



Graduate Diploma Process Improvement in Health Systems

Leading development and research in process and quality improvement with a focus on innovative new knowledge in healthcare.

The Graduate Diploma programme is designed to prepare you to work as an advanced process improvement practitioner (Black Belt) so that you can implement process and quality improvement in healthcare organisations driven by underlying process and quality improvement principles and methods. It lays the groundwork for healthcare transformation by preparing you to research, implement, innovate and lead change in your organisation.

The content is based on case studies and the practical experiences of healthcare professionals in centres of process improvement excellence in the United States, Australia, the United Kingdom and Ireland. Faculty have developed a set of recommendations that underpin the effective application of process and quality improvement principles in healthcare organisations. These have been tested and found to be effective over thirty iterations across sixteen hospitals.

Structure

The Programme is delivered through blended learning comprising face-to-face lectures, online activities, workshops, seminars, applied learning in the workplace and observational studies. Students are assessed by continuous assessment through coursework, presentations, group work, reflective practice and the development of a process improvement project. **All module credits earned contribute to the 90 ECTS-credit requirements of the MSc in Leadership, Innovation and Management for Healthcare.**

Collaborative. Inclusive. Participatory.

Why Study with UCD Health Systems and the Mater Lean Academy?

- This was the first university-accredited, clinically-focused programme in process and quality improvement in Irish healthcare.
- UCD Health Systems takes a leading role in research, education, innovation and impact in healthcare nationally and internationally.
- Education in strategy, leadership and innovation is provided by experienced academic and clinical leaders, as we believe that this enhances students' ability to appreciate systems, engage stakeholders and implement change.
- The programme is based on an innovative model for using process and quality improvement methodologies such as Lean, Six Sigma and the Model for Improvement with person-centred approaches to care.
- Our programmes immerse students in the health system allowing first-hand experience of problem solving in diverse healthcare settings.
- Our programmes also include reference site visits to Centres of Excellence to further enhance the student experience.

Component Modules

Managing Process Improvement: Theory and Principles

The Professional Certificate for Process Improvement in Health Systems (Green Belt) is a component of the programme and contributes 10 ECTS credits towards the 60-credit award. Managing Process Improvement: Theory and Principles builds on the Green Belt to develop advanced knowledge of the theory and practice of process and quality improvement enabling you to assume a leadership role in healthcare.

Implementing a Process Improvement Project (IMPIP)

You lead and complete a process improvement project within your own organisation, applying process and quality improvement methodologies to create value for patients and staff by improving their experiences and patient outcomes.

Strategic Leadership for Healthcare Improvement and Innovation

Explore the personal, relational, team and systems dimensions required to develop and execute strategy to drive process improvement and innovation in healthcare. Acquire the skills, knowledge and tools to navigate and lead strategically. This module can also be taken alone or in combination with Innovations in Healthcare, Local and Global for the award of a Professional Certificate or Diploma. Eligible applicants may then count the credits earned towards the Graduate Diploma and/or the MSc in Leadership, Innovation & Management for Healthcare should they wish to undertake them at a later date.

Innovations in Healthcare, Local and Global

Explore the theory and practice of innovation as it relates to the products, processes, services and business models that create value for your organisation's stakeholders. Explore the factors that stimulate or inhibit your creativity, reflect on your role as an innovator and analyse examples of healthcare innovation, including in your own practice. The emphasis is on how organisations manage innovation, the impact of organisational strategy, systems and structure on innovation, and knowledge and innovation management frameworks. This module can also be taken alone or in combination with *Strategic Leadership for Healthcare Improvement and Innovation* for the award of a Professional Certificate or Diploma. Eligible applicants may then count the credits earned towards the Graduate Diploma and/or the MSc in Leadership, Innovation & Management for Healthcare should they wish to undertake them at a later date.

Award

On completion of the Programme, you will receive a UCD Graduate Diploma Process Improvement in Health Systems (Black Belt) (60 ECTS-credits, NFQ level 9).

Who should apply

The Graduate Diploma is interdisciplinary and is open to all healthcare staff. Applicants should have completed a Fundamentals of Process improvement (White Belt) with the Mater Lean Academy *or another provider*, and hold the UCD Professional Certificate in Process Improvement in Health Systems (Green Belt) or an equivalent accredited level 8 award *from another provider*. This contributes 10 ECTS credits towards the Graduate Diploma and/or MSc programmes.

Programme Duration

The Diploma runs over 3 Trimesters with a half day Graduate orientation and a further 18 days blended learning.

“ The programme delivered in Cappagh National Orthopaedic Hospital by the Academy team was a great success. We received excellent feedback from all staff who attended, some of whom are continuing on their improvement training journey.
Aoife Gallagher
Director of HR/Operations
Cappagh National Orthopaedic Hospital, Finglas ”

“ Thanks to UCD Health Systems and the Mater Lean Academy, we now have over 100 staff members trained in the White Belt Programme and several others in the Green Belt Programme. The simplicity of the metrics, coupled with the practical, hands-on approach by the facilitators, has given our staff great confidence in pursuing service improvements at every level. It has changed the way we as a hospital and organisation have approached quality and service improvement.
Deirdre Dunne
HSE South East Community Healthcare ”

“ The Lean Academy structure fosters a networking approach - encouraging us to learn from each other and build upon our knowledge. The enthusiasm was infectious and I left the course wanting to become a Master Black Belt – If this is not testament enough for this programme – I am not sure what else is!
Ruth Whelan
UCD Beacon Hospital Academy ”

For further information

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w: www.nmhs.ucd.ie/study-with-us/graduate-programmes/courses/graduate-diploma-process-improvement-health-systems