
PATIENT-CENTERED HEALTHCARE MANAGEMENT COURSE (TIER 2)

A Leadership Development Program on Quality Management in Healthcare & Patient Safety
9-11 March 2020 | 9am – 6pm | Development Academy of the Philippines, Ortigas, Pasig City

HealthCore, with its mission of equipping healthcare providers to become globally competitive providing patient-centered care and assuring patient safety, is launching a certificate program that will develop leaders who will carry forward safe and quality healthcare delivery. The course will also help them understand the global standards in healthcare, implement, and comply with the very stringent requirements of international accreditation agencies, if desired.

PURPOSE:

HealthCore is committed to providing healthcare leaders and staff with a set of core topics that serve as building blocks for improving quality and patient safety. These workshops aim to improve the level of knowledge and core competencies in the basic concepts, methods, and tools related to Leadership and Quality Management.

COURSE DESCRIPTION:

Following the Tier 1 course in 2019 on Leadership, Culture of Safety, and Risk Management, the Tier 2 course is an advanced program that will take the healthcare managers, whether from the medical or administrative team, to a learning journey how to measure and monitor the organization's performance vis-à-vis the global standards as metrics and benchmarks.

Beyond the usual orientation of profitability and cost-reduction, sustainability is difficult to measure without the knowledge of essential tools and methodology that can be utilized quantitatively and interpret them qualitatively for process improvement leading to better outcomes. The Tier 2 Course aims to address this.

MEMBER OF:



LEADERSHIP IN QUALITY HEALTHCARE & PATIENT SAFETY

Building Blocks of Core Competencies



PROCESS:

The workshops will provide a series of one-hour didactic lectures combined with brief table-top exercises to demonstrate use of concepts, methods and tools.

PARTICIPANTS:

Leaders, managers, and quality improvement staff in healthcare facilities will benefit from participation in this workshop. There are no specific requisitions for participation. However, participants should be in a position to improve quality and patient safety processes in their respective organizations.

PROGRAM DELIVERABLES:

Participants will receive copies of training materials and a certificate of participation with corresponding PMA-CPD units.

HEALTHCORE

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FACULTY:



Richard Wright, MD, MPH, is an international consultant and expert on quality and patient safety. He is a board certified internal medicine and infectious disease specialist. Dr. Wright is an independent consultant with the **Joint Commission Resources (JCR)** and **Joint Commission International (JCI)**, providing consulting services for hospitals and ambulatory centers both in the United States and in numerous countries, with specific expertise in credentialing and privileging, performance measurement and quality management, leadership development, and the use of Lean Redesign methods to improve clinical processes impacting quality and patient safety. His expertise is in performance improvement and evaluation, care process redesign, and disease management by clinical teams. Previously, he served as a senior executive of Denver Health Authority as the Executive Director of the largest network of Federally Qualified Community-based Primary Care Health Centers in the country, serving 100,000 residents in Denver and providing more than 300,000 ambulatory visits. Dr. Wright authored numerous articles on a broad array of topics related to health care quality and management.

PROGRAM DIRECTOR:



Joyce Socao-Alumno is the Founder & President of HealthCore—the center for global healthcare management, quality accreditation for healthcare and hospitality, and medical tourism services in the Philippines. She advocates Patient Safety and globalization of healthcare and is a leading proponent of Medical and Wellness Tourism. Her varied skills make her a well-sought after consultant and speaker in many international conferences and a regular judge and advisor for various organizations. She is an Adjunct Professor at the Ateneo Graduate School of Business and a certified ISO 9001:2015 Lead Auditor.

ABOUT HEALTHCORE

HealthCore International Consultancy, Inc. was established in 2010 with the aim to assist the various stakeholders involved in international healthcare management, medical and wellness tourism, and retirement services to achieve global competitiveness, excellent patient service and outcomes, and enhanced bottom line – through international quality accreditation, education and training, and other strategic approaches. HealthCore's businesses are divided into four: Quality Accreditation, Training & Education, Consultancy, and Trading. It works with the following accreditation agencies:



ACCREDITATION
CANADA



1. INDICATOR MANAGEMENT

9 March 2020 | 8AM-6PM | Development Academy of the Philippines - Ortigas

DISCUSSION TOPICS

PERFORMANCE MONITORING

- What is performance monitoring?
- What is the difference between measurement and monitoring?
- What is the framework for improving performance?
- What are the sequential steps for performance monitoring?

INDICATOR SELECTION

- What is the role of leadership in selecting indicators?
- What are priority areas for monitoring performance?
- What are the types of indicators?
- What are the criteria and method for selecting indicators?

INDICATOR DESCRIPTION

- What is the difference in indicator description and data collection?
- What are the items for describing indicators?
- What are numerators and denominators?

TARGETS AND BENCHMARKING

- What is target?
- What is the method for identifying targets?
- What is a benchmark?
- What is the method for selecting benchmarks?

RATES AND RATIOS

- What are rates, ratios, and percentages?
- What are methods for calculating rates, ratios, and percentages?

TOOLS AND METHODS

PERFORMANCE MONITORING

- Brainstorming
- Consensus Fist of Five
- Measurement versus monitoring

INDICATOR SELECTION

- Prioritization and selection tool

INDICATOR DESCRIPTION

- AIM statements
- Indicator description tool

TARGETS AND BENCHMARKING

- Identifying targets
- Identifying benchmarks

RATES AND RATIOS

- Calculating rates, ratios, and percentages

AGENDA

DAY 1: INDICATOR MANAGEMENT	
9 March 2020 8AM-6PM Development Academy of the Philippines - Ortigas	
Time	
08:00 – 08:30	Participant Arrival
08:30 – 09:30	Introduction to Indicator Management Workshop
09:30– 10:30	1. Introduction to Performance Monitoring
10:30– 10:45	Break
10:45 – 12:00	2. Indicator Selection
12:00–13:00	Lunch
13:00 – 14:30	3. Indicator Description
14:30–15:45	4. Targets and Benchmarks
15:45–16:00	Break
16:00–17:30	5. Rates and Ratios
17:30 –18:00	Wrap Up Adjournment

DAY 2: DATA COLLECTION

10 March 2020 | 8AM-6PM | Development Academy of the Philippines - Ortigas

DISCUSSION TOPICS

DATA COLLECTION PLAN

- What is a data collection plan?
- What are the items in a data collection plan?
- What are the sources of data?
- What are methods for pilot testing?

DATA ELEMENTS

- What are data elements?
- What is the difference in primary and secondary elements?
- What is the method for using data elements?

SAMPLING

- What is the purpose of sampling?
- What are different sampling methods?
- What are the critical components of sampling?

DATA RELIABILITY

- What are the reasons for poor data quality?
- What is data reliability?
- What are reasons for lack of data reliability?
- What are data reliability tests?

TOOLS AND METHODS

DATA COLLECTION PLAN

- Data collection plan

DATA ELEMENTS

- Data element exercise

SAMPLING

- Sampling exercise
- Online sample calculators

DATA RELIABILITY

- Measure category agreement method

AGENDA

DAY 2: DATA COLLECTION	
10 March 2020 8AM-6PM Development Academy of the Philippines - Ortigas	
<i>Time</i>	
08:00 – 08:30	Participant Arrival
08:30 – 09:30	Introduction to Indicator Management Workshop
09:30– 10:30	1. Data Collection Plan
10:30– 10:45	Break
10:45 – 12:00	2. Data Elements
11:30 – 12:00	
12:00–13:00	Lunch
13:00–14:30	3. Sampling
14:30–15:30	4. Data Reliability
15:30–15:45	Break
15:45–17:30	4. Data Reliability Continued
16:30–17:15	5. Data Reliability Continued
17:30 –18:00	Wrap Up Adjournment

DAY 3: DATA ANALYSIS

11 March 2020 | 8AM-6PM | Development Academy of the Philippines

DISCUSSION TOPICS

DATA AGGREGATION

- What is data aggregation?
- What are the required tables for data aggregation?
- What is the method for analyzing data aggregation tables?

BASIC STATISTICS

- What is basic descriptive versus predictive statistics?
- What are three critical descriptive statistics?
- What are methods for calculating and analyzing measures of central tendency?
- What are the types of data variation?
- What are methods for calculating and analyzing measures of variation?

BASIC GRAPHS

- What are the basic graphs for analyzing quality data?
- What are methods for graphing and analyzing pie and bar graphs?
- What are methods for graphing and analyzing Pareto and trend line graphs?

SUMMARY REPORTS

- What is the proper distribution of quality data?
- What is the communication plan for quality data?
- What are the three types of quality reports?

TOOLS AND METHODS

DATA AGGREGATION

- Data aggregation tables

BASIC STATISTICS

- Excel formulas

BASIC GRAPHS

- Excel graphing

SUMMARY REPORTS

- Summary Report Examples



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AGENDA

DAY 3: DATA ANALYSIS	
11 March 2020, 8AM-6PM Development Academy of the Philippines	
<i>Time</i>	
08:00 – 08:30	Participant Arrival
08:30 – 09:00	Introduction to Indicator Management Workshop
09:00– 10:30	1. Data Aggregation
10:30– 10:45	Break
10:45 – 12:00	2. Basic Statistics
12:00–13:00	Lunch
13:00–14:00	2. Basic Statistics (Cont'd)
14:00–15:15	3. Basic Graphing
15:15–15:30	Break
15:30–16:30	3. Basic Graphing (Cont'd)
16:30–17:30	4. Summary Reports
17:30 –18:00	Wrap Up Adjournment

FILL OUT THE ATTACHED REGISTRATION FORM TO REGISTER
OR EMAIL [INFO@HEALTH-CORE.ORG](mailto:info@health-core.org) TO INQUIRE.

PRE-REGISTRATION IS REQUIRED. NO WALK-IN ALLOWED.



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REGISTRATION FORM

Delegate:			
Company:		<input type="checkbox"/> Private <input type="checkbox"/> Government	
Position:			
Address:			
Tel. No.:		Fax No.:	
Mobile:		Email:	
<input type="checkbox"/>	WORKSHOP 1: INDICATOR MANAGEMENT (9 March 2020)	*** 40 PMA-CME Units	\$150
<input type="checkbox"/>	WORKSHOP 2: DATA COLLECTION (10 March 2020)	*** 40 PMA-CME Units	\$150
<input type="checkbox"/>	WORKSHOP 3: DATA ANALYSIS (11 March 2020)	*** 40 PMA-CME Units	\$150
<input type="checkbox"/>	ALL THREE WORKSHOPS (9-11 March 2020)	*** 120 PMA-CME Units	\$400
<i>Note: Inclusive of Workshop Fee, AM/PM Snacks and Lunch, Materials and Certificate (VAT-inclusive)</i>			
*** Early Registration Discount of 10% (until 31 January 2020) ***			
*** Group Discount of 10% for at least 3 delegates ***			
How did you find out about the program?		<input type="checkbox"/> Print Ad	<input type="checkbox"/> Online Ad
<input type="checkbox"/> HealthCore Invitation	<input type="checkbox"/> Friend/Colleague	<input type="checkbox"/> Others (Specify) _____	
Contact Person:		Signature:	

How to Register

1. Send this Registration Form through email: info@health-core.org or FB Messenger: Health Core
2. Attach copy of Deposit Slip as proof of payment.
3. A confirmation email will be sent by Secretariat that will serve as your Pass / ID to the workshop.

Payment Instructions

Thru Bank:
Health Core International Consultancy Inc.
Union Bank - P. Tuazon, Cubao Branch
Swift Code: UBPHPHMM
For Dollar Payment:
US Dollar Account No. 132040002002
For Peso Payment:
Peso Current Account No. 00204-000682-0

Thru Western Union or LBC:
Jocelyn S. Alumno
Fort Legend Tower, corner 31st St. & 3rd Avenue
Bonifacio Global City, Philippines
CP: 0908.8887880

PRE-REGISTRATION IS REQUIRED. NO WALK-IN ALLOWED