

# The **IMPACTS** Quality Improvement Practitioner Programme



 9 – 10 July 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: 3 July 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