



# Quality Assurance in Healthcare Delivery

*"Delivering excellent healthcare with limited resources"*

12<sup>th</sup> – 16<sup>th</sup> March 2018

**Premier Hotel, O R Tambo, Kempton Park, Johannesburg**

### Course Outcomes:

- Addressing the Principles of Total Quality in Healthcare Delivery and Organizations
- Implementing Leadership and Planning in Quality Management
- Building a Strategy for Quality in Healthcare
- Identifying Important Areas for Healthcare Quality Improvement Application
- Reducing Medical Errors
- Using Health Information Technology in Healthcare Quality Delivery and Management
- Building the Capacity to Improve Quality
- Delivering Quality Care - In the Public Sector

### Who Should Attend?

- Hospital/Healthcare CEO's
- Hospital/Healthcare Managers/ Administrators
- Financial Directors and Managers
- Hospital/Healthcare Operation/ Project Managers
- Health Professionals Responsible for the Administration, Management and Operations Health Delivery Systems
- Provincial MECs for Health
- Health Department Heads
- Policy Makers/Administrators
- Quality Assurance Managers

### About your Presenters:

#### MBBCh, MAP

After finishing his MBBCh degree in 1985, Your Facilitator started his internship at Coronation Hospital Now known as Raheema Moosa Mother and Child Hospital. From 1987 – 2007, he has worked in both private and public sector health institutions. Some of his most recent projects are his involvement with the Department of Health - Western Cape where he was responsible for leading the Health Foundation's efforts to generate the start-up capital required in order for it to become an independently sustainable organisation that would contribute significantly to improving access to, and the quality of, healthcare in the Western Cape through joint public private initiatives. Your Facilitator is also involved at COHSASA (Council for Health Service Accreditation of SA) where he is a Member of the Technical Committee assessing hospital accreditation and the Development of physician credentialing program

#### MPROF

Your Facilitator, Chief Executive of the Council for Health Service Accreditation of Southern Africa (COHSASA), has worked in the public and private health care sectors in South Africa and England. Having qualified as a registered nurse in Cape Town she went on to specialise in Cardio-Thoracic nursing in England. She then held various managerial roles in the NHS, including quality improvement and service planning. She joined COHSASA in 2005 as Operations Manager and was appointed CEO in April 2016. She has worked extensively in Africa, including assisting ministries of health with quality improvement programmes and developing accreditation mechanisms. She holds a Masters in Professional Studies (Health) from Middlesex University, London. Jacqui serves on the Accreditation Council and Board of the International Society for Quality in Health Care (ISQua) and is an ISQua Expert



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