



# Quality Assurance in Healthcare Delivery

*"Delivering excellent healthcare with limited resources"*

09<sup>th</sup> – 13<sup>th</sup> July 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
- Provincial MECs for Health
- Health Department Heads
- Policy Makers/Administrators
- Quality Assurance Managers
- Health Professionals Responsible for the Administration, Management and Operations Health Delivery System

## Your Presenter

The Facilitator is currently leading a team of 30 highly skilled individuals who provide technical assistance and health system strengthening initiatives for Mpumalanga Department of Health. He is a lean & six sigma green belt certified quality improvement teacher, facilitator and coach in process engineering for an ideal patient care. He has completed several quality improvement courses with the Institute for Healthcare Improvement (IHI) and is on a fellowship programme with the International Society for Quality Healthcare (ISQUA). Furthermore, He has technical expertise in the implementation of public health programmes in healthcare systems re-engineering, application of quality improvement methodologies, district health planning, health information systems, community mobilisation, pharmacy supply chain, and health programming. He also holds a diploma in HIV Management and a diploma in Tropical Medicine and Health. He serves on the Southern HIV Clinicians Society Board and is a member of the South African Quality Institute and American Society for Quality. The facilitator successfully supported the implementation of public health programmes in health care systems re-engineering, district health planning, health information systems, community mobilisation, pharmacy supply chain and HIV treatment access expansion.