

1. Executive Summary:

The Certified Quality & Accreditation Manager Training Program is designed to enhance the skills and knowledge of employees in ensuring the highest standards of quality and safety within our organization. This program aims to foster a culture of excellence, risk mitigation, and continuous improvement. By investing in the professional development of our workforce, we aspire to create a workplace where quality and safety are paramount, ultimately leading to improved operational efficiency and reduced risks.

2. Program Objectives:

- Equip participants with the latest healthcare standards and best practices in quality management and safety protocols.
- Enhance understanding of regulatory compliance and its implications on daily operations.
- Foster a proactive approach towards risk identification, prevention, and resolution.
- Empower employees to contribute to a culture of continuous improvement in quality and safety.
- Identify the skills, knowledge, and behaviors participants should gain.

3. Expected Outcomes:

Skills:

- **Clinical Competence:** Healthcare professionals should continually enhance their clinical skills to ensure accurate diagnoses, effective treatment, and optimal patient outcomes.
- **Communication Skills:** Clear and effective communication among healthcare team members, as well as with patients and their families, is essential for ensuring patient safety and quality care.
- **Critical Thinking:** The ability to think critically and make timely, informed decisions is crucial in healthcare settings where rapid assessment and intervention may be necessary.
- **Team Collaboration:** Working collaboratively with other healthcare professionals, including physicians, nurses, technicians, and support staff, is vital for providing seamless and coordinated care.
- **Patient Advocacy:** Advocating for the well-being and rights of patients, including promoting informed consent and addressing patient concerns, is an important skill.

- **Quality Improvement Techniques:** Understanding and applying quality improvement methodologies, such as Six Sigma or Plan-Do-Study-Act (PDSA) cycles, is valuable for driving continuous improvement in healthcare processes.
- **Infection Control:** Proper techniques for infection prevention and control, including hand hygiene and the use of personal protective equipment (PPE), are critical in healthcare settings.

Knowledge:

- **Regulatory Compliance:** Healthcare professionals should be well-versed in the regulatory requirements and standards set by healthcare authorities, and accreditation bodies.
- **Evidence-Based Practice:** Staying updated on the latest evidence-based practices and clinical guidelines is crucial for delivering the most effective and safest care to patients.
- **Patient Safety Principles:** A deep understanding of patient safety principles, including the identification and reporting of adverse events, is essential for preventing harm to patients.
- **Health Information Systems:** Proficiency in using electronic health records (EHRs) and other health information systems is important for maintaining accurate patient records and facilitating communication among healthcare providers.
- **Cultural Competence:** Recognizing and respecting cultural diversity in patient populations is vital for delivering patient-centered care and ensuring equity in healthcare services.

Behaviors:

- **Patient-Centered Care:** Demonstrating empathy, compassion, and a patient-centered approach in all interactions with patients and their families.
- **Adherence to Protocols:** Consistently following established clinical protocols and procedures to ensure standardized, safe, and high-quality care.
- **Continuous Learning:** Embracing a commitment to continuous professional development and staying informed about advancements in healthcare practices and technologies.

- **Open Communication:** Fostering an environment of open communication within the healthcare team, where concerns and suggestions can be freely shared to enhance patient safety.
- **Responsibility and Accountability:** Taking responsibility for one's actions, admitting mistakes, and actively participating in efforts to address and prevent errors.
- **Ethical Decision-Making:** Upholding high ethical standards in decision-making, respecting patient autonomy, and maintaining confidentiality in all interactions.

4. Target Audience:

- The program is intended for all participants across different departments, with a specific focus on individuals involved in critical operational processes, quality assurance, and safety management. Supervisors, managers, and executives will benefit from advanced modules tailored to leadership roles.
- Prerequisites or qualifications required for participation:
 - **The minimum requirements:** Education level (not less than a bachelor's degree in the domain of expertise) and experience (not less than 5 years in the domain of expertise)

5. Needs Assessment:

- Participants feedback on existing training programs and perceived knowledge gaps will be assessed on admission.

6. Program Content:

- Program is divided into a multimodule of quality, safety, and accreditation topics that cover a selected number of sessions (refer to the training calendar).
- All required resources to be used, learning methodology are well identified.

7. Learning Methodology:

- Goal-oriented learning: the learning outcomes are identified and communicated to participants, providing them with a roadmap for their learning journey.

- Relevancy-oriented learning: Tasks and assignments are directly linked to identified learning goals or outcomes, this approach enhances engagement and motivation of or trainees.
- Encouraging collaboration: collaboration between trainees/learners and trainers is always encouraged to facilitate more productive learning, that allows for the exchange of ideas, experiences, and perspectives, enriching the learning experience for all involved trainees.
- Interactive workshops.
- Simulations and role-playing exercises.
- Guest speakers and subject matter experts.
- Online modules for continuous learning.

8. Duration and Schedule:

- The training program will be conducted over a period of 8 days, with sessions scheduled 4 sessions per day to accommodate operational needs (Refer to the schedule including dates, times, and breaks).

9. Training Resources & Facilities:

- Subject Matter Experts, Trainers/ tutors.
- Flyer & Marketing Materials
- Orientation Booklet
- Course materials and manuals.
- Access to online platforms (LMS) for additional resources.
- Venue for face-to-face training sessions.
- Audiovisual settings, Zoom application.
- Flipchart
- White board and markers (Red, Black)
- Round tables if possible.

10. Evaluation and Assessment:

- Assessments at the end of each module (quizzes) if required.
- Practical exercises and case studies.
- Post-training evaluation surveys (after completion of each module or training sessions).

- Impact evaluation of trainees/learners' knowledge, skills, and behaviors on their day-to-day work after 12 months of completing the training program

11. Recording Award/Certificate Issued: Details related to the issuance of awards or certificates will be recorded, including:

1. **Type of Award/Certificate:** Specify the type and level of award or certificate:
 1. Certificate of completion: in case trainees/learners fully attend the training program, including exams.
 2. Certificate of attendance: in case trainees/learners do not fully attend the training program, including exams.
 3. Certificate of Merit if overall rate is between 11 and 13.
 4. Certificate of Distinction if overall rate is greater than or equal 14.
2. **Date of Issuance:** Record the date when the award or certificate was issued.