



JCT QUALITY AND SAFETY PROGRAM

HEALTHCARE QUALITY & SAFETY

Explore new and better ways to improve quality

OVERVIEW

Joint Commission of Taiwan (JCT) provides extensive training and consultancy services to healthcare professionals and institutions which address the quality improvement and patient safety whether at an individual, national or international level.

Quality improvement is meant for enhancing safety, effectiveness, and efficiency. The course provides healthcare professionals and others with knowledge, skills, and attitudes needed to lead patient safety and quality improvement initiatives. Participants will explore the foundations of healthcare quality underlying, apply effective health care measures and systematic approaches for responding the issue and challenges in clinical environment.

In addition, JCT expert consultants assist the participants and institutions to achieve higher quality, greater access and better value for healthcare by providing practical guidance and support, sharing good practice and helping to consolidate their own current practices. For those who want to improve quality and patient safety across all aspects of healthcare, the course will definitely boost their knowledge or skills.

OBJECTIVES & HIGHLIGHTS

- To provide a foundation level course covering the key aspects of healthcare quality management and patient safety.
- To improve the proficiency and competency of healthcare professionals in the field of quality management and patient safety.
- To describe common challenges for healthcare systems around the world.
- To strengthen your quality tools and apply to your daily work.

CURRICULUM

The courses are built around both theory and practical skills applied to the participants' daily work and divided into 3 phases.

Phase 1 : Transmission of Knowledge

Phase 2 : Precise usage of methodology and skills

Phase 3 : Practice and application

Joint Commission of Taiwan (JCT)

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<https://www.jct.org.tw>

MODULE

Phase	Content		
	Module 1 Healthcare Quality Management	Module 2 Quality Management Committee (QMC)	Module 3 Patient Safety
Knowledge	<ul style="list-style-type: none"> Overview of Healthcare Quality Management Introduction to Quality Management Committee 	<ul style="list-style-type: none"> Quality Management in Taiwan Healthcare Services QMC Structure and Job Responsibilities 	<ul style="list-style-type: none"> Patient Safety Overview Safety Reporting System
Skill	<ul style="list-style-type: none"> Performance Measurement Measuring Changes with PDCA Cycles 	<ul style="list-style-type: none"> Communication & Integration Skills 	<ul style="list-style-type: none"> Event Investigation Teamwork and Communication
Practice	<ul style="list-style-type: none"> Quality Improvement Project Indicator System Establishment Assignments* 	<ul style="list-style-type: none"> QMC Establishment Improvement Project Assignments* 	<ul style="list-style-type: none"> Best Practice and Benchmarking Reporting System Establishment Assignments*
Reflection	<ul style="list-style-type: none"> Feedback on Completed Assignment 		

* The participants will be given 4-6 weeks to complete the assignment.

COURSES DELIVERY

Twelve 2-hour bi-weekly interactive workshops for 6 months which will be conducted via virtual classes. Each workshop includes 20-30 minutes lectures and group discussions.

CREDITS AND LOGISTICS

All participants who have over 80% attendance rate will receive a certificate of participation upon completion of the courses.

FACULTY

Our consultants are savvy professionals who are armed with the experience and agility required to help our clients optimize their performance. We serve our clients with distinction by understand their needs, ability to help them implement and improve the knowledge and skills.

WHO SHOULD PARTICIPATE

These courses are specifically designed for those who want to improve quality and patient safety across all aspects of healthcare.

LANGUAGE: English/Mandarin

About JCT

VISION

Leading the implementation of forward-thinking values in healthcare.

VALUES

- ★ Humanity
- ★ Integrity
- ★ Professionalism
- ★ Innovation



CONTACT US

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