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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

# Course: Transforming Healthcare through Performance Excellence

| Code | City | hotel | Start | End | price | Language - Hours |
|---|---|---|---|---|---|---|
| HM-925SA | Riyadh | Hotel Meeting Room | 2027-04-04 | 2027-04-08 | 9950 SR | En - 25 |

## Introduction:

In today’s rapidly evolving healthcare environment, performance improvement is no longer optional—it is essential. As healthcare systems strive to meet the demands of the Triple Aim—enhancing the patient experience, improving population health, and reducing per capita costs—leaders must adopt structured, data-driven, and sustainable approaches to quality and efficiency.

This course, "Transforming Healthcare through Performance Excellence", provides a comprehensive and practical exploration of modern performance improvement methodologies, including Lean, Six Sigma, Malcolm Baldrige, and advanced statistical tools. Participants will explore the underlying drivers for change in healthcare, effective team-based improvement models, and methods to transform data into actionable insight.

Designed for healthcare professionals, educators, and decision-makers, the course equips participants with the knowledge and tools needed to lead meaningful change, foster a culture of continuous improvement, and elevate the overall quality of care.

By the end of this training, participants will be empowered to initiate and sustain performance improvement efforts that are aligned with clinical goals, operational efficiency, and strategic leadership priorities.

## General Objective:

To equip healthcare professionals with advanced knowledge, tools, and leadership strategies to implement effective performance improvement initiatives, optimize processes, and drive measurable improvements in patient care, efficiency, and cost-effectiveness within complex healthcare systems.

## Specific Objectives:

- Understand the strategic importance of performance improvement in achieving the Triple Aim: patient experience, population health, and cost reduction.
- Apply Lean and Six Sigma methodologies to streamline healthcare processes and reduce waste.
- Use medical informatics and healthcare data for informed decision-making and quality improvement.
- Utilize statistical thinking and control charts to monitor and enhance process performance.
- Lead performance improvement teams effectively and apply coaching-based leadership.
- Integrate standardized procedures and clinical practice guidelines for improved outcomes.
- Align performance improvement efforts with national frameworks like the Malcolm Baldrige Criteria.
- Develop a culture of continuous improvement within healthcare organizations.

## Target Group:

- Healthcare Quality Improvement Managers
- Hospital and Clinic Administrators
- Clinical Leaders and Medical Directors
- Physicians, Nurses, and Allied Health Professionals
- Performance and Process Improvement Specialists

- Public Health Program Managers
- Health Informatics and Data Analysts
- Accreditation and Compliance Officers
- Healthcare Project Managers
- Consultants in Healthcare Strategy and Quality

# Course Content :

### 1. The Business Case for Quality in Healthcare

- Mandate for improvement and value proposition
- Linking quality to performance and cost
- Performance incentives and competitive advantage

### 2. Building and Leading Performance Improvement Teams

- Team selection and development
- Team-based project implementation
- Teamwork and communication tools

### 3. Process Analysis and Improvement Tools

- Value proposition mapping
- Identifying and analyzing processes
- Improvement toolkit applications

### 4. Medical Informatics and Quality Data Resources

- Role of informatics in quality initiatives
- Types of measurement systems
- Microsystem and medical record data analysis

## 5. Essentials of Statistical Thinking and Analysis

- Statistical Process Control (SPC) fundamentals
- Shewhart control charts and types
- Advanced SPC tools and barriers to implementation

## 6. Standardization and Lean Process Management

- Principles of lean in healthcare
- Lean improvement cycle and toolbox
- Clinical standardization and guidelines

## 7. Six Sigma in Healthcare

- Foundations and history of Six Sigma
- Metrics and models (DMAIC, SSIM)
- Tools: voice of the customer, gauge R&R, DFSS

## 8. Coaching and Adaptive Leadership in Healthcare

- Coaching models and leadership adaptation
- Helping conversations and problem-solving skills
- Managing complex, evolving teams

## 9. Integration with the Malcolm Baldrige Framework

- Overview and structure of Baldrige Award
- Core values and evaluation criteria
- Self-assessment and organizational alignment

## 10. Case Studies, Scenarios & Practical Application

- Real-life examples of successful initiatives
- Interactive discussion and analysis

- Tools for immediate implementation

**The Scandinavian Academy for Training Center** adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

**Program Timings:  9:00 AM to 2:00 PM**

**The program includes:**

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

# Our Success Partners

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