

# AHPI Institute of Healthcare Quality

**Certified Healthcare Quality Practitioner**



## About CHQP- Modular Program

AHPI Institute of Healthcare Quality (AIHQ) an academic wing of AHPI has designed Certified Healthcare Quality Practitioner program (CHQP) intended for Healthcare Professionals. The program is unique and first of its kind in India. It addresses all possible aspects of healthcare quality in concise yet comprehensive manner, covering both the clinical as well as managerial aspects. The program provides sound technical knowledge through class room contact sessions comprising of 10-modules with each module being delivered in 3- hours. All modules although coherent, are standalone. The modular design provides flexibility in scheduling. For example course can be conducted at stretch for full 5-days, followed up by 3-hour examination on 6th day. Other option is to organize in two parts. Part I is held for 3-days of contact sessions, covering first 5-modules and 90-minute open book test. Part-II is held again for 3-days, during succeeding week or any other week covering 6th- 10th module and a 90-minute open book test. It is however necessary that all modules including examinations must be completed within 30-days. The participants are certified based on their qualifying performance in examinations and internal assessment during exercises in the class room teaching.



Certified Healthcare Quality Professionals acquire sound knowledge about healthcare quality and patient safety and can be gainfully deployed/employed in healthcare organizations for implementing, sustaining and improving all kinds of quality/accreditation programs.

**Program is endorsed by The West Bengal University of Health Sciences**

### Program Contents:

#### **MODULE-1: Basic Quality Concepts**

- Historical Perspective on Quality and journey through TQM
- Quality Management Standard ISO 9000
- Overview of ISO 14000/18000/22000

#### **MODULE-2: Quality Improvement Tools**

- Fundamentals of LEAN Healthcare
- Value Stream Mapping
- QI tools; 5S, KAIZEN, FMEA

### **MODULE-3: Quality & Accreditation in Healthcare**

- Evolution of Quality and Accreditation in healthcare.
- Role of Accreditation and Regulation in healthcare Quality
- Framework of the accreditation standards; NABH, JCI, ISQua

### **MODULE-4: Quality Assurance Framework**

- QA in Patient Care Services (admission to discharge & beyond)
- QA in Diagnostic Services (Laboratory & Imaging)
- QA in various settings of Patient care

### **MODULE-5 Patient Safety in Clinical Processes**

- Patient Safety Management Program (PSMP)
- Infection Control Practices
- Preventing Medical & Medication Errors, STGs

### **MODULE-6: Continuous Quality Improvement**

- Monitoring Managerial Indicators
- Monitoring Clinical Indicators
- Complying Patient Rights and Measuring Patient Satisfaction

### **MODULE-7: Clinical Governance**

- Leadership, Empowerment, Effective Communication
- Clinical Audits
- Risk assessment and its mitigation

### **MODULE-8: Facility Management**

- Maintenance of Hospital Facilities including Bio-Medical equipment, HVAC
- Central Sterile Supply Department
- Regulatory requirements, AERB, Fire Safety, BMW and Safety codes.

### **MODULE-9: Patient Centric Hospitals**

- Smart Hospitals through effective HIS
- Patient Friendly Hospitals
- Green & Clean Hospitals

### **MODULE-10: Road Map to implement Quality/Accreditation**

- Gap analysis & sensitising various categories of staff
- System design and documentation
- Implementation and self-assessment

## Open Book Examination & Viva on the Project & Valedictory Certification:

The AHPI Institute of Healthcare Quality will award CERTIFICATE to participants who qualify in the TEST(S) and submit and defend the project work. The successful participants are credentialed as CERTIFIED HEALTHCARE QUALITY PRACTITIONER (CHQP).



### Target Participants

Working Healthcare Professionals including clinicians, administrators and staff from diagnostics, pharmacy, quality, facility, housekeeping, maintenance and marketing etc.

### Fee

INR 20,000

### Fee Submission

All Cheque/DD drawn in favor of:

**Association of Healthcare Providers (India)**

Payable at New Delhi

A/C No : 038601002052 (ICICI Bank)

RTGS/NEFT IFS Code: ICIC0000386

### AIHQ Other Training Programs

- a. Certified Healthcare Quality Practitioner
- b. Certified Internal Auditor-NABH
- c. Certified Infection Prevention Control Nurses
- d. Clinical Governance & Clinical Audit
- e. Standard Treatment Guidelines
- f. Infection Control for Healthcare Professionals

For Program Details refer AHPI website: [www.ahpi.in](http://www.ahpi.in)



## Association of Healthcare Providers (India)

... Educating & Advocating for Well Being of Common Man ...

2<sup>nd</sup> Floor, Indian Medical Association House, Indraprastha Marg,  
New Delhi -110002, India Ph : +91-11-23379651;  
Email : [contact@ahpi.in](mailto:contact@ahpi.in); Web : [www.ahpi.in](http://www.ahpi.in)