



PROGRAM PROFILE

CERTIFIED QUALITY & ACCREDITATION MANAGER (CQUAM)



TABLE OF CONTENTS

- Purpose & Overview
- Program's Structure
- Learning Outcomes
- Joining Requirements
- Learner Evaluation
- Certificates & Accreditation
- Program Toolkit
- Training Process Normative References



PURPOSE & OVERVIEW

CQuAM is a practical Training & Certification Program with an applied toolkit. This program is dedicated to professionals working in accredited and to-be-accredited organizations in quality and other relevant areas.

Duration: 30 hours

①

It's a 30-hour training program designed for managers and leaders to learn and apply Organizational Development (OD) methodologies for accredited and sustainable quality improvement practices

②

This is a non-degree granting transformative blended program, tailored to specific leadership needs for multidisciplinary knowledge & skills in quality and accreditation management

③

is a Tool-based training program where applicants participate in class exercises & workshops. In addition, this program includes simulated case scenarios on OD & Accreditation Readiness.

PROGRAM STRUCTURE

Subject	Training Session
Management Foundation and Driving Change	Management & Organizational Development
Organizational Diagnosis and Data Analysis	Organizational Diagnosis & Data Analysis
	Medical Record and Patient Experience
Process Design and Operational Planning	Organizational Diagnosis & Data Analysis
	Workforce Development and Training within Healthcare Settings
Designing Safety Programs	Introduction to Risk Management
	Safety Program Implementation
	Infection Control & prevention
Information Systems and Facility Design	Facility Management & Safety
	Management of Information
Performance Monitoring and Improvement	Accreditation Systems
	Clinical Guidelines, Policies, Procedures, Clinical Pathways
	Survey Process
	Descriptive Statistics

LEARNING OUTCOMES

- Acquire specialized knowledge in Quality Management and Practice & implement the mainstream Quality tools used in healthcare management.
- Acquire the knowledge in the 5D's Organizational Development Methodology.
- Acquire Specialized knowledge in Patient Safety and Risk processes in healthcare organizations.
- Acquire Specialized knowledge in Document and Information Management processes in healthcare organizations.
- Define and explore the main aspects of Accreditation standards and methodologies.





JOINING REQUIREMENTS

All participants have equal opportunity to participate in this program irrespective of their culture, race, social or economic status.

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)

Targeted Skills & Competencies

- Leadership and Communication Skills
- Holistic Thinking
- Strategic and Operational Planning
- Analytical and Problem-Solving Ability
- Quality and Risk Management Skills
- Know How to Smartly Deal with Standards & The Accreditation Process

LEARNER EVALUATION

Type of Evaluation	Rate	Description
Attendance	1 to 4	According to the number of attended sessions
Participation	1 to 4	Based on the level of participation in class
Class Exercise	1 to 4	Based on proficiency in applying tools
Exam	1 to 4	Based on knowledge of course topics and skills

CERTIFICATES & ACCREDITATION

To get certified, trainees shall attend the modules' sessions, complete class workshop tools, and pass a short exam. Evaluation of participants accomplishments is based on the specified learning outcomes.

This program is recognized by KIMS, the participant gets 25 CME points accordingly.

Evaluation of participants' accomplishments is based on the specified learning outcomes.

Upon completion of the program, trainees will receive a certificate of completion from GATES . Additional Certificate from TRACCERT Canada is also available.



PROGRAM TOOLKIT

Bylaws - Organizational Chart - Terms of Reference 'TOR' - Data Collection Sheet - Organizational Health record - Flowchart Tool - Policies & Procedures 'P&P' - Quality Improvement Plans' - Key Performance Indicators - Training Needs Assessment 'TNA' form

Job Description JD - FMEA - Self assessment grid - Brainstorming session - 5 why technique - Fish-bone diagram

Affinity diagram - Prioritization matrix - Pareto - Hidden cost calculation



TRAINING PROCESS NORMATIVE REFERENCES

The normative references of training techniques used are based on the following

- GATES Professional Development Management Procedures
- Kirkpatrick's Model for Training Evaluation
- ISQua Training Management Standards
- TRACCERT Canada for Training Accreditation

Technical Design References: CPHQ Course, CQAM-2020 Course, JCI 7th Edition Requirements, ICE accreditation standards, ISO 9001, ISO 27,001, and other relevant accreditation programs.

○ ○ ○ ○ CONTACT US



G A T E S

TRAINING & PROFESSIONAL DEVELOPMENT DEPARTMENT

Our Team is ready to assist you



training@gates-group.com

info@gates-group.com



+961 3 546 723



www.gates-group.com