



Department:	Quality Management And Patient Safety		
Document:	Departmental Policy and Procedure		
Title:	Quality Management Education and Training		
Applies To:	All Quality Staff		
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1. PURPOSE:

1.1 To have a quality culture for all employee working in Maternity and Children Hospital, Hafer Al-Batin and increase their knowledge about quality principles, tools and project management.

2. DEFINITIONS:

2.1 **Education** - is the process of facilitating learning, or the acquisition of knowledge, skills, values, beliefs, and habits.

2.2 **Training** - organized activity aimed at imparting information and/or instructions to improve the recipient's performance or to help him or her attain a required level of knowledge or skill. Lectures and workshops that are needed for improving staff awareness of healthcare quality.

3. POLICY:

3.1 An education plan is involved in the department plan.

3.2 Lecturers schedule for all staff members as separate groups, leaderships, doctors, nurses and employees.

3.3 Attendance sheet for the staff to follow up the training.

3.4 Lecturer's schedules distributed to all departments.

3.5 Repeat lecturer's schedules in regular intervals between 3-4 times per a year.

3.6 Main topics of quality must involve in the training program as quality principles, tools, project management, team building, occurrence variance report and strategic planning.

3.7 Internal and external trainers must involve in the program

3.8 MOH training programs for special leaders in the hospital to be followed strictly.

4. PROCEDURE:

4.1 A schedule dates of occurrence through the hospital director.

5. MATERIAL AND EQUIPMENT:

5.1 Overhead projector

5.2 Laptops

5.3 Attendance sheet

6. RESPONSIBILITIES:

6.1 Quality Management and Patient Safety Department

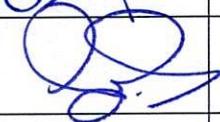
7. APPENDICES:

N/A

8. REFERENCES:

8.1 Central Board for Accreditation of Healthcare Institutions (CBAHI) Manual 2016

9. APPROVALS:

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