

Target Countries :Quality Improvement of Health Services by 5S-KAIZEN-TQM

Course No. :J1704209

No. :1784424

Sector :Health/Health System

Sub-Sector :

Language :English

Outline

This program aims at strengthening the knowledge, analytical skills and leadership of the officials responsible for improvement of quality of health services with special focus on KAIZEN. This course offers lectures and site visits of model hospitals in Japan and also provides an opportunity to share the progress and challenges that participants face in each country.

Objective/Outcome	Target Organization / Group
<p>【Objective】 The participant will obtain practical knowledge, skills to analyse problem and sense of leadership necessary to improve hospitals' service, and formulate an strategy plan aiming to establish the structure to promote KAIZEN (continuous improvement of hospital service)</p> <p>【Outcome】 1. To review policy and measures, and good practices in each country regarding service quality improvement and analyse their hospitals' challenges. 2. To broaden knowledge about KAIZEN. 3. To equip knowledge about KAIZEN themes such as patient safety, infectious control and health resource management. 4. To formulate a strategy plan aiming to establish the structure to promote continuous service improvement in their hospitals.</p>	<p>【Target Organization】 1. Hospital : (1)Hospitals which have introduced, or are introducing KAIZEN or (2) Hospitals which have identified its' challenges, and taking measures to improve the situation continuously. 2. Government: Division in charge of quality management of health services at the ministry or provincial level.</p> <p>【Target Group】 (1)Quality improvement team members / hospital managers or Work Improvement team Members / ward heads in the hospital, or (2)Governmental officials in charge of quality management of health services at national or regional level.</p>

Contents	Course Period	2017/08/13~2017/09/09
1. Discussion on policy, measures and good practices regarding service quality improvement in respective countries and analysis on their hospital's challenges 2. Lecture on KAIZEN steps and popular KAIZEN theme such as patient safety and infectious control 3. Field visit 4. Formulation of a strategy plan aiming to establish the structure to promote continuous service improvement in their hospitals	Department in Charge	Human Development Department
	JICA Center	JICA Tokyo (Human Dev.)
	Cooperation Period	2016~2018

Implementing Partner Fujita Planning Co., Ltd.

Remarks and Website KAIZEN portal site "Quality Improvement of Health Services through 5S-KAIZEN-TQM approach"
https://www.jica.go.jp/english/our_work/thematic_issues/health/case.html