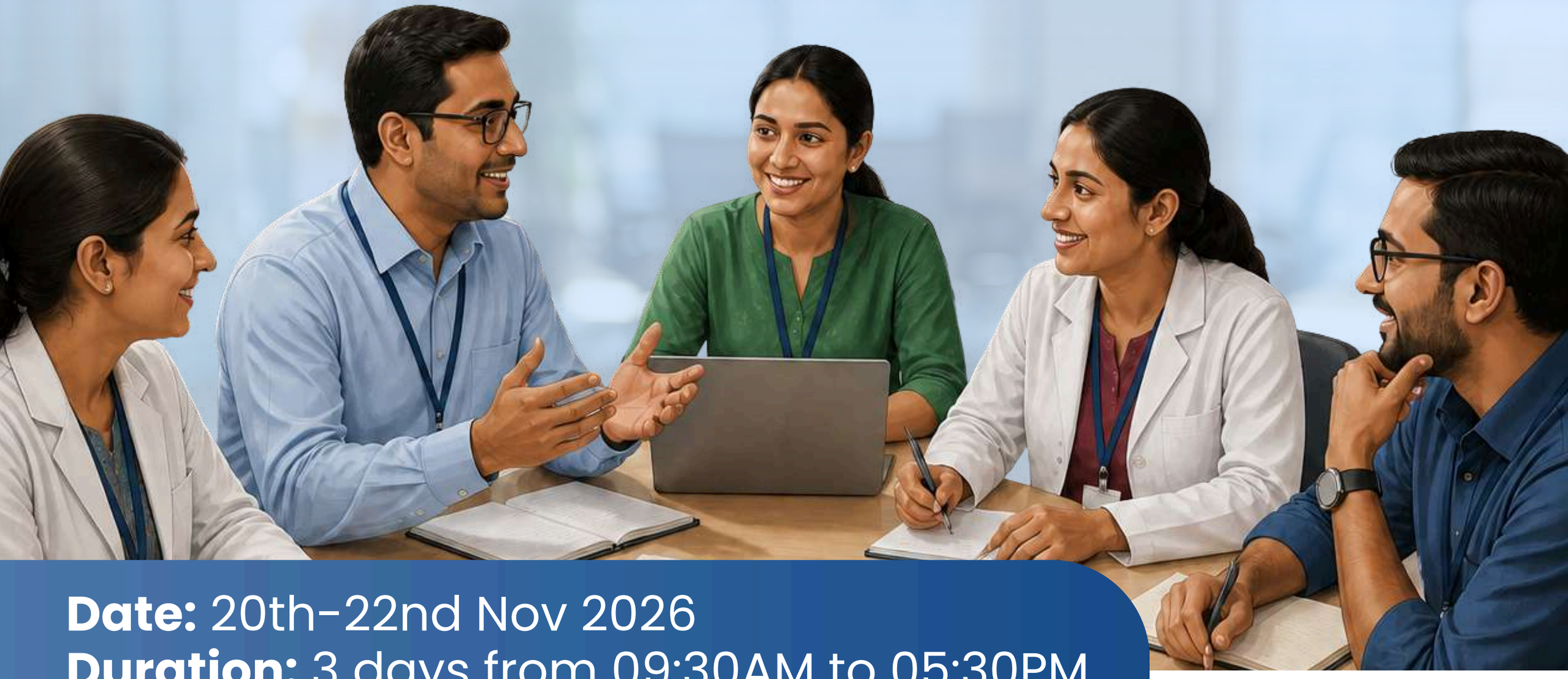
ISO 7101:2023 HEALTHCARE QUALITY MANAGEMENT SYSTEM IMPLEMENTATION TRAINING COURSE



Date: 20th-22nd Nov 2026
Duration: 3 days from 09:30AM to 05:30PM
Format: Online

Essential information about the course:

Healthcare organisations that prioritise quality management understand its importance, and they incorporate it as a fundamental aspect of their operations.

- *An inefficient Quality Management System (QMS) can waste time, resources and, most crucially, can put patients' lives at risk or discourage them from seeking care. For this reason, it is essential to address it adequately from the outset. Implementing a framework rooted in ISO 7101:2023 aids your healthcare organisation in consistently providing and promoting the ongoing enhancement of your healthcare services.*
- *This course has been designed to provide participants with a methodology to help implement Healthcare Quality Management System (HQMS).*
- *This approach takes into account the organization's context and entails the active involvement of senior management and other stakeholders with relevant responsibilities and authority in crafting and executing the HQMS, guided by the stipulations outlined in ISO 7101:2023.*

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What you will learn?	What are the benefits?
• Recognize a typical framework for the implementation of ISO 7101:2023 following the Plan-Do-Study-Act (PDSA) model	• Identify key benefits to your healthcare organization from implementing an effective HQMS
• Appreciate the key concepts and requirements of ISO 7101:2023 from an implementation perspective	• Apply best practice to implementation using proven tools and techniques
• Implement the key concepts and people centred requirements of ISO 7101:2023 based on study scenarios	• Provide health services that consistently meet the satisfaction of the service user experience through a human and holistic approach to service delivery
• Recognize documented information requirements according to ISO 7101:2023. Establish the use of gap analysis to conduct a baseline review of your current system	

MAKE SURE THE COURSE IS RIGHT FOR YOU...

Who is this course for?

The course is especially suitable for anyone from a Healthcare organisation involved in the planning, implementation, maintenance or monitoring of an ISO 7101:2023 HQMS or planning to provide consulting services.

Prerequisites – You are expected to have the following prior knowledge:

- *Experience in healthcare quality management and/or ISO 9001 preferably in healthcare*

Upon successful completion of your course, you will receive a certificate from CAHO. The trainers are experts who were in the ISO committee which drafted ISO 7101 and collectively bring hands-on hospital management experience.

Why invest in training from CAHO?

We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire the skills that will continue to be of use beyond the course.

When you attend a CAHO training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. ***Trusted experts*** *with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples to enhance your learning.*

Training delivered at your site could be a convenient and cost-effective option, especially if you have multiple delegates. Talk to one of our experts to find out more.

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