

Quality Leaders Professional Development Programme

Course preparation materials will be available one month prior to the start of Session 1.

Support activities will be provided in between the virtual sessions and referenced during the virtual and in-person sessions.

In-person workshops are planned for November 2022 and May 2023 in London, UK.

Session 1: Quality Leadership

6 September 2022

14.00-16.30 UK/15.00-17.30 Central Europe

Learning Objectives:

1. Introduce participants to the programme, faculty, and each other
2. Summarize an overview of the programme logistics and expectations
3. Explain the expectations and objectives of participant project
4. Identify individual learning aims

Session 2: Quality Management

4 October 2022

14.00-17.30 UK/ 15.00-18.30 Central Europe

Learning Objectives:

1. Define whole system quality and the leadership principles required to support this approach
2. Examine three interrelated components – quality planning, quality improvement, and quality control – that inform a more holistic whole system quality approach
3. Elaborate activities that health care organisations can undertake to build a foundation for the transition to whole system quality

Session 3: Building the Case for Whole System Quality

22 and 23 November 2022

9.00-17.00 UK/ 10.00-18.00 Central Europe (both days)

London, UK, exact location TBA

Learning Objectives:

1. Apply knowledge and experiences to peer coaching and learning opportunities

2. Create plans for Whole System Quality in partnership with peers and for review and coaching from expert faculty and guest presenters
3. Take part in discussions about the future of health and health care and the role that Whole System Quality will play
4. Develop connections with peers and faculty through interactive learning activities

Session 4: Building an Improvement System

24 January 2023

14.00-16.30 UK/ 15.00-17.30 Central Europe

Learning Objectives:

1. Apply different techniques for working efficiently with multidisciplinary colleagues
2. Illustrate high impact communication strategies
3. Identify how team roles and composition relate to improvement science

Session 5: Develop the Infrastructure

27 February 2023

14.00-16.30 UK/ 15.00-17.30 Central Europe

Learning Objectives:

1. Examine the financial and clinical implications of improving care.
2. Plan strategies to communicating costs and benefits to stakeholders with different and sometimes conflicting interests: the Board, clinicians, individual patients, and society.
3. Discover policy changes to better align financial incentives for improved quality of care.

Session 6: Quality Planning

16 March 2023

13.00-16.30 UK/ 14.00-17.30 Central Europe

Learning Objectives:

1. Determine the connection between a quality plan and a strategic plan
2. Examine the attributes of a Board committed to quality
3. Identify a framework for governance of health system quality

Session 7: Quality Planning for Health Equity

19 April 2023

14.00-16.30 UK/ 15.00-17.30 Central Europe

Learning Objectives:

1. Identify the role healthcare organisations play in achieving health equity
2. Describe approaches to measuring health equity
3. Summarize a framework, with five key components, for healthcare organisations to improve health equity in the communities they serve

Session 8: Qualitative and Quantitative Data and Measurement

23 May 2023

9.00-17.00 UK/ 10.00-18.00 Central Europe

London, UK, exact location TBA

Learning Objectives:

1. Explain the importance of data and analytics.
2. Identify common sources of data and key considerations related to those data.
3. Illustrate important considerations in reporting data to key stakeholder groups, including the Board.
4. Compile and illustrate characteristics of highly reliable systems
5. Examine four steps of high reliability

Session 9: Quality Control

15 June 2023

14.00-17.30 UK/ 15.00-18.30 Central Europe

Learning Objectives:

1. Organise strategies for testing and implementing management standard work
2. Explain the Board's role in Quality Control
3. Examine the roles regulators plan in Quality Control and how to partner with them on your Whole System Quality Strategy

Session 10: Closing and Celebration

5 July 2023

15.00-16.30 UK/ 16.00-17.30 Central Europe

Learning Objectives:

1. Discuss and celebrate the close of the programme with cases and stories from participants
2. Plan for follow through on the quality plans that were developed throughout the course