Introduction:
Healthcare services today are scrutinized, measured, evaluated and publicized as never before. An increasingly educated public expects to receive nothing less than excellent care and services and it must be the mission of every healthcare organization to deliver that excellence. Quality improvement is the process of continually evaluating existing processes of care and developing new standards of practice and therefore has to be a core competency for every healthcare professional. This course is designed to enhance the competency of healthcare professionals. The Body of Knowledge used for this course will lead towards the preparation of “Certified Professional in Healthcare Quality (CPHQ)”. A program administered by the Healthcare Quality Certification Commission of the National Association for Healthcare Quality, USA. This course will enhance your career and facilitate the quality transformation in your hospital or healthcare organization.

Methodology:
This is a professional course and will involve a number of higher level teaching methodologies like didactic lectures and interactive discussion sessions. The course is spread over four months to allow inter-session study. In this respect participants will have to carry out timely study, investigations, and assignments to grasp the subject. Discussions in the class are focused on the key points, critical thinking, experience sharing of fellow professionals and building professional maturity.

Course content:
The comprehensive course content includes quality management, quality improvement, case / care / disease/utilization management, and risk management at all employment levels and in all healthcare settings.
- Performance management and improvement in healthcare
- Principles of quality in healthcare
- Quality improvement in healthcare
- Leadership in healthcare
- Medication Management
- Information Management System
- Credentialing and Privileging
- Training communication and human resource
- Patient Safety
- Accreditation in healthcare organization
Eligibility:
There is no minimum education or work experience requirements that specifically need to be fulfilled in order to get admission in CHQP course; however, a minimum of two years experience in the field of healthcare quality management is recommended.

CHQP Resource List:
- **Q-Solutions**: Essential Resources for the Healthcare Quality Professional.
  By Luc R. Pelletier and Christy L. Beaudin, editors
  By Janet Brown

Course Duration:
This is four months course with classes on every Tuesday and Thursday.

Venue:
Institute of Health Management (IHM)
Dow University of Health Sciences (DUHS)
KDA House, Adjacent to Liaquat National Hospital, Gate # 1, Stadium Road.
Tel: 021-34922886-7

Target Audience:
CEOs, Quality Directors, Medical and Nursing Directors, Quality Managers, Quality Officers and Coordinators, Accreditation Officers, Senior nurses, Risk Managers, Case Managers, Healthcare Administrators and Managers, Health care professionals interested in managerial or quality jobs.

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