
Key business benefits:
- Improve the performance of your healthcare facility by implementing a sound Performance Management Framework;
- Obtain better healthcare quality ranking by selecting the right KPIs to monitor your medical facility;
- Monitor performance results to enable objective decision making and improve performance through corrective initiatives.

Over the last years, the team at The KPI Institute:
- Documented 8,000+ KPIs from 16 functional areas and 25 industries;
- Reviewed 1,000+ performance reports from 125 countries;
- Referenced 30,000+ resources as part of the documentation process;
Course overview

In order to better address the increasing financial, competitive and compliance pressures, leading Healthcare organizations have been developing and implementing Performance Management Systems based on KPIs, with the aim of becoming more efficient in managing resources, delivering patient-centered quality services in compliance with safety and quality standards and enabling objective decision making. During this training course participants will explore best practices aimed at developing and managing healthcare KPIs, clustered under three mains domains: Structural, Process and Outcomes KPIs. As a learning experience, the participants will be involved in the development of a PMS aimed at achieving Quality Improvement in the process of delivering care.

Participants’ profile

Healthcare Professionals interested in measuring performance
Professionals working in Healthcare, in various departments such as: accident and emergency (A&E), Quality Human Resources, Critical Care, Cardiology, Health and Safety, Infection control and others, which are interested in Performance Management and KPIs, will acquire the competencies needed to measure the performance of their team, department or organization.

Top and Middle Management Healthcare Professionals
Healthcare Executives or Departmental Managers, regardless of their field of expertise, will gain the ability and knowledge to measure performance and maximize the value of using KPIs. The tools and resources offered as part of the Professional Diploma in Healthcare Performance enable managers to apply the concepts learned within their healthcare facility after the course.

Performance Measurement Experts
For professionals like Data Analyst, Strategy Manager, Quality Manager Performance Management Officer, Performance Architect, it is important to develop competencies in measuring performance, especially in terms of KPI selection. They will have the opportunity to learn the best practices used and identify how their current approach towards Performance Management KPIs can be improved.

Benefits

Support decision making by accessing relevant performance data;
Use pre-populated tools to facilitate the implementation of a KPI Measurement Framework in your healthcare facility, in order to monitor key healthcare dimensions;
Access an innovative learning experiences based on a 3-stage educational process;
Expand your business network by becoming a member of the international Professional Diploma in Healthcare Performance.

Learning objectives

Properly manage Healthcare Performance Improvement;
Explore how to approach continuous improvement in the healthcare sector;
Utilize KPIs to improve business performance;
Apply the PDSA improvement methodology;
Identify and develop healthcare performance improvement initiatives;
Understand how patient experience is a needed step towards patient-centered delivery.
Agenda

Online Content

Introduction to Performance Measurement

The world of Performance Measurement
› Performance Measurement;
› Challenges in performance measurement;
› The value added by KPIs;
› Performance Management tools.

Understanding Performance Management
› Performance related terminology;
› SMART objectives decomposed;
› Performance management lifecycle;

KPI typology
› Leading vs lagging KPIs;
› Qualitative vs quantitative KPIs;
› Efficiency vs effectiveness KPIs.

On-Site

Day 1
KPI selection and performance improvement

09:00-16:30 On-Site
Healthcare KPI Taxonomy
› Healthcare Performance
› Taxonomy;
› Healthcare Performance Management – Case Studies;
› KPI DNA Map – Healthcare scenarios.

Healthcare KPI Selection
› KPI selection for organizational scorecard;
› KPI selection sources;
› KPI selection techniques.

Theories of Healthcare Performance Improvement
› Clinical-led & Management Improvement;
› PDSA Cycle;
› Lean Manufacturing;
› Six Sigma.

On-Site

Day 2
Patient Experience and Healthcare Accreditation

09:00-16:30 On-Site
Healthcare Performance Improvement – Case studies
› Door-to-Balloon Time Project Case Study;
› Outpatient pharmacy Kaizen Project CS;
› Improving customer service and access in a surgical practice CS.

Patient Experience
› Defining Patient Experience;
› Key elements of Patient Experience;
› Impact of Patient Experience;
› Measurement of Patient Experience;
› Patient-centered care.

Healthcare Accreditation Standards
› Dubai Health Authority;
› Health Authority of Abu Dhabi;
› Saudi Central Board for Accreditation of Healthcare Institutions;
› Joint Commission International

Review
› Course review
› Certification Exam – ONLINE

Previous participants

www.kpiinstitute.org | office@kpiinstitute.org | +971 4 563 7316
Learning experience

○ Pre-course

This part of the learning experience is meant to ensure a smooth transition to the face to face training. Participants are required to take the following steps:

- **Needs assessment** – complete a questionnaire to determine a tailored and relevant learning experience;
- **Pre-course evaluation quiz** – take a short quiz to establish the current level of knowledge;
- **Guidance and schedule** – analyze a document presenting guidelines on how to maximize your learning experience;
- **Forum introduction** – share an introduction message to present yourself to the other course participants and share your expectations;
- **Pre-requisite reading** – go through a series of documents to better understand the core-course content;
- **Expectations** - share your expectations regarding the training course;

○ Core course

The first day of content will be covered through online access to three key sessions from The KPI Institute’s standard setting Certified KPI Professional. Through covering this content, participants will receive key insights into best practices in performance management, primarily focused on:

- Understand KPI measurement challenges and how to address them;
- Differentiate between objectives, KPIs and initiatives.

Upon completing the online sessions, we will move forward to the two days of face to face training, where the course is designed to facilitate experiential learning and ensure a high level of interactivity. Exercises used to enhance the development of competencies range from simple matching of concepts to extensive analysis of case studies. The learning experience consists in:

- Applying concepts in practical exercises, analyzing case studies and identifying solutions;
- Using templates to develop performance measurement instruments;
- Sharing experiences and best practices and creating a network of Healthcare Performance Practitioners;
- Constantly evaluating the participants knowledge, through short quizzes to support the certification exam.
Learning experience

After-course

The learning process is not finalized when the core-course ends. Participants are required to take the following steps.

- **Complete the Online Certification Exam** – it is recommended to take the exam following the attendance to the on-site training;
- **Forum discussions** – initiate a discussion and contribute in a discussion opened by another participant;
- **Action plan** – create a plan for the actions and initiatives you intend to implement after the training course;
- **Performance Improvement Essential** – watch a 45 minutes webinar presenting the KPI measurement as part of a system that ensures performance improvements and achievement of objectives;
- **In-house presentation** – create and submit a short PowerPoint presentation to present your colleagues the knowledge you have accessed during the training course.

Evaluation

The certification process is finalized only when you complete all the 3 stages of the learning experience. Nonetheless, you will receive a:

- **Certificate of Attendance** (hard copy): after participant at the 2 days of on-site training course;
- **Certificate of Completion** (soft copy): after completing pre-course activities and passing the Online Certification Exam;
- **Professional Diploma in Healthcare Performance** (hard copy): After you have successfully completed all of the 3 stages of the learning experience.
Educational resources

Course materials
- Course slides;
- Course notes;
- Course quiz;
- The KPI Infographic.

The qualitative reports
- Performance Management in 2014 and 2015.

Catalogues
- KPI Documentation Forms;
- Negative Behaviors;
- Targets in Practice;
- Dashboards;
- Scorecards;
- Hardware;
- Graphs in Practice;
- Glossary of terms.

Videos
- 11 Videos dedicated to Performance Management.

Fact sheets
- KPI Definitions, KPIs in Practice;
- Terminology in Practice;
- KPI Selection Criteria;
- Performance Management Related Theories.

Webinars
- Free access to all Performance Management webinars series from 2014 to 2016.

Performance Management Toolkit
- Manuals: Performance Scorecard Guide for Administrator, Performance Dashboard Guide for Administrator;
- Publications: KPIs for Medical Center Dashboard, KPIs for Medical Center Scorecard.

Premium subscription on smartKPIs.com
- Available for 6 months, providing access to 500 fully documented KPIs and over 20,000 KPIs enlisted and one research report from the Top 25 KPIs series.
Facilitator

Dr. Samer Ellahham
MD, CPHQ, CMQ, EFQM, FACC, FAHA

Dr. Ellahham is a recognized leader in quality, safety, patient experience, risk management and the use of robust performance improvement in improving healthcare delivery.

He has led the development of a quality and safety program that has been highly successful and visible and has been recognized internationally by a number of awards. He serves on several US and International committees and advisory bodies. He is the Regional Network Chair, Middle East, Patient Safety Movement.

Dr. Ellahham is Certified Professional in Healthcare Quality (CPHQ) by The National Association for Healthcare Quality (NAHQ). He is certified in Medical Quality (CMQ) by The American Board of Medical Quality (ABMQ). He is the recipient of the Quality Leadership Award from the World Quality Congress and Awards and the Business Leadership Excellence Award from World Leadership Congress in 2015. He is one the nominees for Safe Care Magazine Person of the Year in the United States. He is recognized worldwide for Excellence in infection prevention and control.

Dr. Ellahham is Middle East Representative of the JCI Standards Subcommittee and Member on the Ex-Member on the Editorial Advisory Board of the Joint Commission Journal on Quality and Patient Safety. He is the editor of key medical journals.

Dr. Ellahham is Lean Six Sigma Master Black Belted. He is one of the most published in this area in the Middle East. He is Lead Trainer in TeamSTEPPS.

Testimonials

“I truly benefited a lot from this course. How to choose your organization’s KPIs, how to gather information and disseminate them, how to present data in an attractive and yet useful way. I found some of the topics effective and helpful. I highly recommend this course to individuals who want to monitor, track, and improve the processes in their organizations.”

Fayez Nasir
Acting Deputy CEO - Corniche Hospital

“I enjoyed the experience. The training was very educational and helpful.”

Jan Rachelle Tan Maasin
Quality Coordinator - Mediclinic

“As a part of the team developing a KPI Performance Management System in our Medical City, we implemented a maturity model to know where we are standing and what are our gaps, as well as to help us understand what we need to implement in the future, when we will embark on new projects. After we implement this current plan of action, we shall reuse this tool to see how much progress we have achieved.”

Dr. Khalid Alswat
Vice Dean for Quality & Development Affairs - King Saud University Medical City
Fees and venue

Course fees

<table>
<thead>
<tr>
<th>Course date</th>
<th>General fee</th>
<th>Early bird</th>
<th>TKI existing member</th>
<th>2 or more participants</th>
<th>Registration deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>14-15 February</td>
<td>US $1,700</td>
<td>US $1,500 by 14 January</td>
<td>US $1,600</td>
<td>US $1,300</td>
<td>8 February</td>
</tr>
<tr>
<td>27-28 November</td>
<td>US $1,700</td>
<td>US $1,500 by 27 October</td>
<td>US $1,600</td>
<td>US $1,300</td>
<td>22 November</td>
</tr>
</tbody>
</table>

The course fees include course materials, lunch and coffee breaks. It also covers the cost of the certification process, valued at $350, ensuring a smooth certification system.

Venue

Marriott Hotel Downtown
Sheikh Rashid Bin Saeed Street,
PO Box 37421,
Abu Dhabi

Accommodation

Accommodation is not covered by the attendance fee and it needs to be arranged separately by participants. We invite you to contact the event manager to enquire about special rates from the venue.

Organize this training course in-house

If you have a group of five or more to train you can save time and money by running this training course in-house. Use the contact details provided below to request a customized offer from one of our training solution specialists.

For more details

The KPI Institute Marketplace
+971 4 563 7316 / +971 5 5787 6427
office@kpiinstitute.org
kpiinstitute.org
Linkedin Facebook Twitter

www.kpiinstitute.org | office@kpiinstitute.org | +971 4 563 7316
Registration

🚀 3 ways to register

**Online**
marketplace.kpiinstitute.org

**Direct contact**
Call us and we will assist you through the registration process.

Teodora Gorski
teo.gorski@kpiinstitute.com
T: +971 4 563 7316

Alexandru Muntean
alex.muntean@kpiinstitute.com
M: +40 7 4706 0997

Registration form
Email us with your registration details

支付方式

**Credit card**
Pay by credit card using the online facility.

**Bank transfer**
1. Send an email containing your contact details and registration request;
2. An email confirmation containing the tax invoice and bank account details will be sent to you;
3. Proceed with the attendance fee payment by bank transfer;
4. Send through email the proof of the payment transaction completion;
5. A tax receipt together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Kindly ensure that your payments reflect the Total Amount of the invoice that will be presented to you. It is your responsibility to cover all bank fees due to Telegraphic / Wire transfer.

Registration form
By filling your contact data, you agree to receive further information about our events. Your privacy is very important to us. We will not sell, rent or share your personal information under any circumstances.

**Participant details:**

<table>
<thead>
<tr>
<th>First name</th>
<th>Last name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Job title</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Organization</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Department</th>
<th>Date of training course</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Training course</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>Country</th>
</tr>
</thead>
</table>

**Registration cancellation procedure**
Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less $400 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn’t attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

**Term of Agreement**
If there are no other standing agreements, this form represents a valid contract between the parties.

I agree to the above terms and conditions.

Signed ___________________________  Date ___________________________

Company stamp

---

CONNECTED PERFORMANCE TRAINING INSTITUTE (Middle East Division Office, The KPI Institute)
Regalia Business Centre, 1st floor, Office 101 – Suite 11, Baysquare Building 3, Business Bay, POBOX 213297, Dubai, UAE
T: +971 4 563 7316
M: +971 557876427