

## RISK MANAGEMENT, QUALITY AND AUDIT IN HOSPITALS

### Programme Overview

Risk management and ensuring quality are integral to improving clinical governance in health organisations. Sendai Framework for Disaster Risk Reduction 2015-2030, World Conference for Disaster Risk Reduction 2015 and Disaster Risk Management in Post 2015 Development Goals, have highlighted risk management in healthcare as a crucial and significant area of planning and strategic intervention. In particular, the post-2015 Framework for Disaster Risk Reduction, emphasizes on disaster risk management in health as fundamental to ensuring quality health care to people. Implementation of initiatives such as Safe Hospitals is a key global priority so as to ensure that both new and existing health facilities remain operational throughout.

Health managers play a lead role to develop, implement and monitor risk management as means to minimize exposure to risk in hospitals.

The 3 day programme will equip healthcare professionals with tools and techniques to identify and manage risk for patients, staff and organisation as well as enable them create a decent and safe working environment.

### Impact

- ◆ Develop understanding of quality improvement tools and techniques
- ◆ Share emerging trends in quality and safety in the international arena.
- ◆ Facilitate participants develop a Sample Risk Management Programme for their hospital.
- ◆ Develop understanding of Health Information Technology (HIT) - role of data in quality improvement and customer satisfaction; World Health Organisation Performance Assessment Tool for Quality Improvement in Hospitals (PATH)
- ◆ Equip participants to handle medical negligence, malpractice and medico-legal cases
- ◆ Develop understanding of decent work and safety at workplace
- ◆ Share good practices of information technology for risk management

### Participant Profile

Middle/Senior level Health Managers/Hospital Administrators/ Healthcare professionals with 5-10 years of work experience will find this programme highly beneficial.

### Programme Directors

**Balbir Singh**

**Sreerupa Sengupta**

Dates : 25–27 October 2017

Fee : ₹ 34,000/-  
(US \$ 1495) +  
Applicable Service Tax