

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Quality in Healthcare Services

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Healthcare quality affects patient safety, outcomes and experience. This course covers quality in healthcare: dimensions of healthcare quality, clinical governance, patient safety systems, quality indicators, clinical audit, accreditation, patient experience and improvement methods such as PDSA cycles.

Quality improvement saves lives and resources in healthcare. You will learn practical methods used by leading healthcare organisations.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Healthcare case studies, indicator design, clinical audit exercises and PDSA improvement projects.

Course objectives

By the end of this course, participants will be able to:
• Explain dimensions of healthcare quality
• Understand clinical governance structures
• Implement patient safety systems
• Use quality indicators and clinical audit
• Prepare for accreditation
• Lead improvement with PDSA cycles

Target audience

This course is suitable for:
• Healthcare quality managers
• Nurses and clinical leaders
• Hospital administrators
• Patient safety officers
• Accreditation coordinators



Course content

Target competencies

Participants will develop competencies in:

- Clinical governance
- Patient safety
- Quality measurement
- Clinical audit
- Improvement methods

Course outline

Day 1: Healthcare Quality

09:00–10:08	Dimensions of quality
10:08–11:00	Governance
11:00–11:30	**Coffee break**
11:30–11:45	Governance (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Patient Safety

09:00–10:08	Incident reporting
10:08–11:00	Safety culture
11:00–11:30	**Coffee break**
11:30–11:45	Safety culture (continued)
11:45–12:53	Risk management
12:53–14:00	Workshop

Day 3: Measurement

09:00–10:08	Quality indicators
10:08–11:00	Clinical audit
11:00–11:30	**Coffee break**



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11:30–11:45	Clinical audit (continued)
11:45–12:53	Data use
12:53–14:00	Exercise

Day 4: Accreditation and Experience

09:00–10:08	Accreditation
10:08–11:00	Patient experience
11:00–11:30	**Coffee break**
11:30–11:45	Patient experience (continued)
11:45–12:53	Complaints
12:53–14:00	Case study

Day 5: Improvement

09:00–10:08	PDSA cycles
10:08–11:00	Improvement teams
11:00–11:30	**Coffee break**
11:30–11:45	Improvement teams (continued)
11:45–12:53	Sustaining
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**€3,150.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Vienna Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,940.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Cape Town Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,890.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Vienna Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,940.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Rome Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	3 May 2027	7 May 2027	**€1,890.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	17 May 2027	21 May 2027	**€2,650.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Paris Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,860.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	28 Jun 2027	2 Jul 2027	**€3,150.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
London Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Barcelona Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,840.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Dubai Confirmed dates	23 Aug 2027	27 Aug 2027	**€3,150.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Istanbul Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,650.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Rome Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,840.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Cape Town Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,890.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online