MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

ADVANCED PERFORMANCE IMPROVEMENT IN HEALTHCARE

"Driving Quality, Efficiency, and Excellence in Healthcare Delivery"

Schedule

Date	Venue	Fees (Face-to-Face)
23 – 25 Jun 2026	Manama, Bahrain	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Healthcare organizations today face increasing pressure to improve patient outcomes, enhance service quality, reduce costs, and meet regulatory and accreditation requirements. Advanced performance improvement methodologies enable healthcare leaders and professionals to identify gaps, streamline processes, and achieve sustainable operational excellence.

This intensive 3-day training equips participants with advanced tools and techniques to measure, analyze, and improve performance across healthcare systems. Through practical case studies and interactive workshops, participants will learn how to apply performance improvement frameworks to clinical, operational, and administrative processes while fostering a culture of continuous improvement.

Objectives

By the end of this course, participants will be able to:

- Understand advanced performance improvement concepts in healthcare
- Measure and analyze healthcare performance using key indicators
- Identify process inefficiencies and improvement opportunities
- Apply performance improvement tools to clinical and operational areas
- Design and implement sustainable improvement initiatives
- Monitor, evaluate, and sustain performance gains
- Support quality, safety, and patient-centered care initiatives

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Why Attend

- Enhance healthcare quality and patient outcomes
- Improve efficiency and reduce operational waste
- Strengthen performance measurement and reporting skills
- Support accreditation, quality, and regulatory requirements
- Gain practical, real-world healthcare improvement tools
- Build confidence in leading performance improvement initiatives

Target Audience

This program is designed for:

- Healthcare managers and administrators
- Quality and performance improvement professionals
- Clinical leaders and department heads
- Hospital operations and service managers
- Patient safety and quality assurance professionals
- Healthcare consultants and advisors

Individual Benefits

Key competencies that will be developed include:

- Advanced understanding of healthcare performance improvement methods
- Ability to analyze data and identify improvement priorities
- Enhanced problem-solving and decision-making skills
- Improved leadership in quality and improvement initiatives
- Stronger communication of performance results
- Professional growth in healthcare management and quality improvement

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved quality of care and patient safety outcomes
- Increased operational efficiency and resource utilization
- Better performance monitoring and accountability
- Enhanced compliance with healthcare standards and accreditation
- Stronger culture of continuous improvement
- Sustainable improvements across healthcare processes

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Instructional Methodology

The course follows a blended learning approach combining theory with practical application:

- Strategy Briefings – Healthcare performance improvement frameworks and models
- Case Studies – Real-world healthcare improvement successes and challenges
- Workshops – Process mapping, KPI development, and improvement planning
- Data Analysis – Using healthcare data to drive performance decisions
- Peer Exchange – Group discussions and experience sharing
- Tools – Performance dashboards, KPIs, process maps, and templates

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Course Outline

Detailed 3-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules Coffee Breaks: 09:30 & 11:15 Lunch Buffet: 01:00 – 02:00

Day 1: Healthcare Performance Improvement Foundations

Module 1: Introduction to Performance Improvement in Healthcare (07:30 – 09:30)

- Healthcare performance challenges and trends
- Quality, safety, efficiency, and patient experience
- Role of performance improvement in healthcare excellence

Module 2: Performance Measurement and KPIs

- Selecting meaningful healthcare KPIs
- Clinical, operational, and financial indicators
- Data collection and performance reporting

Module 3: Process Analysis and Improvement Opportunities

- Process mapping and value stream analysis
- Identifying bottlenecks and waste
- Workshop: Mapping a healthcare process

Day 2: Advanced Improvement Tools and Techniques

Module 1: Root Cause Analysis and Problem Solving

- Root cause analysis tools
- Failure analysis in healthcare processes
- Case study discussion

Module 2: Improvement Methodologies in Healthcare

- Lean and Six Sigma concepts in healthcare
- Continuous improvement cycles (PDCA, DMAIC)
- Selecting the right improvement approach

Module 3: Implementing Improvement Initiatives

- Change management in healthcare settings
- Engaging clinical and non-clinical staff
- Workshop: Designing an improvement action plan

Day 3: Sustaining Performance and Continuous Improvement

Module 1: Monitoring and Sustaining Performance Improvements

- Performance dashboards and scorecards
- Audits, reviews, and feedback mechanisms
- Sustaining gains over time

Module 2: Leadership and Culture for Performance Excellence

- Building a culture of quality and accountability
- Leadership roles in performance improvement
- Communication and stakeholder engagement

Module 3: Integration, Best Practices & Course Review

- Integrating improvement into daily operations
- Lessons learned and best practices
-

Key takeaways and action planning

Certification

Participants will receive a Certificate of Completion in Advanced Performance Improvement in Healthcare, validating their expertise in applying advanced performance improvement tools and methodologies to enhance quality, efficiency, and outcomes in healthcare organizations.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.