

## جدول أجنحة دبلومة إدارة الجودة بمؤسسات الرعاية الصحية

### الترم الأول:

مقسم إلى فترتين كل فترة مدتها ٦ أسابيع

### الفترة الأولى:

Basics of Total Quality Management (TQM) - ١

Healthcare Governance & Leadership - ٢

### الفترة الثانية:

Healthcare Accreditation Systems - ١

Performance Measurements and Management - ٢

### الترم الثاني:

مقسم إلى فترتين كل فترة مدتها ٦ أسابيع

### الفترة الأولى:

Total Quality Management (TQM) - ١

Risk Management in Healthcare - ٢

### الفترة الثانية:

Patient Centered in Healthcare - ١

Technology and Information Management - ٢

### الفترة الثالثة:

Infection Prevention and Control - ١

## Semester 1

### 1st Part

#### 1<sup>st</sup> Week

Name of Module	Day	Duration	Lecturer
Introduction to Quality Management <ul style="list-style-type: none"> <li>• Definition of Quality and its Importance</li> <li>• Evolution of Quality Management (From Inspection to Con. Improvement)</li> <li>• Key Quality Gurus: Deming, Juran, and Crosby</li> </ul> Quality key dimensions <ul style="list-style-type: none"> <li>• Quality management principles</li> </ul>	Friday	4 hours	Dr. Heba Hamdy
Leadership Is an Influence, Not Just Authority.	Saturday	2 hours	Prof. Ehab Kamal

Governance – Who’s Responsible and Why Now?	Saturday	2 hours	Dr. Dalia Abd Elhamid
<b>2<sup>nd</sup> Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
<b>Quality Management Systems (QMS) &amp; tools</b> Components of a Quality Management System (QMS) cost of quality Compliance vs. Continuous Improvement 7 Basic quality control tools	Friday	4 hours	Dr. Heba Hamdy
Self-Awareness & Emotional Intelligence.	Saturday	2 hours	Prof. Ehab Kamal
The Seven Pillars of Effective Governance	Saturday	2 hours	Dr. Dalia Abd Elhamid
<b>3<sup>rd</sup> Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
<b>Quality planning roadmap</b> Lean Management & Six Sigma Basics The Plan-Do-Check-Act (PDCA) Cycle Key Performance Indicators (KPIs) in Quality Hands-on Exercise: Process Mapping and Root Cause Analysis	Friday	4 hours	Dr. Heba Hamdy
Effective Communication Skills.	Saturday	2 hours	Prof. Ehab Kamal
Governance Models in Healthcare – How to Build a System (GAHAR governance )	Saturday	2 hours	Dr. Dalia Abd Elhamid
<b>4<sup>th</sup> Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
<b>Risk Management &amp; Patient Safety</b> Introduction to Risk Management Frameworks Identifying and Mitigating Errors (FMEA, RCA, Incident Reporting) The Role of Leadership in Ensuring Safety & Quality Group Discussion: Lessons from real-life patient safety incidents	Friday	4 hours	Dr. Heba Hamdy

Feedback and Difficult Conversations.	Saturday	2 hours	Prof. Ehab Kamal
Governance Tools & Mechanisms – From Words to Action	Saturday	2 hours	Dr. Dalia Abd Elhamid
<b>5th Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
<b>Leadership &amp; Culture of Quality</b> Building a Quality-Driven Culture Change Management in Quality Improvement Stakeholder Engagement & Communication Strategies Final Project Presentation: Proposing a Quality Improvement Initiative	Friday	4 hours	Dr. Heba Hamdy
Leadership skills and change management.	Saturday	2 hours	Prof. Ehab Kamal
Challenges & Opportunities in Implementing Governance	Saturday	2 hours	Dr. Dalia Abd Elhamid
<b>6th week</b>			
Final Exam / Project		5 hours	
<b>2<sup>nd</sup> Part</b>			
<b>1st Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
Introduction to GAHAR and the Accreditation System	Friday	2 hours	Dr. Dalia Abd Elhamid
Medicine Accreditation From EHC	Friday	2 hours	Ph. Ahmed Khedr
Course introduction + Foundations of performance management ○ Definition and importance of performance measurement ○ Juran trilogy	Saturday	4 hours	Dr. Asmaa Ali
<b>2<sup>nd</sup> Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
Accreditation Process and Evaluation	Friday	2 hours	Dr. Dalia Abd Elhamid
Pharmacy Accreditation From EHC	Friday	2 hours	Ph. Ahmed Khedr
Performance measurement frameworks and strategic alignment	Saturday	4 hours	Dr. Asmaa Ali

<ul style="list-style-type: none"> <li>○ Key performance indicators (KPIs)</li> <li>○ Balanced Scorecard (BS)</li> </ul>			
<b>3rd Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
GSR Standards – GAHAR Safety Requirement	Friday	2 hours	Dr. Dalia Abd Elhamid
Nursing Accreditation From EHC	Friday	2 hours	Ph. Ahmed Khedr
Process analysis and problem-solving tools <ul style="list-style-type: none"> <li>○ SIPOC (Suppliers-Inputs-Processes-Outputs-Customers)</li> <li>○ Root Cause Analysis (RCA)</li> <li>○ Pareto principle (80/20 Rule)</li> <li>○ Prioritization Matrix</li> </ul>	Saturday	4 hours	Dr. Asmaa Ali
<b>4th Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
EQR Standards – Essential Quality Requirements (Part 1)	Friday	2 hours	Dr. Dalia Abd Elhamid
Dental Accreditation From EHC	Friday	2 hours	Ph. Ahmed Khedr
Data management + Midterm examination <ul style="list-style-type: none"> <li>○ Types of data</li> <li>○ Data collection</li> <li>○ Data analysis and visualization</li> </ul>	Saturday	4 hours	Dr. Asmaa Ali
<b>5th Week</b>			
<b>Name of Module</b>	<b>Day</b>	<b>Duration</b>	<b>Lecturer</b>
EQR Standards – Essential Quality Requirements (Part 2)	Friday	2 hours	Dr. Dalia Abd Elhamid
Physical Therapy and Vet. Accreditation From EHC	Friday	2 hours	Ph. Ahmed Khedr
Continuous Performance improvement, monitoring and control <ul style="list-style-type: none"> <li>○ PDCA/PDSA Cycle (Plan-Do-Check/Study-Act)</li> <li>○ Process capability Analysis</li> <li>○ Control charts</li> </ul>	Saturday	4 hours	Dr. Asmaa Ali
<b>6th week</b>			
Final Exam / Project		5 hours	

**Semester 2**

**1st Part**

**1<sup>st</sup> Week**

Name of Module	Day	Duration	Lecturer
Advanced Concepts in TQM & Healthcare Excellence	Friday	4 hours	Dr. Heba Hamdy
Foundations of Risk Management in Healthcare: GAHAR Standards and Global Perspectives	Saturday	4 hours	Dr. Noran Atef Abd Elgalel El Tour

**2<sup>nd</sup> Week**

Name of Module	Day	Duration	Lecturer
Advanced Quality Tools & Data-Driven Decision Making	Friday	4 hours	Dr. Heba Hamdy
Risk Identification and Assessment Tools: From Clinical to Non-Clinical Risks	Saturday	4 hours	Dr. Noran Atef Abd Elgalel El Tour

**3rd Week**

Name of Module	Day	Duration	Lecturer
Strategic Quality Planning & Performance Excellence	Friday	4 hours	Dr. Heba Hamdy
Risk Mitigation and Control Strategies: Designing Safe Healthcare Systems	Saturday	4 hours	Dr. Noran Atef Abd Elgalel El Tour

**4th Week**

Name of Module	Day	Duration	Lecturer
Risk Management, Accreditation & Patient Safety Leadership	Friday	4 hours	Dr. Heba Hamdy
Monitoring, Reporting, and Learning from Incidents: Building a Culture of Safety	Saturday	4 hours	Dr. Noran Atef Abd Elgalel El Tour

**5th Week**

Name of Module	Day	Duration	Lecturer
Leading Quality Transformation & Sustainability	Friday	4 hours	Dr. Heba Hamdy
Developing and Sustaining a Hospital Risk Management Program: GAHAR Requirements and Best Practices	Saturday	4 hours	Dr. Noran Atef Abd Elgalel El Tour

**6th week**

Final Exam / Project		5 hours	
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**2<sup>nd</sup> Part**

**1st Week**

Name of Module	Day	Duration	Lecturer
Effective information management process in GAHAR	Friday	4 hours	Dr. Dalia Abd Elhamid
Day 1: Foundations of Patient-Centered Care	Saturday	4 hours	Dr. Rana Allam

**2<sup>nd</sup> Week**

Name of Module	Day	Duration	Lecturer
Effective quality management system	Friday	4 hours	Dr. Dalia Abd Elhamid
Day 2: Communication, Ethics, and Cultural Sensitivity	Saturday	4 hours	Dr. Rana Allam

**3rd Week**

Name of Module	Day	Duration	Lecturer
Patient centered –confidentiality and security of information	Friday	4 hours	Dr. Dalia Abd Elhamid
Day 3: Implementation & Challenges in Real-Life Settings	Saturday	4 hours	Dr. Rana Allam

**4th Week**

Name of Module	Day	Duration	Lecturer
Effective patient medical record management	Friday	4 hours	Dr. Dalia Abd Elhamid
Day 4: Governance, Quality & Your Role as Future Leaders	Saturday	4 hours	Dr. Rana Allam

**5th Week**

Name of Module	Day	Duration	Lecturer
Effective information technology in healthcare	Friday	4 hours	Dr. Dalia Abd Elhamid
Day 5 : Teaching, Training & Staff Engagement	Saturday	4 hours	Dr. Rana Allam

**6th week**

Final Exam / Project		5 hours	
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**3<sup>rd</sup> Part**

**1st Week**

Name of Module	Day	Duration	Lecturer
Introduction to Infection Prevention and Control Infection Control Program Management Standard Precautions and Transmission-Based Precautions	Friday	4 hours	Dr. Omar Mostafa Talha

**2<sup>nd</sup> Week**

Name of Module	Day	Duration	Lecturer
Microbiology and Epidemiology Aspects of Healthcare-Associated Infections (HAIs) Infection Surveillance and Outbreak Investigation	Friday	4 hours	Dr. Omar Mostafa Talha

**3rd Week**

Name of Module	Day	Duration	Lecturer
Definition and Prevention of Common Healthcare Associated Infections	Friday	4 hours	Dr. Omar Mostafa Talha

Antimicrobial Resistance and Antibiotic Stewardship			
<b>4th Week</b>			
Name of Module	Day	Duration	Lecturer
Environmental Aspects of Healthcare Facilities	Friday	4 hours	Dr. Omar Mostafa Talha
<b>5th Week</b>			
Name of Module	Day	Duration	Lecturer
IPC component of Occupational Health Program	Friday	4 hours	Dr. Omar Mostafa Talha
<b>6th week</b>			
Final Exam / Project		5 hours	

**20 Marks for Attendance**

**10 marks for Assignment**

**20 marks for Midterm Exam**

**50 Marks for Finals ( Exam / Project)**

- **Final Exam / Project Discussion: online and offline**
- **Exam online: MCQ**