

Positive words

Here's what some of our course participants have had to say:

'The efficiencies and improvements made far outweigh the investment and are ongoing.'

'I have a positive attitude and it makes a difference to our department!'

'I now have the confidence to know what information to collect and what to do with it.'

'Non-threatening and enjoyable.'

Positive results

Here are just a few of the many on-the-job improvements that have been made as a direct result of the course:

- A saving of 20 hours per month, allowing 15 more patients to be evaluated
- Compliments now outweigh complaints
- Effective orientation with follow-up feedback from new staff - improved processes
- Improved office area, at no cost, by rearranging flow
- Reduced waiting times by involving all staff and patients
- The accreditation process was a stimulating challenge rather than a chore
- Kept asking why and cut out unnecessary steps thus streamlining admitting process
- Reviewed volumes versus costs - \$6,000 savings/year in saline use

COURSE RECOGNITION

Recent student project successes from this course have been finalists in Ministry of Health National Health Innovation Awards and District Health Board Awards.

New Zealand Organisation for Quality is registered by the New Zealand Qualifications Authority as a Private Training Establishment under the provisions of the Education Act 1989 and its subsequent amendments.

NZQA APPROVED COURSE



Ongoing education

As part of our continuing education programme, NZOQ also offers the following courses to the public and as corporate training options.

QUALITY SYSTEMS AUDITING WORKSHOP

A five-day workshop for people with a background in quality systems who wish to become involved in 2nd party (supplier) or 3rd party (certification) audits. QSA approved course.

INTERNAL AUDITOR TRAINING

A two-day workshop for those familiar with quality management systems that wish to gain the necessary skills to conduct quality systems audits within their own organisation. Healthcare and laboratory options are available.

CERTIFICATE IN QUALITY ASSURANCE

A premier course covering the principles and practices of quality management and quality systems. Explores the tools and techniques for developing and introducing a quality approach into an organisation, and involves an internal assessment component. Examination available.

PROFESSIONAL RECOGNITION

NZOQ operates a scheme for recognition of professional competence as a Quality Practitioner. Two grades of recognition are available - Certified Quality Practitioner and Certified Quality Manager.

CORPORATE TRAINING

All NZOQ programmes are available for in-house training and new programmes can be developed to meet specific requirements. For further information contact NZOQ.

Why NZOQ?

It doesn't matter how successful you are, there's always room for improvement. NZOQ has the support and resources you need to take your business to the next level. We can help identify areas for improvement so you can achieve world-class levels of performance, enhanced employee and customer relations, increased productivity and greater profitability.

www.nzoq.org.nz



what it means • what you'll learn • why you need it

Quality in healthcare

PRACTICAL SKILLS

learn·share·grow





Course overview

The NZOQ 'Quality in Healthcare: Practical Skills' course is known for its practical application of quality in the workplace. It has been specifically developed for healthcare providers by some of the country's leading healthcare quality advisers, and has been extensively trialed in many healthcare organisations, both public and private. This is the preferred quality-related training course for many New Zealand DHBs and PHO's.

WHY YOU NEED IT

There is an increasing pressure on healthcare providers to show evidence of active quality management. This course equips your staff with the knowledge, the tools and the enthusiasm they need to ensure quality service becomes a way of life within your organisation. One of the major benefits of this course is the quality improvement project each student undertakes in their workplace to demonstrate the results of their learning. Students are supported throughout the project to ensure a positive outcome - a winner with both students and their employers.

By the end of the course participants will:

- have enhanced problem solving skills
- be more effective team members
- be seeking better ways of doing things and working on process improvements
- have greater job satisfaction

Key benefits to the healthcare organisation include:

- motivated staff
- increased efficiencies
- reduced risk
- improved service standards
- enhanced relations with internal and external customers

WHO SHOULD ATTEND?

Those who are interested in knowing more about the importance of quality; the role it plays within their organisation and its relevance to their own personal development. Participants need to be open to change, receptive to new ideas, and eager to discover new and better ways of doing things. Some organisations use this course to inspire their staff with a positive culture - where quality words are put into action rather than just talked about. Many natural leaders emerge as a result, and move on to become fully involved in their organisation's quality journey.

Course contents

- **Quality and risk concepts** An explanation of what quality is all about and what it means to colleagues, patients, clients, residents, etc. Initial identification of Process Improvement topics.
- **Customers** Seeing through the customer's eyes. Learning who they are (internal and external), what their needs are, and identifying expectations.
- **Teams - working together** Introducing effective team skills and identifying appropriate team member behaviour.
- **From quality costs to process improvements** Analysing the cost of poor quality and introducing ten strategies for improvement.
- **Managing quality with systems** The importance of systems, the right documentation and an introduction to auditing and evaluation.
- **Planning for quality** A framework for managing quality and risk
- **Quality tools for the process improvement journey** Practice with common problem solving tools.
- **Finding causes and variability** The diagnostic journey. Utilising the right tools to identify and understand a problem.
- **Basing decisions on data** Tools for planning, making improvements and developing solutions.
- **Proving the system to others** Exploring the Certification process. Certification and Accreditation to the commonly used standards including the New Zealand Health Sector Standards and ISO 9000 series.
- **Continuous quality improvement** Maintaining the momentum. Beyond certification, other challenges, benchmarking and ensuring that a quality culture becomes the norm.
- **Quality improvement project** Each student undertakes a quality improvement project in their workplace to consolidate their learning and demonstrate their new skills - an inspiring demonstration of quality at work.

Course arrangements

NZOQ's 'Quality in Healthcare: Practical Skills' is available as either a public course (where there is sufficient demand) or as an in-house course. For more information or for set-up details, please contact us on 06 351 4407 or email quality@nzoq.org.nz

COST NZOQ provides comprehensive course notes. For large numbers, discounts may apply. Other costs vary depending on specific requirements.

VENUES If you have a suitable training facility in-house this is usually the most cost effective option. However NZOQ can help you arrange a suitable off-site venue if necessary.

TUTORS NZOQ has a network of experienced tutors with backgrounds in both quality management and healthcare.

COURSE DURATION The programme requires approximately 24 hours of classroom time. The format of 12 modules allows this time to be organised in either 12 x 2 hour sessions or in various teaching blocks. Experience indicates better learning occurs when the material is spread over several learning sessions. NZOQ staff will be pleased to help you design a presentation programme that meets your needs and optimises learning opportunities.

Join NZOQ and save

NZOQ membership entitles you to exclusive discounts on examinations, course fees and other services, so why not join us today. Membership also allows you access to our healthcare special interest group (established in recognition of the special nature of quality management in healthcare), with the benefit of increased opportunities for networking and specialist seminars.

