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**MEASUREMENT AND MANAGEMENT
OF QUALITY HEALTHCARE SERVICES**

PREMISE

Quality measurement in health care is the process of using data to evaluate the performance of health plans and health care providers against recognized quality standards. Quality measures can take many forms, and these measures evaluate care across the full range of health care settings, from doctors' offices to imaging facilities to hospital systems. Measuring the quality of health care is a necessary step in the process of improving health care quality. Too often, the quality of care received in most healthcare facilities is poor and the way health care is delivered is often fragmented, overly complex, and uncoordinated. Monitoring and measuring quality of health care delivery is one sure approach to preventing the overuse, underuse, and misuse of health care services and ensuring patient safety; identifying what works in health care—and what doesn't—to drive improvement; holding health insurance plans and health care providers accountable for providing high-quality care and addressing disparities in how care is delivered and in health outcomes. This workshop is designed to assist participants acquire the relevant skills and knowledge in Monitoring, Measurement and Management of Quality Health care services

SPECIFIC OBJECTIVES

At the end of this training programme, participants would be able to:

1. Define quality of health care;
2. Understand the issues and challenges of quality healthcare measurement
3. Understand and effectively apply different approaches to assessing quality of health care;
4. Understand the structure, process, and outcome measures of care quality;
5. Know approaches to developing or selecting measures of care quality

6. Develop framework for healthcare quality management, monitoring and compliance

COURSE CONTENTS

1. Healthcare quality measurement: concepts & Practice
2. Contemporary Issues and challenges in healthcare quality measurement
3. Monitoring & Measurement of healthcare quality: Effective approaches and techniques
4. Developing the framework of the structure, process and outcome measure of healthcare quality: tools and processes.

TARGET AUDIENCE

Zonal Coordinators, State Coordinators, AGMs, Principal Managers, and all other senior officers involved in Quality Health systems management.

VENUE	DATE	COURSE FEE
DUBAI	28th Oct. - 1st Nov, 2019	US\$3,000
S/AFRICA	9th - 13th December, 2019	US\$2,500