

Healthcare Quality

Prepared by Dr. Hesham Mousli

MHA623
Introduction Lecture

Introduction

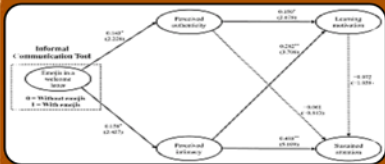




Teaching Team



Course Intended Outcomes



Course Structure

EXPECTATIONS

Mutual Expectations

Teaching Team

- This Course Will Be Presented By: **Dr. Hesham Mousli.**
- PhD. in Biomedical Informatics & Medical Statistics from Alexandria University.
- Dip. Hospital Management & Operational Excellence from the American University in Cairo (AUC).
- Dip. Healthcare Quality from American University in Cairo (AUC).
- Dip. Clinical & Hospital Pharmacy from Alexandria University.
- Certificate in Infection Prevention & Control (IPC) from the American University in Cairo (AUC).
- Adj. Lecturer of Pharmacy Practice, Arab Academy for Science & Technology (AAST).
- Instructor of Logistics of Hospital Management, Arab Academy for Science & Technology (AAST).
- Extensive experience in Healthcare Industry.

Course Intended *Objectives*

➤ This course aims to provide you with the foundational knowledge and practical skills necessary to understand, measure, and improve healthcare quality:

1. **Understand the core concepts and pillars of healthcare quality**, including patient safety, reliability, and patient experience.
2. **Evaluate performance measurement methodologies** related to patient experience, safety, and high-reliability organizing.
3. **Apply quality improvement methodologies** such as PDSA (Plan-Do-Study-Act) and Six Sigma in healthcare settings.



Course Intended *Objectives*

➤ This course aims to provide you with the foundational knowledge and practical skills necessary to understand, measure, and improve healthcare quality:

4. **Utilize planning tools** to design and implement effective healthcare **quality improvement initiatives.**
5. **Explore the role of accreditation in healthcare quality improvement, including standards, processes, and their impact on patient care.**



Course Intended *Outcomes*

- 1. Define healthcare quality** and explain its significance in improving patient care and outcomes.



Course Intended *Outcomes*

2. Analyze healthcare performance data to assess patient safety, experience, and reliability.



Course Intended *Outcomes*

3. **Implement quality improvement methodologies** such as PDSA and Six Sigma to achieve continuous quality improvement in healthcare settings.



Course Intended *Outcomes*

4. **Develop and execute quality improvement plans** using appropriate tools and strategies to address specific healthcare challenges.



Course Intended *Outcomes*

5. **Evaluate the role of accreditation** in enhancing healthcare quality, including its standards, processes, and impact on organizational performance.



Course Intended *Outcomes*

6. **Apply case studies and practical examples to real-world healthcare scenarios, demonstrating the ability to improve quality and safety in healthcare delivery.**



Course Structure

- **Course Code :** MHA623
- **Credit Hours :** 3 Credit hours .
- **Course References :** *Introduction to Healthcare Quality Management, Fourth Edition. Patrice L. Spath Kenneth DeVane, MBA, MS. ISBN: 978-1-64055-363-7 Softbound, 416pp, 2023.*
- **Classes:** Recorded lectures .
- **Discussion Class :** For any questions & Interactive learning.
- **Self-study:** Search & Reading are needed.



Expectations (From Our Side)

- You will be treated with professionalism and respect.
- Lectures to be well-prepared, with resources provided in advance.
- Guidance and additional resources to be available to support your learning.
- Assessment support to be provided throughout the course.
- Sessions to be engaging and relevant to your academic development.
- Our team to be enthusiastic, responsive, and committed to making learning enjoyable!



Expectations (From Your Side)

- **Show Respect:** Maintain professionalism and respect towards staff and peers.
- **Commit to Lectures:** Listen to all recorded lectures weekly.
- **Manage Time:** Use your time effectively.
- **Engage Actively:** Participate in sessions to deepen understanding.
- **Enjoy Learning:** Embrace and enjoy the learning process.





Thank You