

JANUARY 6-16, 2025

**ONLINE**



# HEALTH CARE QUALITY IMPROVEMENT

## FROM DESIGN TO IMPLEMENTATION

Certificate of Specialization 



**HARVARD**  
**T.H. CHAN**

**SCHOOL OF PUBLIC HEALTH**  
Executive and Continuing Education

# WHO SHOULD **PARTICIPATE**

- Mid-level health care leaders who want a practical approach and means to contextualize their learnings for current or future health care improvement projects
- Senior leaders who have had previous training in health care improvement and want more practical application in their learning for a current or future projects
- Various health care personnel with titles that may include: Health Care Project Managers; Director of Quality Improvement; Director of Patient Experience; Director of Hospital Operations; Director of Patient Safety; Physician and Nurse Leaders; Director of Engagement; Service Line Leaders; Executive Directors; Ministry of Health Team Leaders; Directors of Programs; and more



# PROGRAM DIRECTOR



**Rashad Massoud, MD, MPH, FACP**, is a globally recognized leader in improving health care and strengthening systems to deliver better outcomes, efficiency, and sustainability. Inaugural

Member of the Quality & Safety Academy of the International Society for Quality (ISQua). Advisory Board Member, World Health Organization's Global Report on Quality and Safety. Previous capacities include:

Senior Vice President and Chief Program Officer at AmeriCares overseeing the organization's health programs worldwide for people affected by poverty or disaster, including its work with the uninsured in the United States, its Emergency Response team, and its global distribution of \$1.25B in medicine and supplies to more than 90 countries annually.

Chief Medical and Quality Officer and Senior Vice President of the Quality and Performance Institute at University Research Co., where he was Director of the USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project—\$210M distributed over seven years in 46 countries—and the USAID Healthcare Improvement (HCI) Project—\$150M distributed over six years in 38 countries.

Dr. Massoud is also fluent in English, Arabic, and Russian, and has traveled to 93 countries and worked with 104.



# PROGRAM OVERVIEW

Health care leaders and professionals want to undertake improvement projects in their practice or organization, and many don't know where to begin, or how to analyze and properly gauge their successes.

**Health Care Quality Improvement: From Design to Implementation** will use a real case study to take participants through the journey of identifying, planning, measuring, and creating process changes that will lead to results. This eight-session program will teach you how to:

- Develop your aim for improvement
- Identify the improvement team
- Flowchart the process of care delivery
- Establish your improvement indicators
- Determine how to test
- Monitor changes in your process
- Graph the results
- Finalize your implementation-ready design

Participants will work in small groups through each of the steps in the simulation exercise, receiving faculty feedback each step of the way. The practical application of how to design, develop and implement a health care improvement project is pivotal to the outcomes of the learning in this program.

No prior knowledge or experience with health care improvement is required for this practical program.

# LEARNING **OBJECTIVES**

- Articulate the key issues in health care quality
- Explain the fundamentals underlying the science of improvement
- Define improvement aims
- Form improvement teams
- Analyze processes of care
- Develop improvement indicators
- Plot time series charts
- Test and implement changes to improve health care processes
- Monitor and evaluate results of tested changes and make decisions based on them
- Conduct iterative testing of changes to achieve the desired result

# LEARN FROM OUR **FACULTY**

After this program, participants will be able to:

- Develop health care improvement projects within your organization
- Apply the process learned in this program to any health care setting including improving a clinical process, such as the management of patients with particular illnesses, improving organizational processes such as admission and waiting times, improving care coordination, chronic illness, and childbirth outcomes
- Define improvement aims, form improvement teams, analyze processes and develop improvement indicators, test and implement changes to improve health care processes, monitor and evaluate results of tested changes and make decisions based on those changes.



## PROGRAM **DETAILS**

For more information regarding program fees and cancellation policy, please visit:

[hsph.me/health-care-improvement](https://hsph.me/health-care-improvement)

For a full list of Executive and Continuing Education programs, visit [hsph.me/portfolio](https://hsph.me/portfolio).

## CONTINUING EDUCATION **CREDITS**

Harvard T.H. Chan School of Public Health is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The Harvard Chan School of Public Health designates this live activity for a maximum of 10 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## PROGRAM **LOCATION**

This program will be delivered **online daily from 9AM-10:15AM ET**, with slight timing variations, in a live, synchronous format.

# PROGRAM HIGHLIGHTS

- A simulation exercise around a case study example that covers building a process, from developing the aim statement to acting on the results of the tests to make continuous improvements.
- Each participant will design a project based on a health care priority they would like to improve, then receive guidance on planning implementation aims and goals.
- Overview of necessary measurements to track implementation goals, including data collection, analysis of processes, plotting of annotated time series charts, showing changes that have worked, and changes that have not.

## ABOUT

### **HARVARD T.H. CHAN SCHOOL OF PUBLIC HEALTH EXECUTIVE AND CONTINUING EDUCATION**

We prepare individuals and organizations to solve the most pressing global public health and health care challenges. Leaders in government, corporate, and nonprofit sectors around the world attend our programs, which provide strategies for addressing the critical issues facing their organizations with proven tactics that drive change.

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677 Huntington Avenue | Boston, MA 02115-6096

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