IIHMR UNIVERSITY

Online Certificate Programme

Health Care Quality Management



Driving Quality Improvement, Patient Safety & Accreditation Readiness

EXPERT FACULTY
Learn from industry experts & thought leaders

PRACTICAL APPROACH
Tools, frameworks & case studies for real-world impact

STRONG FOCUS ON
Quality Systems, Patient Safety & Regulatory Standards

CERTIFICATE OF PARTICIPATION
On successful completion

NETWORK & COLLABORATE
Connect with healthcare professionals & peers

LEARN | APPLY | LEAD | TRANSFORM

Background

Quality management is fundamental to delivering safe, effective, efficient, and patient-centred healthcare. Healthcare organizations increasingly require professionals who can implement quality assurance systems, monitor performance, develop standards, assess quality, and drive continuous improvement across clinical and administrative functions.

This programme provides a practical understanding of healthcare quality management, quality improvement approaches, standards, assessment methods, accreditation frameworks, and quality improvement tools, enabling participants to contribute effectively to quality improvement and accreditation readiness within their organizations.

Objectives

- Develop skills to implement sustainable quality assurance programmes within healthcare organizations.
- Build proficiency in QC, QA, CQI and TQM approaches and their application to healthcare.
- Develop the ability to establish, interpret and communicate quality standards, norms and protocols.
- Apply quality assessment, monitoring and improvement tools to identify and address healthcare process gaps.
- Build awareness and practical understanding of NABH, NQAS, IPHS and accreditation processes to support quality and patient safety.

Course Contents

- Concepts of Quality of Care: Definitions, dimensions, perspectives and systems framework of healthcare quality.
- Quality Improvement Approaches: QC, QA, CQI, TQM, benchmarking, PDCA and quality assurance cycles.
- Standards & Norms: Types of standards and principles for developing, writing and communicating standards and protocols.
- Monitoring & Supervision: Quality indicators, data collection, performance monitoring and gap assessment.
- Quality Assessment & Accreditation: Situational assessment and application of NABH, NQAS and IPHS frameworks.
- Quality Improvement Tools: Brainstorming, fishbone diagrams, flowcharts, Pareto charts, Quality Control Circles and Six Sigma concepts

Pedagogy

The programme follows an adult-learning and application-oriented approach, encouraging participants to actively engage with assigned readings, cases and practical exercises.
Learning is facilitated through interactive faculty sessions, case-based learning, expert/practitioner sessions, group activities, presentations, class exercises and workplace application. Participants are encouraged to analyse healthcare quality challenges, develop solutions, and apply quality frameworks and tools within their own organizational settings.

Programme Duration

Duration: 3 Months (12 Weeks)

Learning Hours:

- 24 Hours Online Instructor-led Sessions
- 24 Hours Guided Self-learning

Credits: 3 Credits

Mode: Live Online (Faculty-led sessions with hands-on practical learning)

Programme Highlights

- Develop a strong foundation in healthcare quality management and patient safety.
- Gain practical understanding of QC, QA, CQI, TQM and PDCA approaches.
- Learn to develop, write and communicate healthcare standards and protocols.
- Build capabilities in quality monitoring, assessment, indicators and gap analysis.
- Apply quality improvement tools and Six Sigma concepts to healthcare processes.
- Understand NABH, NQAS and IPHS accreditation frameworks and strengthen organizational accreditation readiness.

Who Should Attend?

- Healthcare Managers, Hospital Administrators & Executives
- Doctors, Nurses & Clinical Professionals
- Quality Management, Patient Safety & Accreditation Professionals
- State/District Health Officers & Public Health Professionals
- Researchers, Faculty Members & Healthcare Academicians
- Professionals involved in Healthcare Quality Improvement & Health Systems Management

Eligibility

Graduate in any discipline.
Healthcare, hospital management, public health, IT, or management experience is desirable. No prior programming knowledge is required.

Registration

For programme schedule, fee details, and registration, please contact:

Office of Online Certificate Programmes (OCP)
IIHMR University
1, Prabhu Dayal Marg, Sanganer Airport
Jaipur – 302029, Rajasthan, India
Mobile: +91 9116006536 | Tel: +91-141-3924700
Email: Onlinecertificate@iihmr.edu.in

Assessment

Participants will be evaluated through:

- Assignments
- Class Exercises
- Group Work & Presentations
- Case Study Analysis
- End-Term Examination

Programme fee

The programme fee for Indian participants is Rs. 30,000 plus GST (18% as applicable), and for international participants it is USD 315 plus GST (18% as applicable).

Discounts on Fee

Early Bird Discount: Nominations received with payment before four weeks of the commencement of the programme will be entitled to a 10% early bird discount.

Group Discount: Any organization sponsoring four or more participants to the programme will be entitled to a 20% discount on the total fee payable, provided that at least four participants attend the programme.

Maximum Discount: Organizations can avail themselves of both discounts, subject to a maximum discount of 20%.

Certificate

Participants successfully completing the programme and fulfilling the attendance and assessment requirements will receive a Certificate of Completion from IIHMR University, Jaipur.

Programme Coordinator



Dr. Sandesh Kumar Sharma
Professor
IIHMR University, Jaipur



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