

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

# Quality in Healthcare Services

5 days | Classroom training | English

**SMART HORIZON**

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London W2 6BD, United Kingdom

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https://smarthorizon.uk



# Course content

## Why attend

Healthcare quality affects patient safety, outcomes and experience. This course covers quality in healthcare: dimensions of healthcare quality, clinical governance, patient safety systems, quality indicators, clinical audit, accreditation, patient experience and improvement methods such as PDSA cycles.

Quality improvement saves lives and resources in healthcare. You will learn practical methods used by leading healthcare organisations.

## Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

## Course methodology

Healthcare case studies, indicator design, clinical audit exercises and PDSA improvement projects.

## Course objectives

By the end of this course, participants will be able to:
• Explain dimensions of healthcare quality
• Understand clinical governance structures
• Implement patient safety systems
• Use quality indicators and clinical audit
• Prepare for accreditation
• Lead improvement with PDSA cycles

## Target audience

This course is suitable for:
• Healthcare quality managers
• Nurses and clinical leaders
• Hospital administrators
• Patient safety officers
• Accreditation coordinators



# Course content

## Target competencies

Participants will develop competencies in:

- Clinical governance
- Patient safety
- Quality measurement
- Clinical audit
- Improvement methods

## Course outline

### Day 1: Healthcare Quality

| | |
|---|---|
| **09:00–10:08** | Dimensions of quality |
| **10:08–11:00** | Governance |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Governance (continued) |
| **11:45–12:53** | Case studies |
| **12:53–14:00** | Exercise |

### Day 2: Patient Safety

| | |
|---|---|
| **09:00–10:08** | Incident reporting |
| **10:08–11:00** | Safety culture |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Safety culture (continued) |
| **11:45–12:53** | Risk management |
| **12:53–14:00** | Workshop |

### Day 3: Measurement

| | |
|---|---|
| **09:00–10:08** | Quality indicators |
| **10:08–11:00** | Clinical audit |
| **11:00–11:30** | **Coffee break** |



# Course content

| | |
|---|---|
| **11:30–11:45** | Clinical audit (continued) |
| **11:45–12:53** | Data use |
| **12:53–14:00** | Exercise |

## Day 4: Accreditation and Experience

| | |
|---|---|
| **09:00–10:08** | Accreditation |
| **10:08–11:00** | Patient experience |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Patient experience (continued) |
| **11:45–12:53** | Complaints |
| **12:53–14:00** | Case study |

## Day 5: Improvement

| | |
|---|---|
| **09:00–10:08** | PDSA cycles |
| **10:08–11:00** | Improvement teams |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Improvement teams (continued) |
| **11:45–12:53** | Sustaining |
| **12:53–14:00** | Action plan |

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



# Course content

## Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Dubai<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£3,150.–** |
| Online<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£1,250.–** |
| Vienna<br>Confirmed dates | 30 Nov 2026 | 4 Dec 2026 | **£2,940.–** |
| Online<br>Confirmed dates | 30 Nov 2026 | 4 Dec 2026 | **£1,250.–** |
| Cape Town<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **£1,890.–** |
| Online<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **£1,250.–** |
| London<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£1,250.–** |
| Amsterdam<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **£2,540.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **£1,250.–** |
| Rome<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **£1,250.–** |
| Vienna<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£2,940.–** |
| Online<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£1,250.–** |
| Rome<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **£1,250.–** |
| Cape Town<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **£1,890.–** |
| Online<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Frankfurt<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£1,250.-** |
| Paris<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£2,860.-** |
| Online<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£1,250.-** |
| Dubai<br>Confirmed dates | 28 Jun 2027 | 2 Jul 2027 | **£3,150.-** |
| Online<br>Confirmed dates | 28 Jun 2027 | 2 Jul 2027 | **£1,250.-** |
| London<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **£1,250.-** |
| Barcelona<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **£2,840.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **£1,250.-** |
| Dubai<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **£3,150.-** |
| Online<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **£1,250.-** |
| Rome<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **£1,450.-** |
| Online<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **£1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Barcelona<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **£2,840.-** |
| Online<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **£1,250.-** |
| Cape Town<br>Confirmed dates | 29 Nov 2027 | 3 Dec 2027 | **£1,890.-** |
| Online<br>Confirmed dates | 29 Nov 2027 | 3 Dec 2027 | **£1,250.-** |

## Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

## Contact Smart Horizon

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View the latest course details online