



## Certificate of Achievement

# Eleanor Walker

has completed the following course:

**QUALITY IMPROVEMENT IN HEALTHCARE: THE CASE FOR CHANGE**  
**UNIVERSITY OF BATH**

This online course explored some of the tools, techniques and methodologies that can bring about quality improvement in healthcare settings. The course explored quality improvement theories, evaluated tools for measuring quality improvement and looked at how systems modelling techniques could help.

6 weeks, 3 hours per week



**Professor Christos Vasilakis**  
Professor and Director of CHI-2  
University of Bath



Certified by



The person named on this certificate has completed the activities in the attached transcript. For more information about Certificates of Achievement and the effort required to become eligible, visit [futurelearn.com/proof-of-learning/certificate-of-achievement](https://futurelearn.com/proof-of-learning/certificate-of-achievement).


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### **QUALITY IMPROVEMENT IN HEALTHCARE: THE CASE FOR CHANGE** **UNIVERSITY OF BATH**



**83%**  
OVERALL  
SCORE

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#### **STUDY REQUIREMENT**

6 weeks, 3 hours per week

#### **LEARNING OUTCOMES**

- Identify what quality and process improvement entails, especially in a health and social care setting
- Explain how quality improvement can lead to better outcomes for staff and organisations, including customers and/or patients
- Gain confidence to start and lead a quality improvement project within your organisation
- Identify how to access additional support, and get others to join with you in making improvements
- Discuss how quality improvement can help you deal with complexity in organisational systems and identify how to improve key areas without worsening others
- Explore how systems modelling and analytics techniques support quality improvement initiatives

#### **SYLLABUS**

- Complexity and quality improvement in health and social care
- Quality improvement theory: the Model for Improvement, an introduction to LEAN, an introduction to microsystems

- Evaluating quality improvement: the lens of profound knowledge, measuring for improvement
- Engagement and co-production
- Systems modelling and quality improvement: modelling for demand and capacity problems and computer simulation modelling
- Making the case for quality improvement

#### **ACCREDITATION**

This course has been certified by the CPD Certification Service as conforming to continuing professional development principles