

PROBLEM SOLVING

Better way to think and act efficiently



OVERVIEW

Joint Commission of Taiwan (JCT) provides extensive training and consultancy services to healthcare professionals and institutions which address a shared, collaborative, and systematic approach to problem solving for teams and working groups to solve complex challenges more efficiently and quickly.

The quality management tools help to develop and sustain a strong healthcare professional focus and improve all processes. This course will show the participants the concepts and tools are used in problem solving.

OBJECTIVES & HIGHLIGHTS

To provide participants with the adequate knowledge required to understand and practice important problem solving tools including PDCA, RCA, and HFMEA used in the workplace.

CURRICULUM

The courses are incorporated the theory and practice-based knowledge, and provide the practical skills applied to the participants' daily work. The learning phases are included knowledge, methods/skills, application, practice, and reflection.

Phase	Content
Knowledge	<ul style="list-style-type: none"> • Define the Problem <ul style="list-style-type: none"> - leader's perspective - frontline worker's perspective • Collect evidence of problem – EBM approach • Turn the challenges into opportunities through <ul style="list-style-type: none"> - quality management - adverse event analysis - risk management in healthcare - human factors in patient safety

Phase	Content
Method	<ul style="list-style-type: none"> • Introduction to problem-solving methods <ul style="list-style-type: none"> - PDCA - RCA - A3 • Maintain the effectiveness of quality improvement • Breakthrough and innovations for healthcare quality
Practice	<ul style="list-style-type: none"> • Starting a project • Benchmarking • Assignments*
Reflection	<ul style="list-style-type: none"> • Feedback on the assignments

** 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 directly involved in continuous improvement, quality improvement 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

- ♦ Email Learning@jct.org.tw
- ♦ Call +886-2-8964-3190 | Ms. Penny Ping
- ♦ FAX +886-2-2963-4022