AWARENESS TRAINING · HEALTHCARE QUALITY

ISO 7101:2023 Awareness Training (Healthcare Quality Management)

Self-paced online training (video) · 11 modules · about 2 hours of video · about 3 hours in total · English, with captions

Understand ISO 7101:2023, the management system standard for quality in healthcare organisations: people-centred care, patient safety, risk, clinical records and facilities, and your own role in safe, quality care.

WHO IT IS FOR

Doctors, nurses, allied health professionals, pharmacy, laboratory and imaging staff, quality and patient safety teams, managers and non-clinical support staff of hospitals, clinics, day-surgery centres and other healthcare organisations that run, or are preparing for, an ISO 7101 management system.

WHAT YOU WILL LEARN

- Explain what ISO 7101:2023 is, who it applies to and how it is structured
- Describe leadership, a just culture and the risk management programme the standard expects
- Recognise the requirements for competence, clinical communication and clinical records
- Explain people-centred care, service user experience, health literacy and co-production
- Describe the patient safety requirements, from patient identification to blood transfusion
- Understand your own contribution, and how incidents and nonconformities are reported and improved

MODULES (11)

1. Why healthcare quality management matters
2. The standard at a glance
3. Context, leadership and people-centred focus
4. Risk, objectives and planned change
5. Competence, awareness and communication
6. Clinical records and information systems
7. Facilities, equipment and waste
8. Services, technology and external providers
9. People-centred care
10. Patient safety
11. Evaluation, improvement and your role

PRICE

US$19 per learner

Per learner, by team size

1–10 learners	**US$19**
11–50 learners	**US$15**
51–200 learners	**US$13**

Excluding taxes.

DURATION

About 3 hours in total (2 hours of video)

MODULES

11

FORMAT

Self-paced online training (video)

LANGUAGE

English, with captions

ACCESS

12 months

CERTIFICATE

Sterling Academy Certificate of Completion

Scan for the course page, prices and enrolment