

# Healthcare Process and Risk Management

This 2-day course is an introduction into an understanding of process management and control that becomes foundational for managing risks appropriately. Through an activity-based learning process, the participants engage in building a basic process map that considers all appropriate influences on that process and ultimately the risk related to the process. Further activities discuss the eventual maturation of the process and simple determination of process capability. Risk management is presented in four major steps: identification, analysis, evaluation and mitigation. The participant will move through these steps performing a series of activities to facilitate better understanding.

***Length:*** 2 days

***Prerequisites:*** Basic ISO 9001 understanding

## ***Learning Objectives***

- Understand process and systems approach
- Understand process implementation, maturity and capability
- Understand risk management principles from ISO 31000
- Understand commonly used risk tools utilized in healthcare
- To gain an understanding of the integration of process and risk management

## ***Who should attend:***

- Quality, Risk, Safety, Industrial Engineering or Accreditation

## ***Agenda:***

### **Day 1**

- Process definition, sequence and interactions
- Relational processes
- Basic Process Mapping
- Process Design
- Process management, implementation and stability
- Process Capability

### **Day 2**

- What is risk?
- Risk Framework
- Risk Identification
- Process related risk

- Basic Risk analysis
- Risk Evaluation and Mitigation (Failure Mode and Effects Analysis)
- Consistent pair (Process and Risk Management)
- Management System Architecture