



Healthcare Quality & Patient Safety Masterclass

Healthcare & Hospital Management

QGT-HCM-138 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

Healthcare Quality & Patient Safety Masterclass is a senior-level masterclass on strategy and performance in Healthcare Quality & Patient Safety. It covers the principles, the requirements of JCI standards, WHO guidance and ISO 15189, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Healthcare Quality & Patient Safety
- Apply the relevant requirements of JCI standards, WHO guidance and ISO 15189
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for hospital managers, quality coordinators, clinical leaders and healthcare administrators in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of Healthcare Quality & Patient Safety

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
8–12 Mar 2027	Geneva	Classroom	5 days	\$5,500
28 Jun – 9 Jul 2027	Marrakech	Classroom	10 days	\$9,900
19–23 Jul 2027	Johannesburg	Classroom	5 days	\$5,500
6–17 Sep 2027	Lagos	Classroom	10 days	\$9,900
20–24 Sep 2027	Online (live)	Online (live)	5 days	\$3,000
6–10 Mar 2028	Sharjah	Classroom	5 days	\$5,500
17–28 Apr 2028	Lagos	Classroom	10 days	\$9,900
17–21 Jul 2028	Manchester	Classroom	5 days	\$5,500
14–25 Aug 2028	Toronto	Classroom	10 days	\$9,900
4–8 Dec 2028	Online (live)	Online (live)	5 days	\$3,000
12–16 Feb 2029	Abu Dhabi	Classroom	5 days	\$5,500
9–20 Apr 2029	Dublin	Classroom	10 days	\$9,900
27–31 May 2029	Manama	Classroom	5 days	\$5,500
4–15 Jun 2029	Tbilisi	Classroom	10 days	\$9,900
16–20 Jul 2029	Online (live)	Online (live)	5 days	\$3,000
14–18 Apr 2030	Salalah	Classroom	5 days	\$5,500
6–17 May 2030	Zurich	Classroom	10 days	\$9,900
1–5 Jul 2030	Dublin	Classroom	5 days	\$5,500
14–25 Oct 2030	Tbilisi	Classroom	10 days	\$9,900
21–25 Oct 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/healthcare-quality-and-patient-safety-masterclass/>

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