encouraged to acquire this textbook.



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COURSE SCHEDULE

DAY 1

06:00 - 06:05 Welcome Note

06:05 - 06:30 Introduction of the Course

06:30 - 7:00 Pre-test (15 Questions)

7:00 - 8:00 Healthcare Quality Concepts-1

- Definition of Quality
- Definition of Quality Management
- Principles of Healthcare Quality
- Aspects of Quality
- Donabedian Concept

8:00 – 9:00 Healthcare Quality Concepts-2

- Dimensions of Quality
- Quality Trilogy
- Total Quality Management
- Edward's Deming 14 points
- System Thinking

9:00 – 10:00 Management and Leadership-1

- Leadership and management
- Leadership values and commitment
- Strategic planning process
- Development of vision and mission statements
- Organizational goals and objectives

10:00 Class Activities



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DAY 2

6:00 - 7:00 Management and Leadership-2

- Organization structure (lines of authority/accountability)
- Strategic planning
- Linking the performance improvement and patient safety with strategic goals
- Budgeting, budget control, cost centers, cost-benefit and cost-effective analysis

7:00 - 7:30 Review Questions and Answers

7:30 -8:30 Quality Planning

- Planning and Design of Quality System
- Organizational Influences
- Role of Quality Professional
- Integration of Quality Functions
- Performance Improvement Models

8:30 - 9:30 The Quality Structure

- Quality improvement responsibilities
- Quality Structure
- Teams in quality management
- Quality information flow
- Quality improvement education

9:30 Class Activities

DAY 3

6:00 - 7:00 Evidence-based Practice

- Standards of care and standards of practice
- Clinical Guidelines, Clinical pathways, protocols, and Algorithm
- Development of Guidelines and Pathways

7:00 - 8:00 Quality Management-1

- Hospital policies and procedures
- Change management within the organization



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- Developing a performance improvement plan
- Concept of Customer
- Customer/supplier relationships (internal and external customers)
- Assessment of customer needs/expectations (surveys, focus groups and teams)

8:00 - 9:00 Quality Management-2

- The quality and patient safety culture (assessment and development)
- The establishment of performance improvement priorities (Quality Improvement Process)
- Triggers for Data Analysis
- Outcome measures

9:00 Class Activities

DAY 4

6:00 - 7:00 Review Questions and Answers

7:00 - 8:00 Quality Management-3

- Definition of Medical Record
- Medical Record as a Review Tool
- Types of Record Review
- Data Sources

8:00 - 9:00 Quality Measurement-1

- Indicator definition
- Types & Indicator development
- Users of quality measures
- Characteristics of indicators
- JCI library of measures
- Process Analysis tools

9:00 - 10:00 Utilization and Care Coordination

- Overview and background
- Components of Utilization Management
- Case & disease management
- Discharge planning

10:00 Class Activities



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DAY 5

6:00 - 7:00 Quality Measurement-2

- Use of basic statistical techniques (mean and standard deviation)
- Comparative data analysis (t-test, regression, and trend analysis)
- Reporting of quality findings (Pareto chart, run chart, scatter diagram, and control chart)¹

7:00 - 8:00 Quality Measurement-3

- Interpretation of data to support decision making
- Computerized systems for data collection and analysis
- Benchmarking

8:00 - 8:30 Review Questions and Answers

8:30 - 9:30 Patient Safety and Risk Management-1

- Magnitude of the problem - The IOM's Report
- Incidents, occurrences, and medical errors
- Accident causation theories
- Patient safety program
- The risk management program (risk identification, prevention, control, and financing)
- Professional liability and negligence
- Incident reporting and complaint management
- Sentinel events and near misses

9:30 Class Activities

DAY 6

6:00 - 7:00 Patient Safety and Risk Management-2

- Failure mode and effects analysis (FMEA)
- Handling patient complaints and medical errors
- Patient safety goals and solutions
- Sentinel/unexpected events - root cause analysis (RCA) and action plans
- The use of technology to enhance patient safety



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7:00 - 800 Healthcare Organization

- Universal Coverage
- Managed Care
- Reimbursement systems
- Center for Medicaid and Medicare Services

8:00 - 9:00 Accreditation of Healthcare Organizations

- Certification, licensure, and accreditation
- The accrediting agencies (The Joint Commission)
- The value of accreditation Hospital standards
- The accreditation survey process
- IsQua international program

9:00 Class Activities

DAY 7

6:00 - 7:00 Healthcare Ethics

- Definition and principles
- Patient rights and confidentiality of information
- Informed consent
- End-of-life care and medical research
- Medical staff credentialing, privileging, physician profiles and reappointment
- Medical code of ethics
- Ethics and law
- Cases studies

7:00 - 7:30 Review Questions and Answers

7:30 - 8:30 People Management

- Orientation
- Staff Performance
- Staffing Effectiveness
- Recognition/Reward
- Teams



- QI Team Types
 - Roles within QI Teams
 - Evaluating Team Performance
- 8:30 - 9:30 Information Management
- Information Management (IM) Definition
 - IM Functions/ Uses/Processes
 - Design and Data Collection
 - Data Management Processes
 - Definition of Epidemiology
 - Epidemiological Concepts
 - Epidemiology and Quality Management





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DAY 8

6:00 - 7:00 Communication

- Effective Communication
- Informed consent
- Written Communication
- Dissemination of Performance Improvement Information
- Reporting Techniques
- Hand over Communication - I Pass and SBAR
- The role of communication in quality improvement and patient safety

7:00 - 8:00 Education and Training

- Effective teaching
- Learning principles
- Assessing the educational needs
- Developing educational programs
- Assessing the effectiveness of quality education
- Facilitating change through education

8:00 - 9:00 Class Activities

9:00 - 9:30 Post Test (15 questions)

9:30 - 10:00 CPHQ Exam Tips

10:00 Evaluation of the Course





The Specialists



Ms. Zeina Mneimneh

Ms. Zeina Mneimneh was the Utilization Review and Quality Manager within the Quality, Utilization, Accreditation and Risk Management Program at the American University of Beirut Medical Center (AUBMC).

Ms. Mneimneh Tayara has 27 years of work experience in Healthcare Management and, Accreditation, Quality and Utilization Management in hospitals.

She is extensively involved in Quality and Utilization Management, education, and research.

She was also the Toxicology officer for the Emergency Department Clinical Toxicology Service.

She served as a secretary on several AUBMC committees including, the Performance Improvement Committee for 12 years, the Utilization and Case Management Review Committee and the Critical Care Committee.

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Ms. Mneimneh Tayara participated in the AUBMC initiative toward change and offered several workshops on Service Excellence. She also worked closely with several departments and assisted them in developing Balanced Scorecards.

Contact & Registration

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