



HEALTH HOLDING
HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

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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