

# The **IMPACTS** Quality Improvement Practitioner Programme



 5 – 6 May 2026

 08:30 – 16:30

 VE Hotel, Kuala Lumpur

## Course Overview

IMPACTS Applied Quality Improvement Programme is a two-day, hands-on workshop that equips healthcare professionals and leaders with practical skills to design and implement evidence-based improvement initiatives using the IMPACTS framework, aligned with the IHI Model for Improvement. Participants work on a real workplace project, develop a Quality Improvement Project Charter through guided application, and complete a three-month post-workshop assessment with a storyboard to ensure measurable and sustainable outcomes.

## Learning Objectives

By the end of the programme, participants will be able to:

- Apply the IMPACTS framework to address real healthcare improvement challenges.
- Define improvement aims and select meaningful measures based on evidence and best practices.
- Design, test, and refine change ideas using PDSA cycles while addressing human factors and sustainability.
- Demonstrate applied improvement capability through structured documentation and post-workshop assessment

## Target Audience

- Quality, Safety & Risk Professionals
- Heads of Service and Clinical Leads
- Middle Managers (Clinical and Non-Clinical)
- Accreditation, Governance, and Compliance Leads

## Training Fee

**MSQH Member: RM 2,200.00/ Pax**  
**Non – MSQH Member: RM 2,500.00 / Pax**

*Notes: All fees exclude 8% SST and exclude accommodation*  
**Closing Date : 24 April 2026**



Register Here!



# The IMPACTS

## Quality Improvement Practitioner Programme

### Training Schedule

#### Day 1

|          |                                                         |
|----------|---------------------------------------------------------|
| 8:00 AM  | Registration                                            |
| 8:30 AM  | Introductions & Programme Overview                      |
| 8:40 AM  | Icebreaker: Focus of Improvement Project                |
| 9:15 AM  | Module 1: Quality Improvement Fundamentals              |
| 10:15 AM | Bio Break                                               |
| 10:30 AM | Module 2: IHI Model for Improvement & IMPACTS Framework |
| 11:15 AM | Module 3: IMPACTS-I: Identify                           |
| 12:30 PM | Lunch                                                   |
| 1:45 PM  | Module 4: IMPACTS-M: Measure                            |
| 2:45 PM  | Tea Break                                               |
| 2:55 PM  | Module 5: IMPACTS-P: Pinpoint                           |
| 4:15 PM  | Day 1 Wrap-up                                           |

#### Day 2

|          |                                                                   |
|----------|-------------------------------------------------------------------|
| 8:00 AM  | Registration                                                      |
| 8:30 AM  | Recap & Alignment                                                 |
| 8:45 AM  | Module 6: IMPACTS-A: Act                                          |
| 10:45 AM | Bio Break                                                         |
| 11:00 AM | Module 7: IMPACTS-C: Check                                        |
| 12:45 PM | Lunch                                                             |
| 2:00 PM  | Module 8: IMPACTS-T: Translate                                    |
| 2:30 PM  | Module 9: IMPACTS-S: Sustain & Spread                             |
| 3:00 PM  | Tea Break                                                         |
| 3:15 PM  | Project Charter Consolidation & Post-Workshop Assessment Briefing |
| 4:00 PM  | Wrap-Up & Next Step                                               |