

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001A — Quality Management in Elderly Care Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference HL-AGE-9001A • ISO Health

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	HL-AGE-9001A
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Continuous Improvement Practices

5 chapters · 30 classes85 marks

• 1 Foundations of Continuous Improvement in Elderly Care — 6 classes

› 1.1 Define Continuous Improvement in Elderly Care Services

› 1.2 Identify Key Principles of Quality Management

› 1.3 Analyze Current Practices in Elderly Care

› 1.4 Evaluate Metrics for Measuring Improvement

› 1.5 Develop Strategies for Implementing Change

› 1.6 Create an Action Plan for Continuous Improvement

• 2 Identifying Opportunities for Improvement in Services — 6 classes

› 2.1 Identify Areas for Improvement in Elderly Care Services

› 2.2 Analyze Feedback Mechanisms for Quality Enhancement

› 2.3 Employ Root Cause Analysis Techniques in Service Issues

› 2.4 Develop Metrics for Measuring Service Improvement

› 2.5 Create Action Plans Based on Improvement Opportunities

› 2.6 Implement and Evaluate Continuous Improvement Initiatives

• 3 Implementing Quality Improvement Frameworks — 6 classes

› 3.1 Identify Key Components of Quality Improvement Frameworks

› 3.2 Analyze Current Practices in Elderly Care Services

› 3.3 Develop Measurable Objectives for Quality Improvement

› 3.4 Design a Step-by-Step Implementation Plan

› 3.5 Evaluate Outcomes Using Quality Metrics

› 3.6 Foster a Culture of Continuous Improvement Among Staff

• 4 Measuring Success: Key Performance Indicators — 6 classes

› 4.1 Define Key Performance Indicators for Elderly Care Services

› 4.2 Identify Essential Metrics for Measuring Quality in Care

› 4.3 Analyze Data Collection Methods for Performance Indicators

› 4.4 Develop a System for Tracking Key Performance Indicators

› 4.5 Evaluate the Effectiveness of Established KPIs

› 4.6 Create an Action Plan for Continuous Improvement Based on KPI Results

• 5 Sustaining Continuous Improvement Culture in Elderly Care — 6 classes

› 5.1 Define Continuous Improvement in Elderly Care

› 5.2 Identify Key Drivers for a Continuous Improvement Culture

› 5.3 Explore Tools and Techniques for Promoting Improvement

› 5.4 Develop Strategies to Engage Staff in Continuous Improvement

› 5.5 Measure and Evaluate the Impact of Improvement Initiatives

› 5.6 Create a Sustainable Plan for Ongoing Improvement

• 1 Understanding ISO 9001 in Elderly Care Services — 6 classes

- › 1.1 Define ISO 9001: Key Concepts for Elderly Care Services
- › 1.2 Explore the Principles of Quality Management in Elderly Care
- › 1.3 Identify Key Benefits of ISO 9001 Implementation for Care Providers
- › 1.4 Analyze the Requirements of ISO 9001 Specific to Elderly Care
- › 1.5 Develop an Action Plan for Implementing ISO 9001 in Care Settings
- › 1.6 Evaluate the Impact of ISO 9001 on Service Quality and Compliance

• 2 Establishing a Quality Management System (QMS) — 6 classes

- › 2.1 Define Key Concepts of a Quality Management System
- › 2.2 Identify Stakeholders in Elderly Care Services QMS
- › 2.3 Assess Current Practices Against ISO 9001 Standards
- › 2.4 Develop a QMS Framework Tailored for Elderly Care
- › 2.5 Establish Measurable Quality Objectives and Key Performance Indicators
- › 2.6 Create an Implementation Plan for Continuous Improvement

• 3 Risk Management and Continual Improvement in Elderly Care — 6 classes

- › 3.1 Identify Key Risks in Elderly Care Services
- › 3.2 Assess the Impact of Identified Risks
- › 3.3 Develop Mitigation Strategies for Risk Management
- › 3.4 Implement Risk Management Plans in Care Settings
- › 3.5 Measure Effectiveness of Risk Management Practices
- › 3.6 Foster a Culture of Continual Improvement in Elderly Care

• 4 Documentation and Record Keeping for Quality Assurance — 6 classes

- › 4.1 Identify Key Documentation Requirements for ISO 9001 Compliance
- › 4.2 Develop a Record-Keeping System for Quality Assurance
- › 4.3 Understand the Role of Documentation in Continuous Improvement
- › 4.4 Implement Best Practices for Managing Quality Records
- › 4.5 Evaluate Documentation Processes for Effectiveness and Compliance
- › 4.6 Create an Action Plan for Ongoing Documentation Review and Updates

• 5 Leading Quality Audits and Assessments — 6 classes

- › 5.1 Understand the Importance of Quality Audits in Elderly Care Services
- › 5.2 Identify Key ISO 9001 Standards Relevant to Quality Assessments
- › 5.3 Develop Effective Auditing Techniques for Quality Management
- › 5.4 Plan and Prepare for Successful Quality Assessments
- › 5.5 Conducting Quality Audits: Best Practices and Common Pitfalls
- › 5.6 Analyze Audit Results to Drive Continuous Improvement

• 1 Understanding Quality Management Principles in Elderly Care — 6 classes

- › 1.1 Define Key Quality Management Principles in Elderly Care
- › 1.2 Identify the Importance of Leadership in Quality Management
- › 1.3 Assess Current Quality Management Practices in Elderly Care Services
- › 1.4 Explore Strategies for Enhancing Quality Management in Leadership Roles
- › 1.5 Evaluate Case Studies of Effective Quality Management in Elderly Care
- › 1.6 Develop an Action Plan to Implement Quality Management Principles

• 2 Leadership Styles and Their Impact on Quality in Care Services — 6 classes

- › 2.1 Identify Different Leadership Styles in Elderly Care
- › 2.2 Evaluate the Impact of Autocratic Leadership on Care Quality
- › 2.3 Assess the Benefits of Democratic Leadership in Care Settings
- › 2.4 Analyze Transformational Leadership and Its Effect on Staff Motivation
- › 2.5 Discuss Situational Leadership and Its Adaptability in Care Services
- › 2.6 Create an Action Plan for Implementing Effective Leadership Styles

• 3 Establishing a Quality Culture in Elderly Care Organisations — 6 classes

- › 3.1 Define Quality Culture and Its Importance in Elderly Care
- › 3.2 Identify Key Characteristics of a Positive Quality Culture
- › 3.3 Analyze Leadership Roles in Fostering a Quality Culture
- › 3.4 Develop Strategies for Engaging Staff in Quality Improvement
- › 3.5 Implement Systems for Continuous Quality Monitoring and Feedback
- › 3.6 Evaluate the Impact of Quality Culture on Elderly Care Outcomes

• 4 Strategies for Implementing ISO 9001A in Care Settings — 6 classes

- › 4.1 Analyze the Importance of ISO 9001A in Elderly Care Services
- › 4.2 Identify Key Components of ISO 9001A Standards
- › 4.3 Develop a Step-by-Step Implementation Plan for ISO 9001A
- › 4.4 Engage Stakeholders in the Quality Management Process
- › 4.5 Evaluate Metrics for Monitoring ISO 9001A Compliance
- › 4.6 Implement Continuous Improvement Strategies for Care Services

• 5 Assessing and Continually Improving Quality Management Systems — 6 classes

- › 5.1 Identify Key Components of Quality Management Systems in Elderly Care
- › 5.2 Evaluate Current Quality Management Practices in Your Organization
- › 5.3 Implement Effective Measurement Tools for Quality Assessment
- › 5.4 Analyze Data to Identify Areas for Improvement in Care Services
- › 5.5 Develop Action Plans for Enhancing Quality Management Systems
- › 5.6 Establish a Culture of Continuous Improvement in Elderly Care

• 1 Understanding Quality Management Principles in Elderly Care — 6 classes

- › 1.1 Define Quality Management Principles in Elderly Care
- › 1.2 Identify Key Elements of Quality Assurance Frameworks
- › 1.3 Explore the Role of Leadership in Quality Management
- › 1.4 Assess the Impact of Quality Management on Elderly Care Outcomes
- › 1.5 Develop Strategies for Implementing Quality Improvement Initiatives
- › 1.6 Evaluate the Effectiveness of Quality Management Practices

• 2 Customer Focus and Stakeholder Engagement — 6 classes

- › 2.1 Identify Key Stakeholders in Elderly Care Services
- › 2.2 Analyze Customer Needs and Expectations
- › 2.3 Develop Strategies for Effective Stakeholder Engagement
- › 2.4 Implement Feedback Mechanisms for Continuous Improvement
- › 2.5 Evaluate Customer Satisfaction in Elderly Care Services
- › 2.6 Create an Action Plan for Enhancing Customer Focus

• 3 Leadership and Commitment in Quality Management — 6 classes

- › 3.1 Define Leadership's Role in Quality Management
- › 3.2 Identify Key Principles of Commitment in Elderly Care
- › 3.3 Explore the Connection Between Leadership and Quality Outcomes
- › 3.4 Assess Leadership Styles That Enhance Quality Management
- › 3.5 Develop a Commitment Action Plan for Staff Engagement
- › 3.6 Evaluate Leadership Strategies for Continuous Improvement

• 4 Process Approach in Delivering Quality Care — 6 classes

- › 4.1 Identify Key Processes in Quality Care Delivery
- › 4.2 Analyze the Role of Stakeholders in Care Processes
- › 4.3 Map Out Care Pathways to Enhance Quality Management
- › 4.4 Develop Metrics for Evaluating Care Process Effectiveness
- › 4.5 Implement Continuous Improvement Strategies in Care Services
- › 4.6 Evaluate the Impact of Process Changes on Care Quality

• 5 Continuous Improvement and Risk Management — 6 classes

- › 5.1 Assessing the Need for Continuous Improvement in Elderly Care
- › 5.2 Identifying Key Performance Indicators for Quality Management
- › 5.3 Implementing Effective Risk Assessment Strategies
- › 5.4 Utilizing the Plan-Do-Check-Act Cycle for Continuous Improvement
- › 5.5 Engaging Staff in Quality Improvement Initiatives
- › 5.6 Evaluating the Impact of Changes on Elderly Care Services

• 1 Understanding Service Quality in Elderly Care — 6 classes

- › 1.1 Define Key Concepts of Service Quality in Elderly Care
- › 1.2 Identify Stakeholders in Elderly Care Service Quality
- › 1.3 Analyze Customer Expectations and Needs in Elderly Care
- › 1.4 Evaluate Current Quality Measurement Tools Used in Elderly Care
- › 1.5 Develop Strategies for Improving Service Quality in Elderly Care
- › 1.6 Implement a Quality Management Framework for Elderly Care Services

• 2 Frameworks for Quality Evaluation in Health Services — 6 classes

- › 2.1 Identify Key Frameworks for Quality Evaluation in Health Services
- › 2.2 Analyze the Role of ISO 9001A in Elderly Care Service Quality
- › 2.3 Explore the Principles of Effective Quality Management Systems
- › 2.4 Evaluate the Impact of Patient Feedback on Service Quality
- › 2.5 Develop Metrics for Measuring Quality in Elderly Care
- › 2.6 Implement Continuous Improvement Strategies for Quality Evaluation

• 3 Key Performance Indicators for Elderly Care Services — 6 classes

- › 3.1 Identify Key Performance Indicators in Elderly Care
- › 3.2 Analyze the Importance of KPIs for Service Quality
- › 3.3 Evaluate Effective Methods for Measuring KPIs
- › 3.4 Develop a KPI Dashboard for Elderly Care Services
- › 3.5 Implement Strategies for Improving KPI Outcomes
- › 3.6 Review Case Studies of Successful KPI Applications

• 4 Assessing Service Quality through Stakeholder Feedback — 6 classes

- › 4.1 Identify Key Stakeholders in Elderly Care Services
- › 4.2 Evaluate Stakeholder Expectations and Needs
- › 4.3 Develop Effective Feedback Mechanisms for Stakeholders
- › 4.4 Analyze Stakeholder Feedback for Quality Insights
- › 4.5 Implement Changes Based on Feedback Analysis
- › 4.6 Monitor and Review Stakeholder Feedback for Continuous Improvement

• 5 Continuous Improvement Strategies in Quality Management — 6 classes

- › 5.1 Identify Key Principles of Continuous Improvement in Elderly Care
- › 5.2 Analyze Current Quality Management Practices in Elderly Care Services
- › 5.3 Explore Tools and Techniques for Quality Improvement Implementation
- › 5.4 Develop Action Plans for Continuous Improvement Initiatives
- › 5.5 Evaluate the Impact of Improvement Strategies on Service Quality
- › 5.6 Foster a Culture of Continuous Improvement Among Staff and Stakeholders

• 1 Understanding ISO 9001A Framework and Its Relevance in Elderly Care — 6 classes

- › 1.1 Explore the Principles of ISO 9001A in Elderly Care
- › 1.2 Identify Key Components of the ISO 9001A Framework
- › 1.3 Analyze the Importance of Quality Management in Elderly Care Services
- › 1.4 Evaluate Current Practices Against ISO 9001A Standards
- › 1.5 Develop a Strategic Plan for Implementing ISO 9001A
- › 1.6 Assess the Impact of ISO 9001A on Quality Improvement Outcomes

• 2 Conducting a SWOT Analysis for Quality Improvement in Elderly Care — 6 classes

- › 2.1 Identify Strengths in Elderly Care Services
- › 2.2 Analyze Weaknesses Impacting Quality of Care
- › 2.3 Explore Opportunities for Improvement in Care Practices
- › 2.4 Assess Threats to Quality in Elderly Care Services
- › 2.5 Compile SWOT Findings into a Strategic Plan
- › 2.6 Create an Action Plan for Implementing SWOT Insights

• 3 Setting Strategic Goals and Objectives for Quality Management — 6 classes

- › 3.1 Define Quality Management Goals for Elderly Care Services
- › 3.2 Identify Key Performance Indicators for Quality Improvement
- › 3.3 Analyze Stakeholder Needs in Quality Management Planning
- › 3.4 Develop SMART Objectives for Effective Quality Management
- › 3.5 Create a Strategic Plan Framework for Quality Improvement
- › 3.6 Evaluate and Adjust Strategic Goals Based on Feedback

• 4 Developing a Strategic Action Plan for Quality Improvement — 6 classes

- › 4.1 Assess Current Quality Standards in Elderly Care
- › 4.2 Identify Key Areas for Quality Improvement
- › 4.3 Set SMART Goals for Quality Enhancement
- › 4.4 Develop Action Steps for Strategic Implementation
- › 4.5 Establish Metrics for Measuring Success
- › 4.6 Communicate the Strategic Action Plan to Stakeholders

• 5 Monitoring and Evaluating Quality Improvement Initiatives — 6 classes

- › 5.1 Define Key Performance Indicators for Quality Improvement in Elderly Care
- › 5.2 Identify Tools and Techniques for Monitoring Quality Improvement Initiatives
- › 5.3 Analyze Data Collection Methods for Evaluating Quality Outcomes
- › 5.4 Assess the Impact of Quality Improvement Initiatives on Elderly Care Services
- › 5.5 Develop Strategies for Continuous Quality Monitoring and Feedback Loops
- › 5.6 Create an Action Plan for Implementing Evaluation Findings in Quality Improvement