



Introduction to Quality Management in Health Care

Health care today is increasingly data driven. An understanding of the fundamentals of quality management principles, methods and tools enables health professionals to work most effectively in the reform environment.

Case examples will be used to illustrate the practical application of quality management fundamentals to clinical practice. This interactive program provides participants with an overview of such relevant concepts as:

- performance improvement issues
- pay for performance
- transparency
- the importance of data
- understanding measurements
- using databases
- public reporting and its implications for organizational and clinical processes
- techniques to address problems, adverse events, "near misses"

Advanced Research Methodology

Health professionals often participate in scientific research.

This interactive program provides participants with an introduction to:

- fundamentals in research methodology
- how-to develop a research/performance improvement project
- the impact that the various research designs have on validity and reliability
- indicator development
- sampling techniques
- data collection issues
- statistical analysis