RIYAADA INSTITUTE FOR LEADERSHIP & GOVERNANCE

RIYAADA Academy · School of Health Systems, Policy & Financing

EXECUTIVE COURSE · RA-QPS-204

Quality Improvement & Patient Safety

Measure care against a standard. Learn from incidents without blame. Make improvement part of routine service.

Led by Assoc. Prof. Dr. Abdirizak Yusuf Ahmed · ISQua Fellow

6 days	30 hours	6 RCP	1 audit
Two modules of three days	Contact teaching	RIYAADA credit	Completed on your own service



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Why this course

Most avoidable harm in health care comes from the way care is organised, not from individual failure. Services improve when managers and supervisors can measure practice against a standard, learn from incidents without blame, and keep the gains.

This course builds those routines on your own service. You leave with a completed clinical audit cycle, a root cause analysis and an improvement charter that your facility can run.

What you will be able to do

1. **Design a clinical audit:** choose a topic, set measurable criteria and standards, and plan the sample and data collection.
2. **Analyse audit data** against the standard to find the gaps and their causes.
3. **Investigate a patient-safety incident** by root cause analysis and recommend actions ranked by strength.
4. **Handle an incident report fairly,** using just-culture principles from triage to feedback to the reporter.
5. **Evaluate a completed audit cycle** and decide whether to sustain, adjust or stop a change.
6. **Develop a quality improvement charter:** problem, aim, measures, change ideas, team and review cycle for a named service.

How you are assessed

You are assessed on the work you produce for your own service:

- Clinical audit cycle report
- Root cause analysis report
- Observed just-culture simulation
- Panel review of your audit cycle
- Quality improvement charter
- Participation and reflection

To earn the certificate you need at least 60/100 overall, the pass mark in each component, and at least 80% attendance.

How the course works

Six teaching days in two modules, with a coached workplace project in between. You work on your own service from day one.

A

Module A

Days 1–3 · in person

- Design your audit: criteria, standard, sample and tool
- Set up a just-culture incident-reporting routine
- Plan the change you will test, using PDSA cycles

W

Workplace project

About six weeks · your facility

- Collect baseline data in small weekly samples
- Test a small improvement, then re-measure
- Three virtual coaching clinics keep you on track

B

Module B

Days 4–6 · in person

- Analyse your results with run charts and cause analysis
- Root cause analysis and an observed safety simulation
- Write your charter; defend your audit before a panel

What you take back to your facility

Completed clinical audit cycle

Standard, baseline, tested change and re-measurement, defended.

Root cause analysis report

A systems analysis of an outbreak-setting case, with ranked actions.

Quality improvement charter

A plan your facility can run: aim, measures, team and review.

Who should attend

- Hospital and health-centre managers
- Matrons and nursing leaders
- Infection-prevention focal persons
- Quality and patient-safety officers
- Heads of department
- Clinical supervisors

No clinical qualification is required. You need working knowledge of the service you will audit and your facility head's permission.

Your faculty

LEAD FACILITATOR

Assoc. Prof. Dr. Abdirizak Yusuf Ahmed

ISQua Fellow (18 ISQua courses) · Founding Chairman, RIYAADA Institute · Founding Director General, Social Health Insurance Authority · Associate Professor, Benadir University and City University of Mogadishu

Co-facilitator and coach: Dr. Abubakr Sheikh. **Course team:** Dr. Zakariye Abdulkadir Arale, Dr. Libaan Ahmed Mohamed, Hassan Ali Hassan, Sihaam Ahmed Bashir and Ahmed Mohamed Amudei.

Key facts

Award	RIYAADA Professional Certificate in Quality Improvement & Patient Safety
Credit	6 RCP · 60 notional hours · Executive Course, RL2
Format	Online pre-course, two 3-day modules (30 contact hours) and a coached workplace project
Venue	Mogadishu campus, your organisation's premises, or an in-house cohort
Language	English, Somali or bilingual; Arabic on request
Entry	Admission documents and your facility head's permission to audit one service area
You will need	A laptop or tablet with a spreadsheet; the Moodle mobile app
Patient data	None collected: audits use process measures only
Dates and fees	To be announced once the course is approved

Register your interest

Registration of interest is open. In-house cohorts for hospitals and health authorities are available on request.

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Course RA-QPS-204 is subject to approval by the RIYAADA Academic Board. It is designed in line with the ISQua EEA Guidelines and Standards for Quality and Patient Safety Training Programmes (2022); this is not a claim of accreditation. Content draws on published guidance, including the WHO Global Patient Safety Action Plan 2021–2030, which implies no endorsement by WHO or any other body.