



Delhi Society for Promotion of Rational Use of Drugs (DSPRUD)

Announces

Two days Workshop

Leading Healthcare Quality and Safety Improvement: Essentials for Managers

March 5-6, 2018, NEW DELHI, INDIA

Why this workshop?

Creating an ethos of safety is a priority for healthcare organizations particularly in today's fast-paced environment, rising litigation and violence against healthcare workers. An ethos of safety is a setting in which steps are taken to minimize the risk for potential error or harm. It's also an environment where leadership has made a commitment to achieve the best outcomes, and has designated the necessary resources to support this essential goal. Such a culture also encourages employees to do their part to prevent medical errors and harm and to feel safe to report areas of mistakes or weakness (near misses/close calls) that do occur without fear of blame or punishment. These areas, in fact are opportunities to improve the system and to strengthen outcomes. When an ethos of safety is lacking or weak, a problem that could have been easy to rectify at the earliest stage, when left unchecked, may spread across departments, ultimately putting patients at risk for harm.

In successful health care systems, managers play a vital role in creating an ethos of safety and makes it part of the organization's overall mission, all employees are included as a valued part of a team working toward common safety goals. Such an environment of safety doesn't happen overnight but takes time and effort to make it an integral part of how the organization does business.

Good quality and safer care is more than just a by-product of well educated, well intentioned clinicians. Middle managers play a vital role in their organizations' success as they act as a bridge

between senior leadership and the front line staff. It is their job to turn high-level objectives into action at the department or unit level.

Quality improvement concepts and techniques have been used to transform almost every major industry in the world with dramatic results. Although all these concepts apply to healthcare as well somehow healthcare is lagging. There is very little formal training in quality improvement in healthcare & competing priorities often make it difficult for managers to seek the resources & support they need.

Some hospitals have some staff members with QI experience, but not enough to lead the many improvement efforts underway. Far too often, department and unit managers are not equipped or supported with the right skills, resources, or know-how or health care quality improvement (QI) knowledge or guidance to achieve their aims.

DSPRUD is a visionary organizations committed to redesigning health care into a system without errors, waste, delay, and unsustainable costs and technical and professional competencies covering the areas of education, awareness and best practices implementation in patient safety and quality healthcare.

Objectives

Main aim is to build the skills and capabilities needed to lead quality improvement efforts at the top and middle manager level of an organization.

This course will

- Provide guidance in depth about the patient safety domain content areas and evaluate patient safety scenario examples.
- Describe the skills, tools and resources and enhance engagement and deepen understanding of quality improvement (QI) and lead Quality Improvement efforts in their local setting.
- Demonstrate how to link department level improvement activities to the organization's goals of improved outcomes and safer care.
- Share well tested practical approaches to ensure patient safety in healthcare organizations

By the end, participants will have a firm grasp of the skills, tools, and resources needed by a manager to improve processes and to lead quality improvement efforts in their own settings.

Who should attend?

This program is for anyone who manages an organization's strategic goals at the unit level or department heads or has direct reports such as Medical Superintendents/DMS, Directors, Managers, Department heads, Supervisors, Quality officer, Healthcare management experts or any healthcare professional including nursing involved with patient safety from Government hospitals, Corporate and other private hospitals committed to patient safety.

Course Highlights

- Framework for patient safety and quality in healthcare: Concepts and practice
- Safety as a first principle of quality
- Quality concept and tools
- Essentials for outcome improvement - Monitoring of key performance indicators
- Patient safety: Preventing errors Measures and Measurement tools e.g. checklists, best practices, guidelines etc. and response to Incidents and solutions
- Communication – Team communication, partner with patients and families and be a better leader
- Communication and tips for reducing hospital violence.

- Reducing Hospital Acquired infections – Hospital antibiotic policy: Applying guidelines to general practice, antibiotic stewardship programme and surveillance
 - Strategies to Improve Medication management: Role of Drugs and Therapeutic Committee in implementing managerial interventions such as Essential Medicines List, Standard Treatment Guidelines and Prescription audit in improving quality of care

Venue:

India Habitat Center, New Delhi

Fees and Application

The course fee of Rs. 12,000 to cover tuition, training course material and lunch.

For Participants from outside Delhi: accommodation will be extra. It can be arranged on request in advance at actuals.

For bulk booking for more than 20 candidates concessional registration fee would be applicable @ Rs. 10,000 per participant

The course fee is to be paid by bank draft in the name of “**Delhi Society for Promotion of Rational Use of Drugs**”.

Last date for application

Applications and fee are due not later than February 20, 2018. Due to limited places available early applications are encouraged. ***Please send application complete with your title/designation, affiliation, specialization, years of service, contact numbers and email id to:***

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