

CPD ON

HEALTHCARE QUALITY MANAGEMENT

(Medical & Dental Council accredited - 3 Credits Points)

VENUE:

Miklin
Hotel
(Kumasi)

TRAINING DATE:

28th Sept.
2018

TARGETED PARTICIPANTS:

Medical Officers-all Grades, Residents,
Specialists, Consultants, HealthCare Managers
Current & Potential health business owners

Facilitators:

- **BONIFACIA BENEFO AGYEI**
SafeCare Country Manager
- **DR. MAXWELL AKWASI ANTWI**
Obstetrician-Gynecologist & Country Director, PharmAccessGroup.

Time: 8:30am - 3:00pm

Registration: Gh¢200

To Register: Call or Whatsapp **055 695 3635**

Email: f.mensah@pharmaccess.org

www.pharmaccess.org

Pharm Access
GHANA



Safe Care

BASIC HEALTHCARE STANDARDS

HEALTHCARE QUALITY MANAGEMENT

PROGRAMME OUTLINE

Date: 28th September 2018

Venue: Miklin Hotel

Time: 8:30am to 3:30pm

ACTIVITY	PERSON RESPONSIBLE	TIME
Registration	All Participants	8:30am - 9:00am
Welcome & Training Objectives	Dr. Maxwell Akwasi Antwi (Obstetrician-Gynaecologist & Country Director PharmAccess)	9:00am - 9:10am
Self-Assessment	Dr. Maxwell Akwasi Antwi (Obstetrician-Gynaecologist & Country Director PharmAccess)	9:10am - 9:30am
Principles of Healthcare Quality Management (Questions & Answers Session)	Presenter	9:30am - 10:30am
SNACK BREAK		10:30am - 10:45am
Quality Standards /Conformance Measurement & Improvement Planning	Bonifacia Benefo Agyei (SafeCare Country Manager PharmAccess)	10:45am - 11:30am
Excellent Customer Services (including a group discussion)	Bonifacia Benefo Agyei (SafeCare Country Manager PharmAccess)	11:30am - 12:00pm
LUNCH BREAK		12:00pm - 1:00pm
Designing Quality Improvement Systems (Design thinking approach) Group Work	All participant	1:00pm - 3:00pm
Questions & Answers Session PharmAccess Programs	Dr. Maxwell Akwasi Antwi (Obstetrician-Gynaecologist & Country Director PharmAccess)	3:00pm - 3:15pm
EVALUATION, CLOSING & PICTURES		3:15pm - 3:30pm