UCD School of Nursing, Midwifery and Health Systems

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Professional Certificate in Process Improvement in Health Systems NFQ Level 8 (10 ECTS)

Who is this programme for?

This is an interactive, interdisciplinary programme open to all healthcare staff at all levels and in all settings within the health system. Our graduates include staff from clinical, health estates, administrative and support services across the broad spectrum of health service delivery.

Programme Overview

The programme consists of one dynamic module which is based on practical experience of the implementation of and ongoing research in the use of process and quality improvement methodologies in Irish healthcare contexts. The module focuses on person-centred approaches to improvement that contribute to person-centred cultures.

The programme has welcomed students from over 55 public and private healthcare organisations across Ireland who have delivered improvement in areas as diverse as Stroke Thrombolysis, Stroke Therapy, Patient Scheduling, Procurement, Data Coding, Ward and Unit Design, Rehabilitation, Hip Fracture Pathways, Pharmacy, Pathology, Radiology, Cardiology, Cardiothoracic Surgery, Oncology and Community Health.

Students will be introduced to the process improvement methodologies of Lean, Six Sigma, Lean Six Sigma, Person-centred care, the Model for Improvement, and relevant theories to enable them to lead hospital and other organisation-wide process and quality improvement projects at the level of a Lean Six Sigma Green Belt.

"The programme empowers you as an individual to know you are helping generate and manage sustainable person-centred improvements that make a difference in the quality of care for patients."

Anna Purcell, Senior Medical Scientist, Mater Hospital

Do you have questions about this programme?

Academic Enquiries: Dr. Seán Paul Teeling
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General Enquiries: Paddy Glennon
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Professional Certificate in Process Improvement in Health Systems

MSc in Leadership, Innovation and Management
Placing process improvement approaches in their organisational contexts.

Graduate Certificate in Process Improvement in Health Systems
Analyse and solve complex process problems.

Professional Certificate in Process Improvement in Health Systems
Apply process improvement methodologies in practice settings.

Mater Lean Academy
Person-centred Improvement in Health Systems

Fundamentals of Process Improvement in Health Systems
Understand the basic concepts of process improvement.

Duration

This programme is 6 months (Two Trimesters) in duration.

Delivery Method

The programme is currently delivered via blended learning

- Half day Graduate Orientation (Trimester 1).
- 5 class days (09:30 -16:30) over a 6-month period (Trimester 1/Trimester 2).
- Collaborative, inclusive, and participatory team working in between class days.
- Final group presentation (duration 30 minutes).

Entry Requirements

To maximise their programme experience, Healthcare Professionals taking the programme as a stand-alone qualification should complete the Fundamentals of Process Improvement in Health Systems (or an equivalent introduction to healthcare process improvement principles) with the Mater Lean Academy/UCD or another accredited provider. Please contact the Mater Lean Academy for further details about this programme leansixsigma@mater.ie.

Process improvement is initialised in a project overview document known as a Project Charter. Each applicant, as part of their online application, is required to complete a Project Charter template, outlining an idea/suggestion for a process improvement idea within their specific practice area or wider organisation.

- Applicants applying as part of a team should each submit a copy of their agreed team Project Charter.
- Individual applicants should submit a copy of their individual Project Charter but will be assigned to co-led improvement teams and will collaborate on one improvement team Project Charter for the duration of the programme.

Please visit the course webpage to download your Project Charter template.

We advise that applicants seek the support of their manager for their process improvement journey.

How to Apply

Please complete your online UCD application by visiting the UCD course webpage.

For further information on course dates, fees and requirements please visit our website.

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