Advanced Health System and Service Quality Training Course

28 March – 1 April 2027
Johannesburg

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Ref: 1439_206207 **Date:** 28 March – 1 April 2027 **Location:** Johannesburg **Fees:** 4500 Euro

Overview

Advanced Health System and Service Quality Training Course is a one-week advanced course for health-system planners, quality managers, service-development leads, governance professionals, performance analysts, and hospital administrators who leave with a Health System Quality Improvement Portfolio. Participants connect health-system performance assessment, service quality, integrated care pathways, patient experience, stakeholder coordination, implementation governance, and sustainable improvement. Agile Leaders Training Center presents health system and service quality through people-centered design, evidence, and tested change.

Who Should Attend

- Planning functions responsible for system priorities, population needs, and service configuration
- Quality functions responsible for measurement, assurance, improvement, and patient experience
- Governance functions responsible for accountability, risk oversight, and implementation decisions
- Performance functions responsible for indicators, analysis, reporting, and review
- Service leadership functions responsible for pathways, operations, partnerships, and sustained change

The course assumes participants already contribute to healthcare planning, quality, governance, or performance and leaves out introductory clinical practice and individual treatment decisions.

Departments and Industries

The course supports departments and industries that plan, govern, measure, or improve health systems and services.

- Health-system planning and strategy departments
- Hospital quality and clinical governance offices
- Primary care and integrated-care networks
- Public, private, and nonprofit healthcare organizations
- Health analytics, assurance, and patient-experience teams

Learning Objectives

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

- Analyze health-system performance and service-quality gaps
- Build people-centered integrated care pathway designs
- Use quality, outcome, and patient-experience measures
- Apply the Model for Improvement and PDSA cycles
- Evaluate stakeholder governance and implementation readiness
- Prioritize sustainable spread and quality-control actions

Course Agenda

Day 1: System Diagnosis and Quality Direction

- Health System Performance Assessment Map
- Quality Service Domain Review Matrix
- Population Need and Access Profile
- Stakeholder Accountability Landscape
- System Quality Aim Statement

Day 2: People-Centered Service Design

- Patient Journey and Experience Map
- Integrated Care Pathway Blueprint
- Service Gap and Equity Analysis
- Community Co-Design Engagement Plan
- Service Operating Model Canvas

Day 3: Measurement and Improvement Testing

- Outcome, Process, and Balancing Measure Set
- Quality Indicator Definition Sheet
- Model for Improvement Question Set
- PDSA Cycle Test Record
- Run Chart Learning Review

Day 4: Governance, Implementation, and Scale

- Implementation Readiness Assessment
- Quality Governance Decision Matrix
- Change Risk and Dependency Register
- Benefits and Patient-Experience Dashboard
- Sustainability and Spread Plan

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Day 5: Health System Quality Practice

- Exercise: Diagnose a System Performance Gap
- Exercise: Redesign an Integrated Care Pathway
- Exercise: Build a Quality Measurement Plan
- Exercise: Govern a PDSA Implementation Sequence
- Capstone Exercise: Health System Quality Improvement Portfolio

Practical Exercises

The course uses suggested activities from hospitals, primary care, integrated networks, public services, private providers, and nonprofit health organizations.

- Suggested activity: diagnose a service-quality problem using population need, access, experience, outcome, process, and equity evidence.
- Suggested activity: redesign a pathway around user needs, handoffs, accountabilities, information flow, and coordination points.
- Suggested activity: create a measurement and PDSA testing plan linking aims, indicators, change ideas, learning, and decisions.
- Suggested activity: assemble governance, readiness, risk, benefits, sustainability, and spread decisions into a portfolio.

FAQs

Who suits advanced health system and service quality training, and what does it assume?

Advanced health system and service quality training suits experienced planning, quality, governance, analytics, service-development, and healthcare leadership functions. It assumes current responsibility for system or service decisions rather than introductory clinical practice.

How does health system and service quality differ from clinical quality improvement training?

Health system and service quality connects population needs, system performance, service design, pathways, governance, measurement, and scale. Clinical quality improvement training usually concentrates on a defined care process or frontline clinical setting.

How should health-service quality be measured?

Health-service quality should be measured with a balanced set of outcomes, processes, experience, safety, access, equity, integration, efficiency, and unintended effects that directly reflect the improvement aim.

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Why do integrated care pathways matter in health-system development?

Integrated care pathways clarify journeys, handoffs, roles, information flows, escalation points, and accountability across services. They help organizations identify fragmentation and coordinate care around people rather than organizational boundaries.

How can health-system improvements be sustained and spread?

Health-system improvements can be sustained and spread through tested evidence, local adaptation, accountable ownership, reliable measurement, workforce support, resource decisions, governance review, and continued learning across varied settings.

Conclusion

The course connects system diagnosis, people-centered design, integrated pathways, measurement, testing, governance, implementation, and scale. Participants take back a Health System Quality Improvement Portfolio. The portfolio changes how organizations prioritize needs, design services, test improvements, review performance, coordinate accountability, and sustain quality across the health system.