# Advanced Healthcare Performance Improvement Training Course

23 – 27 May 2027
Bangkok

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**Ref:** 1413_204340 **Date:** 23 – 27 May 2027 **Location:** Bangkok **Fees:** 6000 Euro

## Overview

Advanced Healthcare Performance Improvement Training Course is a one-week course for healthcare leaders, quality and patient-safety teams, clinical managers, operational excellence professionals, service-line leaders, analysts, and improvement owners who leave with a Healthcare Performance Improvement Dossier. Participants connect healthcare performance systems, improvement aims, outcome-process-balancing measures, process diagnosis, variation analysis, PDSA testing, Lean waste reduction, reliability, change adoption, benefits tracking, improvement governance, and executive reporting. Agile Leaders Training Center presents healthcare performance improvement as disciplined learning from processes and data.

## Who Should Attend

- Healthcare leadership functions responsible for performance priorities and improvement governance
- Quality and patient-safety functions responsible for measures, projects, and sustained change
- Clinical management functions responsible for pathway performance and team reliability
- Operational excellence functions responsible for process analysis and waste reduction
- Service-line functions responsible for outcomes, flow, capacity, and benefits
- Analytics functions responsible for definitions, data quality, variation, and reporting

The course assumes participants already lead or support healthcare performance, quality, safety, operations, analytics, or improvement work and leaves out introductory statistics, accreditation preparation, and software-specific configuration.

## Departments and Industries

The course supports departments and industries that monitor and improve healthcare services and supporting processes.

- Hospitals, clinics, and integrated care providers
- Quality, patient safety, and clinical-governance departments
- Operations, service-line, and patient-flow teams
- Laboratory, diagnostic, pharmacy, and ambulatory networks
- Healthcare analytics, digital health, and performance offices
- Insurance, care-management, and healthcare support services

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## Learning Objectives

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

- Build healthcare performance systems and improvement governance
- Analyze processes, root causes, waste, and reliability risks
- Apply outcome, process, and balancing measurement families
- Evaluate variation with run and control charts
- Use PDSA tests to learn and adapt changes
- Build adoption, benefits, sustainment, and executive reporting plans

## Course Agenda

### Day 1: Performance System and Improvement Aim

- Healthcare Performance System Architecture
- Improvement Governance and Decision Rights Map
- SMART Improvement Aim Statement
- Outcome, Process, and Balancing Measure Family
- Operational Definition and Data Collection Plan

### Day 2: Process and Cause Diagnosis

- Patient Journey and Process Mapping Method
- Swimlane Handoff and Delay Analysis
- Root-Cause Fishbone and Five-Why Analysis
- Lean Healthcare Waste Observation Grid
- Driver Diagram and Change Concept Map

### Day 3: Variation and Improvement Evidence

- Baseline and Stratification Analysis Plan
- Run Chart Construction and Signal Rules
- Shewhart Control Chart Selection Matrix
- Common- and Special-Cause Response Guide
- Improvement Evidence Review Board

### Day 4: Testing, Reliability, and Sustainment

- PDSA Test-of-Change Record
- Reliability Design and Failure Prevention Checklist
- Change Adoption and Stakeholder Readiness Plan
- Benefits Tracking and Sustainment Control Plan
- Executive Improvement Performance Report

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## Day 5: Healthcare Improvement Practice

- Exercise: Frame an Aim and Measurement Family
- Exercise: Diagnose Process and Root Causes
- Exercise: Interpret Run and Control Chart Signals
- Exercise: Design PDSA, Adoption, and Sustainment Cycles
- Capstone Exercise: Healthcare Performance Improvement Dossier

## Practical Exercises

The course uses suggested activities drawn from patient flow, diagnostic turnaround, medication processes, and support services.

- Suggested activity: convert a performance concern into an aim, driver diagram, measurement family, operational definitions, and collection plan.
- Suggested activity: map a healthcare process and reconcile handoffs, delays, root causes, Lean waste, and reliability risks.
- Suggested activity: interpret run and control chart signals and choose a system response without reacting to routine variation.
- Suggested activity: assemble test records, adoption actions, benefits measures, sustainment controls, and executive evidence in the capstone dossier.

## FAQs

### Who suits healthcare performance improvement training, and what does it assume?

Healthcare performance improvement training suits people who already lead or support healthcare quality, safety, operations, analytics, or improvement work and need advanced methods for measurement, diagnosis, testing, adoption, governance, and sustainment.

### How does advanced healthcare performance improvement differ from basic KPI training?

Advanced healthcare performance improvement moves beyond selecting indicators into process diagnosis, measure families, variation analysis, controlled testing, reliability design, adoption, benefits tracking, sustainment, and governance of improvement decisions.

### How should outcome, process, and balancing measures be used in healthcare improvement?

Outcome measures show whether the intended result changes, process measures show whether the new way of working is applied, and balancing measures reveal unintended effects. Teams use the family together to judge progress without shifting harm elsewhere.

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## How do run charts and control charts support healthcare performance improvement?

Run charts and control charts display performance over time, help distinguish signals from routine fluctuation, and guide whether teams should investigate a special cause or redesign a stable system rather than react to every data point.

## How are PDSA tests used in healthcare performance improvement?

PDSA tests define a prediction, test a change on a manageable scale, document observations and data, compare results with the prediction, and decide whether to adapt, adopt, abandon, or run another test before wider implementation.

## Conclusion

The course connects performance architecture, measurement, process diagnosis, variation, testing, reliability, adoption, benefits, sustainment, governance, and executive reporting. Participants take back a Healthcare Performance Improvement Dossier. The dossier helps their organizations define decisions, test changes, interpret evidence, assign ownership, protect gains, and communicate improvement progress to clinical and executive stakeholders.