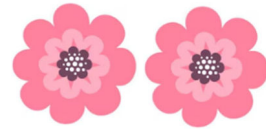


Training Course for Fiscal Year 2025



The Healthcare Accreditation Institute
(Public Organization)



Dear Sir/Madam Interested in Enrolling in the Training Course,

The Healthcare Accreditation Institute (Public Organization) (HAI) has established the 2025 training course to promote knowledge and skills in quality development in accordance with the Hospital Accreditation guidelines for personnel of medical facilities. The curriculum has been developed in line with hospital standards and health services to ensure patient safety. There are new learning channels or methods to be in line with the current situation by organizing more than 20 public training courses in an on-site format at convenient convention centers/hotels and through electronic media. In addition, 27 online courses starting with EL (E-learning) code are available on the hlearningonline.ha.or.th website. HA by the details of each course Objectives, content, names of speakers, as well as registration rates. stated in this press release.

In this regard, Institute for Accreditation of Healthcare Facilities We would like to ask for your courtesy in publicizing the 2025 training course plan to personnel. Relevant persons or interested persons in your department apply for the training, which is the schedule, location, and details of each course. You can study and apply for the training at register.ha.or.th according to the scheduled opening and closing dates.

Division of Human Capital Management and Development

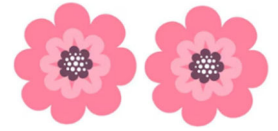
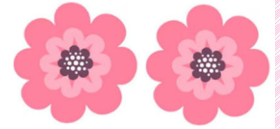


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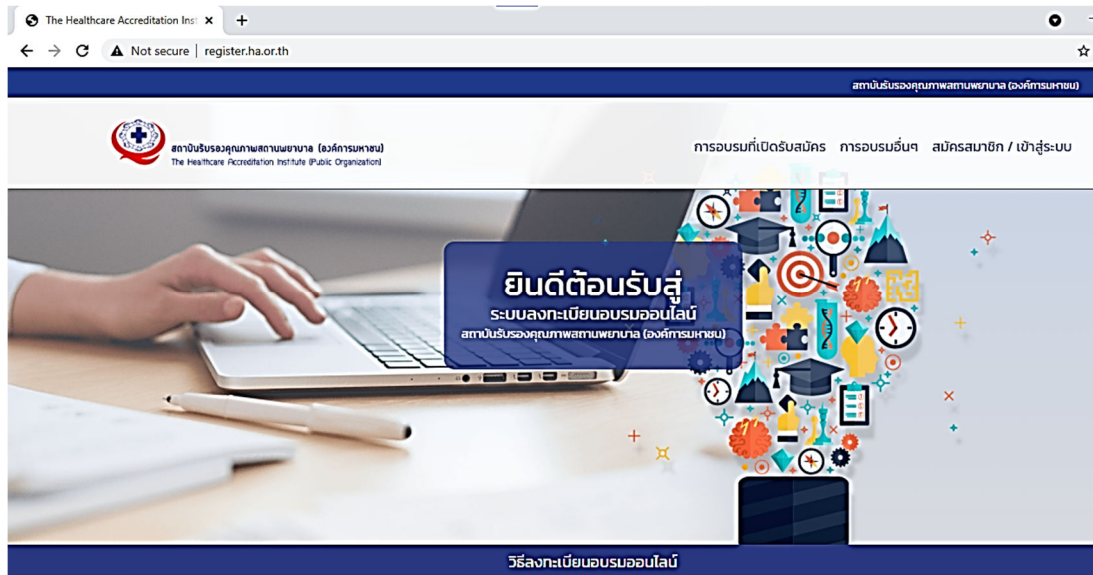
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Registration

1. Register for the training through the website register.ha.or.th HAI reserves the right to accept only those who apply through the website system and apply during the specified period of opening, closing, and registration.



2. When applying through the system and before the payment process, please check the important information correctly, including the *prefix of your name, last name, profession, position, address, etc. In the issuance of receipts. Number of Applicants* HAI has established an electronic system for issuing receipts/tax invoices. (e-Tax invoice & e-Receipt) before submitting the training application information through the register.ha.or.th website and before paying the training fee. Please check the details of the data records to be accurate and complete before confirming to the institution every time, including your name, surname, address, and tax identification number. Head Office/Branch, E-mail Address, Number of Applicants for the institution to issue e-Tax invoice & e-Receipt to be accurate and complete. **If there is a problem with the issuance of electronic receipts, you can email us at pranee@ha.or.th**
3. If there is a waiver of the right to participate in the training, HAI will confirm the list of candidates who are on the "waiting list" in order.

Payment of training fees and management of receipts

1. Once you apply through the system. Applicants must pay the training fee within **15 days**. After the application date (including public holidays), if it exceeds 15 days, it will be considered as a waiver, after which the system will automatically delete your list, for example, if you apply on October 1, 2024, you can pay the fee no later than October 16, 2024, etc.
2. HAI has established an electronic receipt/tax invoice issuance system. (e-Tax invoice & e-Receipt) before submitting the training application information through the register.ha.or.th website and before paying the training fee. Please check the details of the data records to be accurate and complete before confirming to the institution every time, including **your name, surname, address, and tax identification number. Head Office/Branch, E-mail Address, Number of Applicants so that the institution can issue** e-Tax invoice & e-Receipt correctly and completely (because once you have paid the fee, you will not be able to edit any information. HAI will send payment information to the Revenue Department according to the VAT system, so the receipt cannot be modified in any case.)

Waiver of Registration

1. Before the due date of payment of the training fee. Please delete your application information from the system manually to maintain your registration history.
2. If the training fee is not paid within the specified period, it will be considered as a waiver.

Refund of training fees

Refund of training fees Applicants who have paid the training fee Please keep the receipt as evidence. If you are unable to attend the training, please proceed as follows:

1. Send a letter of study. The Director of HAI will refund the training fee in full at **least 30 days** (including holidays) before the first day of training. If the notification is not made within the specified period, **HAI reserves the right to waive the refund of the training fee.**
2. The letter stated "Request for a refund of the training fee because you cannot attend the training". curriculum Date of the training, reason, list of those who cannot attend

the training The amount of the refund is on the bank account book of the account used to receive the refund, along with a copy of the fee payment receipt (only file scan is accepted) and sent to The Healthcare Accreditation Institute (Public Organization) Training and Seminar Group. "Training Fee")

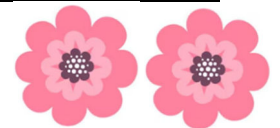
3. HAI will refund the training fee ***within 120 days*** (from the date of receipt of the letter according to the postmark). In case of applying in groups, the refund will be transferred once to one account number only.

"For training through electronic media, we ask for cooperation to apply for the training with 1 account per person

, and during the training, we are asked to turn on the identity camera of the applicant only throughout the training period.

This is to confirm themselves in attending the training and create a good learning atmosphere together."

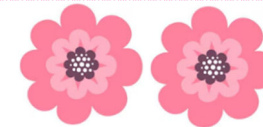
➔ The Institute reserves the right to information, contents, and documents. In each training course you apply for. No person is allowed to reproduce or copy. Copying, copying, modifying, modifying, and disseminating to the public , as well as those who are not registered in the course, or any other benefit without permission ➔



Printing of the Certificate of Completion of the Course

The institution will provide the certificate in the form of an electronic document (online). **Only those who have a percentage of training time 80 Up**

Downloading an e-certificate Participants will receive a download link when they complete the satisfaction assessment after the training.



Monthly Training Plan for Fiscal Year 2025

| order | Training Date | Course Name | Generation | Number of Accepted | Open for applications | Application Deadline |
|----------------------|---|---|------------|--------------------|-----------------------|----------------------|
| November 2024 | | | | | | |
| 1 | 6-8 November 2024 | HA602: Clinical Quality and Safety | 1/4 | 100 | 1 October 2024 | 30 October 2024 |
| 2 | 13-15 November 2024 | HA501: Standard Implementation | 1/3 | 100 | 1 October 2024 | 30 October 2024 |
| 3 | 20-22 November 2024 | HA201: HA Fundamentals for Healthcare Quality Improvement | 1/3 | 80-100 | 1 October 2024 | 5 November 2024 |
| December 2024 | | | | | | |
| 1 | 11-13 December 2024 | HA601: Quality Hospital Risk Management System | 1/4 | 100 | 1 October 2024 | 11 November 2024 |
| January 2025 | | | | | | |
| 1 | 8-10 January 2025 | HA303: Development of Quality Nursing Practice | 1/2 | 80-100 | 1 October 2024 | 8 December 2024 |
| 2 | The 1st training on 9-10 January 2025 at the Bangkok/Metropolitan Hotel 2nd training on 21 January 2025 | HA404: Quality Management Fundamental Skills | 1/2 | 40-50 | 1 October 2024 | 9 December 2024 |

| order | Training Date | Course Name | Generation | Number of Accepted | Open for applications | Application Deadline |
|----------------------|--------------------------------------|--|------------|--------------------|-----------------------|----------------------|
| | online training via electronic media | | | | | |
| 3 | 23-24 January 2025 | HA705: Act to Re-accreditation | 1/3 | 80 | 1 October 2024 | 23 December 2024 |
| 4 | 29-31 January 2025 | HA601: Quality Hospital Risk Management System | 2/4 | 100 | 29 October 2024 | 29 December 2024 |
| February 2025 | | | | | | |
| 1 | 5-7 February 2025 | HA401: Internal Survey & Coaching for Continuous Quality Journey | 1/3 | 80 | 5 November 2024 | 4 January 2025 |
| 2 | 19-21 February 2025 | HA501: Standard Implementation | 2/3 | 100 | 13 November 2024 | 17 January 2025 |
| April 2025 | | | | | | |
| 1 | 2-4 April 2025 | HA602: Clinical Quality and Safety | 2/4 | 100 | 2 January 2025 | 3 March 2025 |
| 2 | 23-25 April 2025 | HA304: HA and Nursing Administration | 1/2 | 80-100 | 23 January 2025 | 21 March 2025 |
| 3 | 23-25 April 2025 | HA201: HA Fundamentals for Healthcare Quality Improvement | 2/3 | 80-100 | 23 January 2025 | 23 March 2025 |
| 4 | 30 April - 2 May 2025 | HA306: Improving the Environment for Patient/Recipient Care | 1/2 | 80 | 30 January 2025 | 28 March 2025 |
| May 2025 | | | | | | |
| 1 | 1-2 May 2025 | HA705: Act to Re-accreditation | 2/3 | 80 | 1 February 2025 | April 1 , 2025 |

| order | Training Date | Course Name | Generation | Number of Accepted | Open for applications | Application Deadline |
|------------------|---|--|------------|--------------------|-----------------------|----------------------|
| 2 | 14-16 May 2025 | HA401: Internal Survey & Coaching for Continuous Quality Journey | 2/3 | 80 | 14 January 2025 | 15 April 2025 |
| 3 | 21-23 May 2025 | HA702: Team Preparation for Advanced HA | 1/1 | 80 | 21 February 2025 | 21 April 2025 |
| 4 | 21-23 May 2025 | HA305: Quality Development for Service Support | 1/1 | 80-100 | 21 February 2025 | 21 April 2025 |
| 5 | 28-30 May 2025 | HA303: Development of Quality Nursing Practice | 2/2 | 80-100 | 28 February 2025 | 28 April 2025 |
| 6 | 29-30 May 2025 | HA900: Quality Development for Hospital Administrators | 1/1 | 70 | 28 February 2025 | 30 April 2025 |
| June 2025 | | | | | | |
| 1 | 11-13 June 2025 | HA601: Quality Hospital Risk Management System | 3/4 | 100 | 11 March 2025 | 9 May 2025 |
| 2 | <u>The 1st</u> training on 12-13 June 2025 at the Bangkok/Metropolitan <u>Hotel 2nd</u> training on 24 June 2025 online training via electronic media | HA404: Quality Management Fundamental Skills | 2/2 | 40-50 | 12 March 2025 | 2 May 2025 |
| 3 | 18-20 June 2025 | HA901: Patient Safety Training Course | 1/1 | 60 | 18 March 2025 | 16 May 2025 |

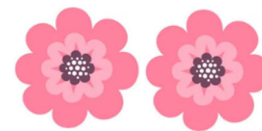
| order | Training Date | Course Name | Generation | Number of Accepted | Open for applications | Application Deadline |
|-----------------------|-------------------------|---|------------|--------------------|-----------------------|----------------------|
| 4 | 25-27 June 2025 | HA501: Standard Implementation | 3/3 | 100 | 25 March 2025 | 23 May 2025 |
| 5 | 25-27 June 2025 | HA504: Knowledge of Logistics in Hospitals | 1/1 | 80 | 25 March 2025 | 23 May 2025 |
| July 2025 | | | | | | |
| 1 | 16-18 July 2025 | HA608: Smart Quality Notetaker | 1/1 | 60 | 16 April 2025 | 16 June 2025 |
| 2 | 16-18 July 2025 | HA602: Clinical Quality and Safety | 3/4 | 100 | 16 April 2025 | 16 June 2025 |
| 3 | 23-25 July 2025 | HA401: Internal Survey & Coaching for Continuous Quality Journey | 3/3 | 80 | 23 April 2025 | 24 June 2025 |
| 4 | 23-25 July 2025 | HA609: Hospital Information System Administration | 1/1 | 80 | 23 April 2025 | 24 June 2025 |
| 5 | 29 July - 1 August 2025 | HA502: Lean & Design Thinking Concepts and Their Application in Healthcare Services | 1/1 | 60 | 29 April 2025 | 27 June 2025 |
| 6 | 30 July - 1 August 2025 | HA201: HA Fundamentals for Healthcare Quality Improvement | 3/3 | 80-100 | 30 April 2025 | 30 June 2025 |
| August 2025 | | | | | | |
| 1 | 20-22 August 2025 | HA601: Quality Hospital Risk Management System | 4/4 | 100 | 20 May 2025 | 18 July 2025 |
| 2 | 20-22 August 2025 | HA304: HA and Nursing Administration | 2/2 | 80-100 | 20 May 2025 | 18 July 2025 |
| 3 | 27-29 August 2025 | HA306: Improving the Environment for Patient/Recipient Care | 2/2 | 80 | 27 May 2025 | 25 July 2025 |
| September 2025 | | | | | | |

| order | Training Date | Course Name | Generation | Number of Accepted | Open for applications | Application Deadline |
|-------|--------------------|------------------------------------|------------|--------------------|-----------------------|----------------------|
| 1 | 3-5 September 2025 | HA602: Clinical Quality and Safety | 4/4 | 100 | 3 June 2025 | 4 August 2025 |
| 2 | 4-5 September 2025 | HA705: Act to Re-accreditation | 3/3 | 80 | 4 June 2025 | 4 August 2025 |

- All courses are held at the hotel. If there is an emergency, epidemic, or any other situation, the institute is ready to adjust to an online training format through electronic media.
- The training schedule is subject to change as appropriate and in case of change, HAI will notify www.ha.or.th

Special Courses

1. Management of Occupational Health and Safety (OH&S) and Environment in Hospitals (ENV) Management of Occupational Health and Safety of Personnel in accordance with HA Standards (5th Edition) Cooperative Course between the Nursing Quality Accreditation Institute (Public Organization) and the Occupational and Environmental Diseases Association of Thailand Faculty of Medicine, Khon Kaen University, held around December 2024, follow up at www.ha.or.th
2. Quality Management System (QMR) Course for Fiscal Year 2025 Follow-up www.ha.or.th
3. The HA451 course will be developed into the "Quality Expert Personnel Development Course" to follow the public relations at www.ha.or.th



detail Course Content

HA201: HA Fundamentals for Healthcare Quality Development

Objectives To enable the participants...

1. Know and understand the concept of quality development and put it into practice in full-time work.
2. Know, understand, and use basic concepts and tools for improving the quality of medical facilities. Agency Level
3. Have a positive attitude towards quality development.

content

1. Quality Development Concept
2. Quality in Daily Work
3. Team Communication
4. Diligent review
5. Understanding HA Standards Introduction
6. RISK MANAGEMENT, SIMPLICITY, AND CRITICAL STANDARDS ARE ESSENTIAL FOR PATIENT SAFETY.
7. Basic Quality Development Tools
8. Continuous Quality Development (CQI) Activities
9. Unit-based Quality



Speakers Dr TORRANONG PHILALAI, MD, Dr. Anek Lhaphet, MD, Dr. Rattanaorn Juhong, DDS, Mrs. RUCHADAPORN THUMASUT

Qualifications Personnel who are starting to enter quality development in healthcare facilities or individuals who are interested in quality development work according to the guidelines of The Healthcare Accreditation Institute (Public Organization).

Number of Participants 80-100 you/generation

Training Period 3 day

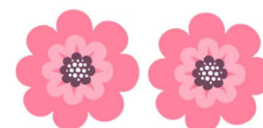
Training Format Training at Bangkok Hotel/perimeter

Registration Fee price 4,500 Baht/Person (Document Fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-------------------------|--------------------------|----------------------|
| 1 | 20-22 November 2024 | 1 October 2024 | 5 November 2024 |
| 2 | 23-25 April 2025 | 23 January 2025 | 23 March 2025 |
| 3 | 30 July - 1 August 2025 | 30 April 2025 | 30 June 2025 |

Course HA303: Developing Quality Nursing Practice



Objectives To enable the participants...

1. Understand and be able to integrate the key concepts of HA standards with professional standards.
2. Quality tools can be applied to the improvement of nursing service quality.
3. Able to assess nursing risks and analyze the root cause of the problem (root cause analysis), and use the results of the analysis to design a nursing service system for patient safety.
4. Understand the concept and be able to effectively link integrated nursing practice with multidisciplinary practice.

content

1. Key Concepts of Quality Development in Accordance with HA Standards
2. Professional Standards HA Standards : Future Nursing Directions Principles and concepts of using standards
3. HA quality development tools include Driver Diagram, Process Designs, 12 Review Activities, Root Cause Analysis, Tracing.
4. Linking professional standards with quality development, including Nursing Process and Nursing Records, Early Warning Sign (EWS) and Rapid Response Team (RRT)
5. Applying quality development at the level of nursing practice
6. Nursing Ethical Nursing Practice



Speakers Dr. Penchan Sanprasan, Dr. Yuvadee Ketsan, Mrs.Worawan Yaimak

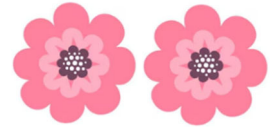
Qualifications Practical Nurse

Number of Participants 80-100 Persons/Models

Training Period 3 day
Training Format Training at Bangkok/Metropolitan Hotels
Registration Fee 4,500 Baht/Person (Document Fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-------------------|--------------------------|----------------------|
| 1 | 8-10 January 2025 | 1 October 2024 | 8 December 2024 |
| 2 | 28-30 May 2025 | 28 February 2025 | 28 April 2025 |



Course HA304: HA and Nursing Administration

Objectives To enable the participants...

1. Understand the concept of quality management and be able to integrate the key concepts of HA standards with professional standards appropriately.
2. Understand the design guidelines of the nursing management system. Coordinating the organizational strategy into the nursing management strategy that is in line with the organizational context.
3. The principles of quality management can be used to determine nursing indicators. Determine the appropriate direction of nursing development.
4. Understand the design of a nursing communication system that is conducive to promoting and supporting nursing personnel to learn and develop themselves.
5. It can link the management and development of nursing personnel with the organization's human resource management system.
6. Understand the application of quality management principles in nursing management. Promote the nursing profession so that nurses can work happily. Progress with appropriate behavior and ethics.

content

1. The concept of quality development according to HA standards and professional standards
2. Nursing Management System for Service Quality Improvement to Nursing Quality
3. management and development of manpower ratios to be able to organize appropriate and safe management.
4. Transforming Nursing Leadership
5. Nursing assignments and supervision that support the learning and self-development of nursing personnel.
6. Nursing Administration and Practice Outcome Measurement System
7. Linking work with the team to lead the organization's key work systems such as the pharmaceutical system. infection prevention and control system, etc.
8. Quality tools that are important to nursing administration such as TCAB, KM, R2R



Speakers

Dr. Penchan Sanprasan, Dr. Yuvadee Gatesampong, A.Wanwan is very big.

Qualifications

Supervisor Registered Nurse Head of Inspectorate Department, Nurse

Manager

note : *Must go through the training course. HA201, EL002 or HA303 precede*

Number of Participants 80-100 Persons/Models

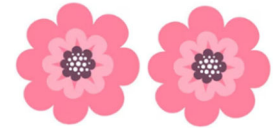
Training Period 3 day

Training Format Training at Bangkok/Metropolitan Hotels

Registration Fee 4,500 Baht/Person (Document Fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-------------------|--------------------------|----------------------|
| 1 | 23-25 April 2025 | 23 January 2025 | 21 March 2025 |
| 2 | 20-22 August 2025 | 20 May 2025 | 18 July 2025 |



Course HA305: Quality Development for Service Support

Objectives To enable the participants...

1. Able to analyze duties/goals Monitor and evaluate the quality improvement results or evaluate the achievement of the goals of the service support agency appropriately. It can be applied and linked to quality development activities with routine work.
2. Learn important issues and can use them to improve the quality of service support agencies.
3. Learn the goals and be able to apply the standards of manpower, patient care environment and related laws in appropriate development.

content

1. The concept and philosophy of hospital quality development from the perspective of service support work.
2. Key Issues in Developing Service Support Agencies from Survey Visits
3. Key issues of standards and laws related to manpower and environmental standards in patient care, as well as how to implement them in accordance with the context of hospitals.



Speakers

Athirat Thepwan

A.Gometh Nakoranakit, Ph.P.Pusadee Bua Thong, Chaolit Meksirithakul,

Qualifications

boss Deputy Supervisor Assistants in the service support unit include General Administration, Human Resource Management/Staff Parcel work Administrative work Finance, nutrition, security, vehicles, laundry, central distribution centers, maintenance. Medical laboratories, radiology services, or those in charge of environmental management in patient care or those who are interested in improving the quality of service support in the above-mentioned departments.

Number of Participants 80-100 Persons/Models

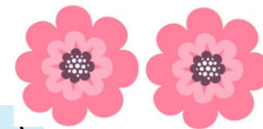
Training Period 3 day

Training Venue Training at Bangkok/Metropolitan Hotels

Registration Fee 4,500 Baht/Person (Document Fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|----------------|-----------------------------|-------------------------|
| 1 | 21-23 May 2025 | 21 February 2025 | 21 April 2025 |



Course HA306: Developing the Environment in Patient Care/Recipients

Objectives To enable participants

1. Understand the concept/philosophy of the HA quality development process and the concept of environmental development in hospitals.
2. Learn and understand the standards Laws, Ministerial Regulations, Announcements, Regulations Regulations related to hospital design and environment arrangement for patient/recipient care
3. Learn and know the guidelines for development, improvement, and maintenance of buildings. The hospital environment is in good condition. It is beautiful, orderly, and safe.
4. Learn and know the guidelines for disaster and emergency management. Handling of hazardous materials and waste Fire Prevention and Suppression Management Utility system management, medical device system management, waste management and wastewater treatment system to be able to support the effective provision of services.
5. Learn and know the guidelines for developing a risk management system, setting indicators, and continuously improving environmental quality in hospitals.

content

1. The concept and philosophy of hospital quality development and the concept of environmental development in caring for patients.
2. Standards, Laws, Ministerial Regulations, Announcements, Regulations Regulations related to hospital design and the arrangement of the environment for caring for patients/recipients.
3. development Building renovation and maintenance The hospital environment is in good condition. It is beautiful, orderly, and safe.
4. Disaster and Emergency Management, Management of Materials and Hazardous Waste Fire Prevention and Suppression Management Utility management, medical device management, waste management and wastewater treatment systems.
5. Risk management, setting indicators, and continuous improvement of environmental quality in hospitals.



Qualifications of participants director Deputy Director Assistant Director or Responsible Executive. Supervise the arrangement of the environment for patient care/recipients and those who are assigned to the Environmental Development Committee in the hospital or those who are interested in developing the environment for patient care and recipients.

Speakers MR.Gometh Nakornakit, Athirat Thepawan and guest speakers

Number of Participants 80 Persons/Models

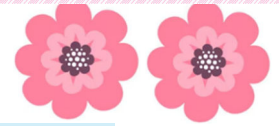
Training Period 3 day

Training Venue Training at Bangkok/Metropolitan Hotels

Registration Fee 5,000 Baht/Person (Document Fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-----------------------|--------------------------|----------------------|
| 1 | 30 April - 2 May 2025 | 30 January 2025 | 28 March 2025 |
| 2 | 27-29 August 2025 | 27 May 2025 | 25 July 2025 |



Course HA401: Internal Survey & Coaching for Continuous Quality Journey

Objectives To enable participants

1. Able to understand coaching concepts and skills and use the concept of tracking to stimulate quality development.
2. Analyze self-assessment data Capture key issues and plan coaching effectively.
3. Effectively use coaching skills in conjunction with tracking both clinical and service support agencies.
4. Analyze various systems within the hospital to communicate information and encourage relevant departments and teams to improve quality. Effectively carry out quality development according to roles and duties.
5. Summarize the key points from coaching, provide feedback, and use coaching skills to help agencies and teams develop various related qualities. It can drive development to make continuous progress.

content

1. 3 C's of Quality Development, Applying Traceability Principles, Risk-Based Thinking
2. Coaching Concepts and Skills, GROW Model Goals in coaching
3. Various Tracing: 2P-Safety Tracer, System Tracer, Clinical Tracer
4. Organizational analysis using hospital profile data to plan coaching
5. Service Profile Analysis , Data Implementation, Coaching Planning
6. Using the Scoring Guideline to encourage quality improvement
7. Traceability planning and coaching, including tracing (2P-Safety Tracer, System Tracer, Clinical Tracer)
8. Rapid Assessment, Reflection & Process Management
9. Practice applying the content from learning to the hospital as a training source. Starting from self-assessment analysis, follow-up planning and coaching, tracking at the agency and performing the role of coach, summarizing key points from the coach and preparing a Process Management Plan, etc.



Qualifications of participants

1. Have a background of knowledge and experience in quality development.

2. Have completed at least 1 training course in the HAI Basic Course within 2 years (*must have passed the HA201, EL002 courses before*)

Speakers Phongphan Chanthansombat, Mrs.Konokrat Saeng Ampai,
Dr. Amphan Wimolwattana, MR. Songkran Michunook and the team of speakers.

Number of Participants 80 persons/generation

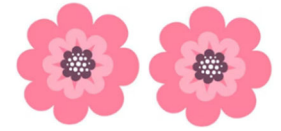
Training Period 3 days

Training Venue Training at Bangkok/Metropolitan Hotels and Expedition Training Activities
Site visit

Registration Fee 5,500 Baht/person (Document fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|---------------------|--------------------------|----------------------|
| 1 | 5 - 7 February 2025 | 5 November 2024 | 4 January 2025 |
| 2 | 14 - 16 May 2025 | 14 January 2025 | 15 April 2025 |
| 3 | 23 - 25 July 2025 | 23 April 2025 | 24 June 2025 |



HA404: Quality Management Fundamental Skills

Objectives To enable the participants...

1. Increase confidence in quality management and the implementation of quality, safety and risk management systems.
2. Increase basic skills in quality management and use important quality development tools.
3. Able to prepare quality development plans for agencies or organizations that respond to development opportunities.

content

1. Fundamentals of Quality Management and Implementation of Quality Management System
2. Setting development goals and measuring quality
3. Basic Coaching Skills
4. The use of HA standards adds value, and important standards are necessary for safety.
5. Preparation of quality development plans in response to development opportunities.
6. Summary of Continuous Quality Improvement (CQI)



Qualifications of participants

1. Public health workers or practitioners who play a leading role in improving the quality of medical facilities. Quality Center Manager, Supervisor or Interested Person
2. Understand the basic concepts of basic quality development or have at least 1 year of experience in quality development .

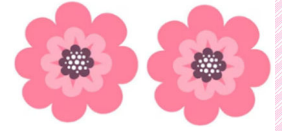
| | |
|------------------------|--|
| Speakers | Dr. Tarnong Pilalai and the team of speakers |
| Training Period | 3 day (2 times) |
| Training Format | The 1 Training at the hotel in Bangkok/perimeter amount 2 day The 2 Online training via electronic media amount 1 Learning Assignment Day (Learning by Doing) and learning exchange activities among learners (buddy group) |

Number of Participants 40-50 persons/generation

Registration Fee 5,000 Baht/person (7% VAT)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|---|--------------------------|----------------------|
| 1 | The 1st training was held at a hotel in Bangkok/Metropolitan area on 9-10 January 2025, and the 2nd training was held online via electronic media on 21 January 2025. | 1 October 2024 | 9 December 2024 |
| 2 | The 1st training was held at a hotel in Bangkok/Metropolitan area on 12-13 June 2025, and the training was conducted online via electronic media on 24 June 2025. | 12 March 2025 | 2 May 2025 |



HA501: Standard Implementation

Objectives To enable participants

1. Knowledge and understanding of important quality concepts as well as the development direction of HA.
2. Understand the standards, standards, targets, and be able to decipher the 5th edition of hospital and health service standards .
3. Learn the value and benefits of Hospital Profile
4. Understand the benefits of standards and guidelines for the implementation of Hospital and Health Service Standards No. 5 Part I, II, III through the application of 3C-PDSA.
5. Understand the standards and guidelines for the application of Hospital and Health Service Standards No. 5 Part I, II, III to hospital practice. At a level that can be applied in job development.
6. Understand the self-assessment process Writing a Simple Self-Assessment Report (SAR)

content

1. The core of the quality concept and the implementation of HA standards into practice.
2. Learn the value and benefits of Hospital Profile and its application.
3. Implementation of HA Part I, II, III standards through the application of 3C-PDSA
4. Application of Standard Part I at the Agency Level
5. Application of Standard Part III & 2P Experience through Patient Experience Awareness and Stakeholders to Improve Patient Quality and Safety (Standard Part III & 2P Experience)
6. Writing a Simple Self-Assessment Report (SAR)



Qualifications

1. *Must have passed the basic training course for quality development HA201 or EL002 before.*
2. It should be sent in a team of at least 3 people per hospital, consisting of doctors/dentists or pharmacists, nurses,
3. Be an administrator or person in charge of the quality of the hospital. and have quality work experience.

(For the benefit of the organization. Please send the trainees as a team and have quality work experience.)

Speakers Rewadee Sirinakhon, Prof. Dr. Yuwaresmok Sitthicharnbuncha,
Dr. Channarong Rujirachatkul, Pol. Col. Kritchat Kamchonpricha,
Dr. Suraporn Kontong, and the team of instructors

Number of Participants 100 persons/generation

Training Period 3 day

Training Venue Training at the hotel Bangkok/Metropolitan Area

Registration Fee 6,000 Baht/person (Document fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|---------------------|--------------------------|----------------------|
| 1 | 13-15 November 2024 | 1 October 2024 | 30 October 2024 |
| 2 | 19-21 February 2025 | 13 November 2024 | 17 January 2025 |
| 3 | 25-27 June 2025 | 25 March 2025 | 23 May 2025 |



Course HA502: LEAN & Design Thinking and Creative Application in Health Services

Principles and rationale

The use of LEAN & Design Thinking tools to improve creative work processes is a perfect integration of two scientific and artistic tools. Reduce unnecessary and valueless procedures to the hospital service system. Design Thinking is a systematic thinking process that helps to deeply understand the problems and needs of service recipients/service providers by taking creativity and perspectives from many people in various fields to create good models. Find solutions and apply various approaches to test and develop to get an approach or innovation that meets the needs of users.

Objectives To enable participants

1. Knowledge and understanding of Lean and Design thinking concepts and be able to transfer knowledge to personnel in the unit (Facilitator)
2. Lean concepts and design thinking can be applied in the implementation of improving the quality of work processes.

Expected Results

1. Participants can propose a plan for the development of procedures based on the concept of Lean and Design thinking to the management.
2. Participants can act as facilitators (have knowledge, skills, and the ability to disseminate Lean and Design thinking concepts to personnel in the department).
3. Able to carry out work process quality improvement projects from the application of Lean and Design thinking concepts in the department.

Speakers Assoc. Prof. Dr. Cherdchai Noppamane Jamraslert, Dr. Piyawan Limpanyalert, Lecturers from the Faculty

Siriraj Hospital's Medicine and a team of speakers from the Association for the Promotion of Technology (Thai-Japan) (MPAT)



Qualifications Executives at various levels, supervisors, and interested parties *It should be sent as a team of at least 3 people. by 1 in 3 The team should consist of doctors/dentists or pharmacists.*

Number of Participants 60 persons/generation

Training Period 4 day

Training Format There are activities. Site visit and Simulation

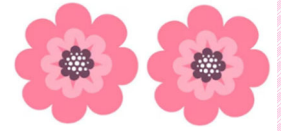
Registration Fee 8,000 Baht/Person (Document Fee Lunch, snacks, taxes 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-------------------------|--------------------------|----------------------|
| 1 | 29 July - 1 August 2025 | 29 April 2025 | 27 June 2025 |

Note: This course may change the learning format to maximize the benefits of the participants

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Course HA504: Knowledge of Logistics in Hospitals

Objectives To enable participants

1. Understand the principles and concepts of logistics and supply chain management in the hospital context and be able to transfer knowledge to personnel in the department.
2. Use the knowledge gained as a guide to improve and develop logistics processes. Logistics & Supply Chain Efficiency is applied in a practical way in hospitals.

content

Learn about logistics knowledge and the application of logistics principles that are popular in the industry in hospitals, such as flow management, improving outpatient service processes.

This includes the use of information technology, modern logistics in data exchange, etc.

Speakers

1. Assoc. Prof. Dr. Duangphan Sringsarin
Head of the Center for Logistics and Health Supply Chain Management Faculty of Engineering, Mahidol University
2. Dr. Kittinan Anrakhamani
Qualified Person Institute for Accreditation of Healthcare Facilities (Public Organization)
3. Dr. Jirawan Niamsakul
Head of Logistics and Supply Chain Management Faculty of Logistics and Supply Chain, Sripatum University
4. Asst. Prof. Dr. Tuongyot Supikit
Lecturer at the Department of Industrial Engineering, Faculty of Engineering, Mahidol University
5. Asst. Prof. Dr. Chusak Okatcharoen
Lecturer at the Department of Pediatrics Faculty of Medicine, Ramathibodi Hospital
6. Dr. Decharat Samrit
Lecturer in the Department of Logistics and Rail Transportation Systems, Faculty of Engineering, Mahidol University
7. Asst. Prof. Dr. Asamdej Vanitchinchai

Lecturer in the Department of Logistics and Rail Transportation Systems, Faculty of Engineering, Mahidol University

8. Miss Sirirat Srisakulwan

Researcher, Center for Logistics Management and Health Supply Chain Faculty of Engineering, Mahidol University



Qualifications

Personnel working in medical facilities of all professions Especially those who are in charge of the parcel depot.

Pharmacy

Number of Participants 80 persons/generation

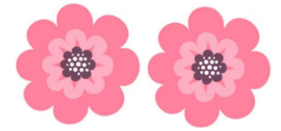
Training Period 3 day

Training Venue Training at Bangkok/Metropolitan Hotels

Registration Fee 4,500 Baht/person (Document fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-----------------|--------------------------|----------------------|
| 1 | 25-27 June 2025 | 25 March 2025 | 23 May 2025 |



HA601 Course: Risk Management System in Quality Hospitals

Objective: To enable the trainees to...

1. Understand the meaning, importance and principles of risk management regime.
2. Understand the Hospital and Health Service Standards No. 5 Risk Management System and Apply It Effectively in Hospitals
3. The hospital can understand and implement a risk management and safety system at the hospital level. appropriately to the context of the hospital.

content

1. Definition, Importance and Principles of Risk Management System
2. Hospital-level risk management system Linkage of various risk programs and roles of the Board of Directors Hospital-level risk management
3. Risk Management and Safety System
 - Standard Risk Management 5th
 - Risk Identification
 - Risk Severity and Prioritization
 - Human- Centered Design
 - Root Cause Analysis (RCA) & Safety Design Concept
 - Failure Mode and Effect Analysis (FMEA)
 - Evaluation and Utilization of Quality and Safety Culture
 - Risk Monitoring & Evaluation
 - value Definition/Utilization of Risk Register

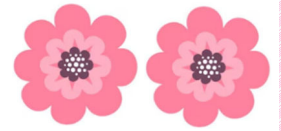


| | |
|-------------------------------|--|
| Speakers | Ms. Pakporn Lojanawongsakorn, Nong Nooch Poomson, Dr. Anuchit Sriwiroj, Dr. Suraporn Gold Nugget, Pak Sunthorn Papanithinan |
| Qualifications | Hospital Lead Team/Risk Management Team |
| Remark : | <i>Must have passed the basic training course for quality development HA201 or EL002 before.</i> |
| Number of Participants | 100 Persons/Models |

Training Period 3 day
Training Format Training at Bangkok/Metropolitan Hotels
Registration Fee 5,000 Baht/Person (Document Fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|---------------------|--------------------------|----------------------|
| 1 | 11-13 December 2024 | 1 October 2024 | 11 November 2024 |
| 2 | 29-31 January 2025 | 29 October 2024 | 29 December 2024 |
| 3 | 11-13 June 2025 | 11 March 2025 | 9 May 2025 |
| 4 | 20-22 August 2025 | 20 May 2025 | 18 July 2025 |



Course HA602: Clinical Quality and Safety

Objectives To enable participants

1. Clinical risk management system can be established. Both at the overall level and at the level of the patient care team.
2. Use historical data (medical records, patient care reviews, Incident Report) for learning, systematic cause analysis, and concise system design.
3. Use diseases or clinical conditions to assess the quality of all systems in the hospital.
4. Improve clinical quality by focusing on outcomes and using a variety of quality development tools together.
5. Understand the role and level of responsibility for the risks that arise from the clinical leadership team/ Risk Management Committee: Linking and coordinating information on various risks that occur in hospitals.
6. Integration of HA Part III standards into the development of patient care processes

content

1. Concept and Philosophy of Safety in Patient Care
2. Using the results of the patient care review to spark clinical quality improvement
3. Using data from medical records to learn and implement a safe patient care system.
4. The use of diseases or clinical conditions as a tracer in quality assessment
5. Systematic risk cause analysis to solve the root cause problem.
6. Clinical quality development that is results-oriented and uses a variety of quality development tools together, including the use of evidence-based, benchmarking, knowledge sharing, and directed creativity.
7. The role of the clinical navigation team Risk Management Committee and Medical Organizations
8. HA Standard Part III Patient Care Process

What participants must bring to learn

1. Quality review activities that have been carried out in the department
2. Summarize the data from the review of patient medical records that can reflect opportunities for system improvement.
3. Clinical quality development activities that the team has done (may or may not be successful)

4. Basic information for the disease or clinical condition to be developed in the future (e.g., statistics, including relevant academic or guideline data)
5. HA Part III Self-Assessment Form (SAR Part III)

Speakers Prof. Dr. Yuwaresmok Sitthicharbuncha,
Worawan Yaimak,
Pol. Col. Kritchat Kamchonpricha,
Dr. Suraporn Kontong



Qualifications Doctors, pharmacists, nurses, and related personnel or members of the clinic guidance team. PCT (*Participants should apply to be a hospital team at least 3 Sir*)

Remark : *Have passed the basic training course for quality development HA201 or EL002 before.*

Number of Participants 100 persons/generation

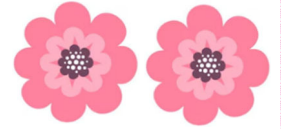
Training Period 3 day

Training Format Training at Bangkok/Metropolitan Hotels

Registration Fee 5,000 Baht/Person (Document Fee lunch Snacks, 7% tax)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|--------------------|--------------------------|----------------------|
| 1 | 6-8 November 2024 | 1 October 2024 | 30 October 2024 |
| 2 | 2-4 April 2025 | 2 January 2025 | 3 March 2025 |
| 3 | 16-18 July 2025 | 16 April 2025 | 16 June 2025 |
| 4 | 3-5 September 2025 | 3 June 2025 | 4 August 2025 |



Course HA608: Smart Quality Notetaker

"Listen to it, catch the point, challenge it with questions, communicate with recording. Learning from practice" is an important basic skill in extracting quality development lessons to build knowledge from deep knowledge (tacit knowledge) or summarizing the lessons learned from quality development of medical facilities. Suitable for healthcare workers or interested people who have a passion for writing and recording. The knowledge can be applied to quality development and routine operations, such as recording summaries of communication issues. Recording the summary of the lessons learned from the seminar and taking away the lessons of CQI development with the speakers and the team of trainers. Exchange techniques and suggestions for further development

Participants will develop skills in all 6 areas to return to creating value in their full-time work or organizational work. Driving the organization with knowledge from practice and disseminating the tacit knowledge of the public health service system to be disseminated to Thai society.

Objective : To enable the participants...

1. Increase the skills of transcribing lessons in 6 areas of quality development, including listening skills, grasping the point; Systems Critical Thinking Skills, Questioning Skills, Recording and Linguistics Skills, Digital Document Management Skills, Time Planning and Management Skills
2. Understand and be able to apply knowledge in transcription of lessons, including basic quality development concepts, process management, recording and linguistics.
3. Have a positive attitude towards recording and transcribing quality development lessons.
4. It can create a work of learning lessons from the quality development of the agency.

Course Content :

1. Technique 1: Lesson Transcription Process (Planning and Time Management Skills, Important Basic Concepts of Quality Development, including 3P, 3C-PDSA, Model of Improvement)
2. Technique 2: Listening to grasp the point (Listening skills to grasp the point)

3. Technique 3: Summarizing the Narrative (Basic Linguistic and Literary Principles Required for Paraphrasing, Recording Skills and Linguistics)
4. Technique 4: CQI (Systematic Analytical Thinking Skills, Quality Improvement Work, CQI)
5. Technique 5: Process Flow and Management
6. Technique 6 Digital Document Management (Digital Document Management Skills)
7. Technique 7: Asking Questions to Gain Knowledge and Questioning Skills
8. Technique 8: Recording Visualization
9. Technique 9 Knowledge Management



Qualifications Public health workers or general personnel who are interested.

Number of Participants 60 persons/generation

Speakers Dr.Torranong Pilalai, Ms. Jutatip Intararuangsri, Dr. Sodsri Poolporn,
Mr.Suttipong Kongchum, Mr. Sanguan Kaewkhao

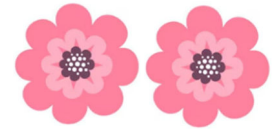
Training Period 3 day

Training Venue Training at Bangkok/Metropolitan Hotels

Registration Fee 5,000 Baht/Person (Document Fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-----------------|--------------------------|----------------------|
| 1 | 16-18 July 2025 | 16 April 2025 | 16 June 2025 |



Course HA609: Hospital Information Management

Objectives To enable participants

1. Understand standards related to Information Management and be able to apply them in the management of information systems within hospitals.
2. Able to plan and implement the development of information systems within the hospital to be able to respond. The needs of service recipients and service providers are appropriate.
3. Able to manage the information technology system to be ready to support information In providing services, managing and improving quality in hospitals.
4. Knowledge and understanding of the ability to manage the information system security system in the hospital appropriately.
5. Understand the concepts and provisions of data protection and the situation faced in the healthcare sector.
6. Understand the terms of access to personal information . Able to plan and implement data protection, accuracy, Limitations Preservation to application within the hospital.

content

1. Development Concepts and Standards Related to Information Systems in Hospitals
2. Analysis and preparation of a master plan for the development of hospital information systems.
3. Development of information systems in hospitals (Hardware, Software, People ware, Data)
4. Risk Analysis and Management in Information Systems
5. Collection, storage and analysis of information
6. Information System Security
7. Cognitive PDPA
8. Data Protection Provisions and Situations Faced in the Healthcare Sector
9. PDPA from the perspective of healthcare facilities
10. Design, Design, Administration and Operation of Personal Data Protection and Requirements for Access to Personal Data in Healthcare Facilities



Qualifications of participants

1. Hospital Information Technology System Development Committee
2. Supervisor and Developer of Information Technology Systems in Hospitals

Speakers A.Gometh Nakaranakit, A.Agnit Theeraorn, Dr. Kitti Losuwannarak
and Pak Pasakorn Rattanadechsakul

Number of Participants 80 persons/generation

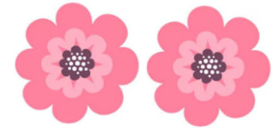
Training Period 3 days

Training Venue Training at the hotel Bangkok/Metropolitan Area

Registration Fee 4,500 Baht/person (Document fee lunch Snacks, 7% tax)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-----------------|-----------------------------|-------------------------|
| 1 | 23-25 July 2025 | 23 April 2025 | 24 June 2025 |



HA702 : Team Preparation for Advanced HA

A-HA (Advanced Healthcare Accreditation) is an evaluation system that aims to use the concept of empowerment evaluation and performance evaluation to continuously identify opportunities for improvement in all systems.

Objectives To enable the participants...

1. Understand the basic concepts of A-HA, the basic concepts of measurement systems, and be able to design performance measurements that are in line with the context.
2. Design, measure, analyze, and analyze organizational performance and key organizational systems.
3. Prepare a development plan to enter the A-HA certification process in a directional manner.

content

This course focuses on understanding the basic concepts of A-HA Quality and safety improvement under the guidance of senior management. usage core values In guiding the practice in the organization. Good procedure design principles and can be developed. CQI or innovation In important procedures. Service development generally tends to have better results and strategically important services. There are results that are more outstanding than average. Preparation of a development plan for the advancement of certification in a directional manner.

Speakers Dr. Anuwat Supachutikul and senior survey team



Qualifications

1. Participants must be represented by a hospital who will enter the Advanced Certification (A-HA) system.
2. Team training : 8 - 12 participants per 1 hospital
consist Director, Senior Executive, Person in Charge of Quality Management
Clinical Quality Development Officer Person in charge of the strategic plan The

person in charge of the main work systems is the measurement and analysis system, the human resource management and development system, and the drug system.

note

- For the benefit of the organization. Please send the trainees as a team with quality work experience. *At least HA201 or EL002 should have passed the basic training course for quality development before.*
- The Institute reserves the right to recruit trainees as hospital representatives who wish to receive a survey visit for Advanced Accreditation (A-HA) only.

Number of Participants 80 Persons/Models
Training Period 3 day
Training Venue Training at the hotel Bangkok/Metropolitan Area
Registration Fee 7,500 Baht/person (Document fee lunch Snacks, taxes 7%)

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|----------------|--------------------------|----------------------|
| 1 | 21-23 May 2025 | 21 February 2025 | 21 April 2025 |



5: Act to Re-accreditation

Objectives To enable participants

1. Understand the principles of preparing a quality development plan based on the suggestions and be able to apply the quality development plan according to the recommendations.
2. Understand the concept The use of tools to improve the quality of patient care and can be used to improve the quality of patient care.
3. Understand the concept The role of the clinical guidance team in drug management and can be used to improve the quality of the drug management system.
4. Understand the concepts of determining, analyzing, and utilizing hospital operational results and be able to apply them to benefit development.
5. Students can learn to take advantage of the review and analysis to find out the root cause of the risk to lead to prevention. Systematically edited.

content

1. From Recommend to Action
2. Guideline for Identifying Opportunities for Improvement for PCT)
3. concept The Role of the Clinical Leadership Team in the Quality Development of the Medication Management System (Guideline for Medication Management by PCT)
4. Performance Measurement and the use of data to improve the organization's performance
5. Risk Management : Risk & Safety , Update in RCA
(Root Cause Analysis / Incident Analysis)



Qualifications of participants

1. Participants must be a certified hospital representative and the certification will expire within the next 6 months – 3 years.
2. Apply as a team of 6 - 8 people Includes: CEO, PCT Chairman, Team Secretary (e.g. PCT, RM, IC, Pharmaceutical System), QMR (Head of Quality Center)

note For the benefit of the organization. Please send the trainees as a team with quality work experience. *At a minimum, they should have passed the basic training course for quality development. HA201 or EL002 precede*

Speakers Dr. Anuwat Supachutikul, A.Pongphan Chanthansombat, A.Kanokrat Saeng Ampai, Michunook

Number of Participants 80 persons /generation

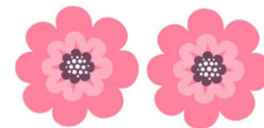
Training Period 2 days

Training Venue Training at the hotel Bangkok/Metropolitan Area

Registration Fee 4,500 Baht/person (Document fee lunch Snacks Tax 7%)

Training Date

| Generation | Training Period | Application Opening Date | Application Deadline |
|------------|--------------------|--------------------------|----------------------|
| 1 | 23-24 January 2025 | 1 October 2024 | 23 December 2024 |
| 2 | 1-2 May 2025 | 1 February 2025 | April 1 , 2025 |
| 3 | 4-5 September 2025 | 4 June 2025 | 4 August 2025 |



HA900 Course: Quality Development for Hospital Administrators

Objectives To enable participants

1. In order for hospital administrators or those who are preparing to become hospital administrators to exchange. The concept of professional management Successful Season Leadership
2. In order to make an exchange. Learn from case studies by successful or failed executives. The value and benefits of organizational management.
3. Leveraging HA Standards in Organizational Management

content

1. Hospital management with HA standards, an overview of organizational management according to standards HA Part I includes Leadership, Strategic Planning, Patient Focus and Patient Rights Measurement, analysis and management of knowledge, human resource focus, process management.
2. concept Work experience as a professional executive, trends and environmental factors that affect the management of the organization in the future.



Speakers Dr. Anuwat Supachutikul, Dr. Piyawan Limpanyalert, and expert speakers

who qualified the participants. Hospital directors and those who are preparing to become executives.

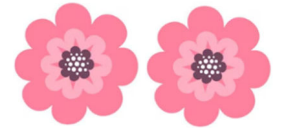
Number of Participants 70 persons/generation

Training Period 2 day

Training Venue Training at the hotel Bangkok/perimeter

Registration Fee 5,000 Baht/person (Document fee lunch Snacks, 7% tax)

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|----------------|--------------------------|----------------------|
| 1 | 29-30 May 2025 | 28 February 2025 | 30 April 2025 |



HA901: Patient Safety Training Course

Objectives To enable participants.

1. Learn, know and understand Patient Safety and Patient and Personnel Safety Concept
2. The WHO Patient Safety guideline can be applied in patient care. Public health personnel as well as integrate in the quality development process according to HA standards appropriately.
3. Learn and practice to create safety awareness (non-technical skills) that can be applied in work and daily life.

content

1. 3P Safety movement in Thailand.
2. What is Patient Safety and concept
3. WHO Patient Safety curriculum 11 Modules.
4. Patient Safety and Patient and Personnel Safety Goals.
5. 3P Safety and HA standards, how to integrate?
6. Non-technical Skill for Patient Safety
7. Transformative learning for patient safety education

Speakers Dr. Piyawan Limpanyalert, Dr. Boonrat Warachit, Dr. Wanna Ankasuwan, Prof. Dr. Akue Unhalekka, Assoc. Prof. Thitima Suntorsaj, Dr. Sarat Lemanuwarrat, Captain Dr. Kornprom Sangoram



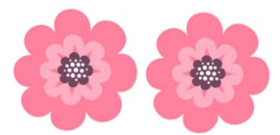
Qualifications Workers in medical facilities at all levels who will transfer knowledge.

Remark : *Have passed the basic training course for quality development such as HA201 or EL002 before.*

| | |
|-------------------------------|--|
| Number of Participants | 60 persons/generation |
| Training Period | 3 day |
| Training Venue | Training at the hotel Bangkok/Metropolitan Area |
| Registration Fee | 5,000 baht/you (Paperwork, lunch, snacks, taxes7%) |

Training Date

| Generation | Training Date | Application Opening Date | Application Deadline |
|------------|-----------------|--------------------------|----------------------|
| 1 | 18-20 June 2025 | 18 March 2025 | 16 May 2025 |



Online Courses (E-learning)

Application Channels: register.ha.or.th

Admission Channels: <https://halearningonline.ha.or.th>



Trainer Qualifications :

1. Doctors, nurses, people in charge of hospital quality work, or personnel with experience in quality development according to the guidelines of the Healthcare Facility Quality Accreditation Institute
(Public Organization), which will specify only each course.
2. Have computer skills at a level that can be used to study online lessons.
3. Have your own email address.

Certificate :

When the learner has studied all the topics and completed the exercises at the end of the lesson according to the specified criteria, they will be able to print the electronic declaration form. However, Learners must first assess their satisfaction with online lessons. To print the training certificate.

What participants need to prepare :

- Computer equipment to prepare for the course includes:
Operating system: Windows 7 onwards, Windows XP
Features: Intel Pentium 4 2.4GHz or better, 1G memory or better
Browser: Internet Explorer 6 or better (recommended), Google Chrome, Safari
Internet used: 1Mbps or higher, and Adobe acrobat

Procedure: The admission guide with the login code will be sent to you via email after payment of the registration fee within 5 working days.

Additional Recommendations:

1. In case the hospital coordinator is the one who handles the application. Please use the student's email directly. The email address of the hospital coordinator is not used. Apply for the class yourself, fill in the email address of the coordinator.

2. **In case of applying for multiple training courses and each course learner is different.** Please in the application process. Please provide each learner's email address completely, otherwise the email will only be sent to the coordinator and the certificate will be in the name of the coordinator alone.

3. Within 5 working days after paying the registration fee, HAI will send you the enrollment details to the email you registered in the register system. The course period is 60 days from the time you log in to the first lesson. In case you log in to the system but have not clicked to enter the lesson. The system will not start counting the course period yet.

For more information, please contact haonline@ha.or.th or HAI Training and Seminar Group.

HAI provides **e-learning courses** that can be accessed on the website <https://halearningonline.ha.or.th> at a registration rate of 1,399 baht/per course/per 1 account as a channel to disseminate knowledge related to quality development according to standards. HA can study on their own. When they finish and submit their homework. You can download the e-certificate. The courses that are now open for application are as follows:

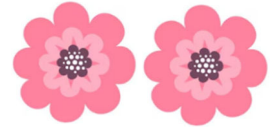
- 1) EL002 Course: Fundamentals for Quality Development
- 2) EL003 Course: Important standards are essential for safety.
- 3) EL004: Hospital Profile
- 4) EL005 Course: Medical Records Review
- 5) EL006 Course : HA Part I-3 Standards for Patients/Recipients
- 6) EL007 Course: HA Part I-5 Manpower Standard
- 7) EL008 Course: Standard HA Part I-2 Strategy
- 8) EL009 Course: HA Part I-4 Standards for Measurement, Analysis and Knowledge Management
- 9) EL010 Course: HA Part I-6 Operating Standards
- 10) EL011 Course: HA Part I-1 Introduction
- 11) EL012 Course: Fire Safety
- 12) EL013 Course: Creating a Service Profile for Quality Development in a Strong Organisation
- 13) EL014 Course: Nursing Process and Nursing Records
- 14) EL015: Nursing Organization and Quality Development
- 15) EL016 Course: Hospital Wastewater System Management
- 16) EL017: Improving the Quality of Information Systems in Hospitals

- 17) EL018: Medication Error (ME) & Adverse Drug Event (ADE) Course (CCPE Scoring Pharmacist Only)
- 18) EL019: Medication Reconciliation Course (Pharmacists with CCPE Score Only)
- 19) EL020: Track 1 Enhancing TRUST in Healthcare
- 20) EL021: Track 2 HA tools and quality in diversity update
- 21) EL022: Track 3 Embracing spirituality across healthcare system & Nursing care
- 22) EL023: Track 4 Building TRUST in Healthcare by 3P Safety
- 23) EL024: 12 Quality Review Activities
- 24) EL025: Continuous Quality Improvement (CQI)
- 25) EL026 Course: Medication Storage and Medication Reserves (Pharmacist Profession Only CCPE Scored)
- 26) EL027: Rational drug use And Antimicrobial Stewardship Program (Only pharmacists have achieved CCPE scores)
- 27) EL028: High Alert Drug Course (only pharmacists earn CCPE scores)

For the course Free can be clicked to learn. There is no registration fee (note that the upper left corner has the word free).

The image displays six course cards arranged in a 2x3 grid. Each card features a 'free-free' badge in the top left corner, a title in Thai and English, and the text 'โดย วิทยากรจากงานประชุม HA National Forum ครั้งที่ 24' at the bottom. The cards are:

- FRO03:** ศิลปะผู้นำ Data Culture to Data Strategy for Hospital Leaders
- FRO04:** The Path to Improve Diagnosis and Reduce Diagnostic Error
- FRO05:** ENV Gamechanger สิ่งที่คนทำงานและระบบสนับสนุนควรรู้
- FRO06:** เครื่องมือคุณภาพ ตัวแม่ 3C-DALI
- FRO07:** Safety Culture จะหาเจอได้อย่างไร?
- FRO08:** RAPID ASSESSMENT ประเมินอย่างไร ได้ใจได้โอกาส และ Comprehensive QI Process ยักษ์ใหญ่กระบวนการพัฒนาคุณภาพ



In-house training

In-house training is a training that is different from public training. As for in-house training, The training content will be designed to be appropriate for the context of the organization. Knowledge is provided by expert speakers from both inside and outside the organization. Participants will only be personnel from the organization.

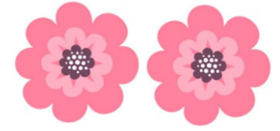
What type of organization is in-house training suitable for?

Suitable for organizations that want to create learning opportunities for their employees. Essential learning topics for people in the organization Content/topics should be defined from

1. An action plan for the growth of the organization with a goal until it can be discovered what knowledge the organization still needs.
2. Position-based training plan If personnel still lack knowledge and skills in the job. This makes the performance inefficient. Therefore, increasing knowledge is important to help increase work potential and prepare personnel for higher positions.
3. When an organization faces problems that cannot be solved by people in the organization. It may be necessary to have experts to provide accurate knowledge.

In-house training

For maximum benefit, the learning needs should be analyzed according to the specific needs of the subject on topics that are appropriate to the organizational context. The appropriate number of participants in each class should not exceed 30 people per speaker. The qualifications of the participants are considered to be a specific target group, and should be personnel directly related to the learning topic. The appropriate duration is 1-3 days (depending on the content of the course).



Request for training in the form of in-house training of HAI

Determining the topic and requesting the training

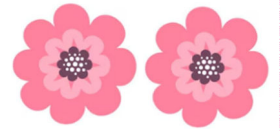
1. It is a course or training topic related to the concept/quality development where the topic is unique to the curriculum. Public training as specified by the institution and fill in the request for in-house training at <https://forms.office.com/r/AqZPKsnBfe> or scan the QR code.



2. HAI will confirm receipt of the request form by e-mail and by phone on the next business day.
3. HAI will consider the training application after which the results will be notified by phone and e-mail within 3 working days.
4. If HAI accepts the training, the agency must prepare a **"Letter of Invitation to be an In-house Training Speaker"**. Send to HAI by mail or scan and send e-mail within 15 working days. After receiving the confirmation of the training.
5. HAI will allocate expert speakers and match the hospital. Send a notification of your intention and proceed to the next step.
6. HAI will consider organizing in-house training only for entities that have implemented the above process. *It is not considered in the case that the coordinating agency contacts the speaker himself.*
7. Training schedule and supporting materials. The hospital coordinator coordinates directly with the lecturer.

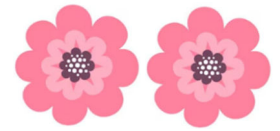
Details of training costs

1. **Lecturer remuneration rates charged by medical facilities**
In the case of Qualified Persons/Special Specialists, the rate is 11,200 Baht/person/day.
In the case of general lecturers, the rate is 8,400 baht/person/day.
2. The number of speakers depends on the number of participants (1 speaker per 30 participants) or the number of speakers depends on the consideration of the speakers.
3. fare The hospital is responsible for the cost of accommodation and can coordinate the details of the cost with the training coordinator of HAI.



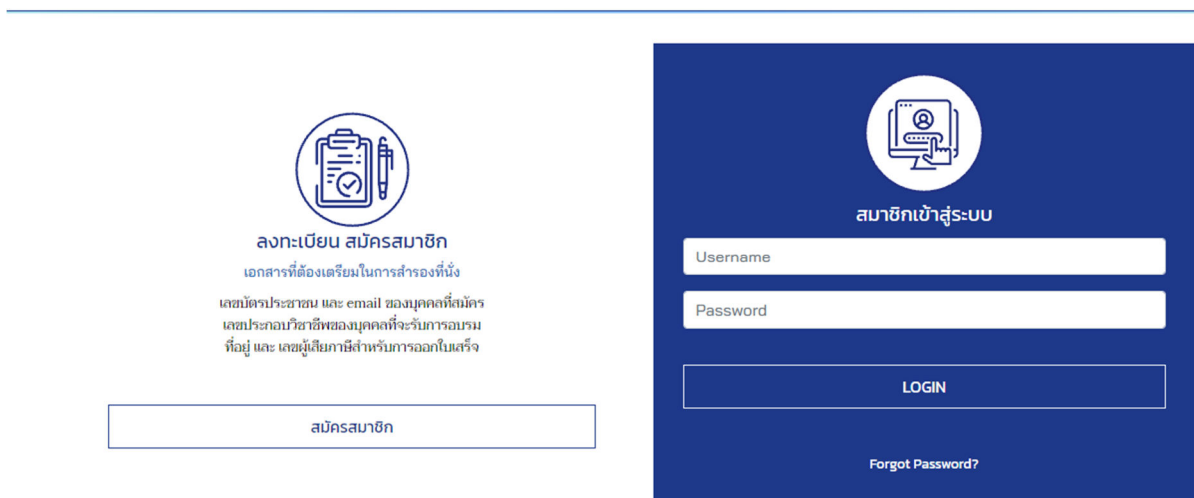
Payment Details : In-house training

1. Medical facilities or agencies that have been considered for approval to organize in-house training from HAI (Letter of Acceptance for In-house training) will receive a **"Payment Statement"**.
2. Bring the **"Payment Statement"** to any Krung Thai Bank branch (*payment can be made within 7 days after the completion of the activity*)
3. Once the lecturer's remuneration has been paid. Please scan the payment slip by specifying **"In-house training lecturer remuneration"** is sent to e-mail: pranee@ha.or.th , haonline@ha.or.th for the HAI Accounting and Finance Department to issue an electronic receipt and send an email to the hospital coordinator.

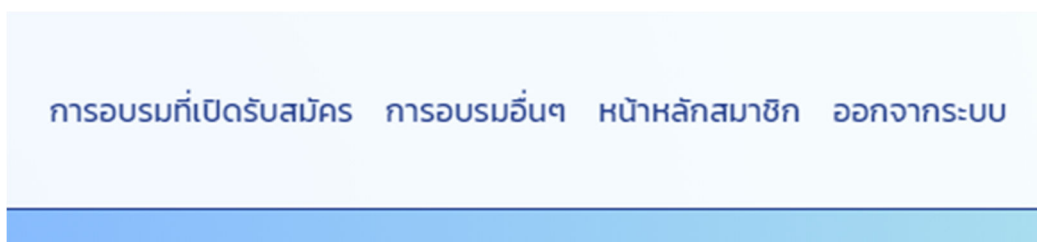


How to register for register.ha.or.th web training

1. Go to the register.ha.or.th website , then log in. If you haven't registered yet. Select Register first.



2. After logging in On the top right, there will be a menu to choose from. Select the training that is open for application and apply according to the steps on the website.



| ข้อมูลประชาสัมพันธ์ | การอบรมที่เปิดรับสมัคร | |
|--|--|--|
| <p>การจัดหลักสูตรฝึกอบรม เดือนกรกฎาคม – กันยายน 2564</p> | <p>CVO05: การเตรียมความพร้อมรับการเยี่ยมชมสำรวจผ่านสื่ออิเล็กทรอนิกส์ (Adjusted Survey & Virtual Survey) ระหว่างวันที่ 14-15 ตุลาคม 2564</p> <p>วันที่อบรม: 14 ต.ค. 2564 - 15 ต.ค. 2564</p> <p>ลงทะเบียนได้ตั้งแต่วันที่ 21 ก.ย. 2564 - 08 ต.ค. 2564</p> <p>รายละเอียด / สำรองที่นั่ง</p> | <p>EL015: e-learning STEP 2 องค์การพยาบาลกับการพัฒนาคุณภาพ ระหว่างวันที่ 1 ตุลาคม 2564 - 30 กันยายน 2565</p> <p>วันที่อบรม: 01 ต.ค. 2564 - 30 ก.ย. 2565</p> <p>ลงทะเบียนได้ตั้งแต่วันที่ 01 ต.ค. 2564 - 30 ก.ย. 2565</p> <p>รายละเอียด / สำรองที่นั่ง</p> |
| <p>เอกสารที่ต้องเตรียมในการสำรองที่นั่ง</p> <ul style="list-style-type: none"> • เลขบัตรประชาชน และ email ของบุคคลที่สมัคร • เลขประกอบวิชาชีพของบุคคลที่จะรับการอบรม | | |

information.

| รายละเอียดส่วนตัว | รายละเอียดการอบรมที่ต้องการสมัคร |
|---|--|
| <p>น.ส. สุพรรณิ สุวรรณศรี</p> <p>เลขบัตรประชาชน: 1111111111111</p> <p>อีเมล : suphanee@ha.or.th</p> <p>วิชาชีพ:</p> <p>สถานพยาบาลต้นสังกัด: สถาบันรับรองคุณภาพสถานพยาบาล (องค์การมหาชน) ตำแหน่งสายการบริหาร:</p> <p>ที่อยู่ส่งเอกสาร: ที่ทำงาน เลขที่ 88/39 กระทรวงสาธารณสุข ซอย 6 อาคาร สุขภาพแห่งชาติ ชั้น 5 ถนนวิภาวดีรังสิต แขวงจตุจักร</p> | <p>รหัสหลักสูตร CVO05</p> <p>ชื่อหลักสูตร การเตรียมความพร้อมรับการเยี่ยมชมสำรวจผ่านสื่ออิเล็กทรอนิกส์ (Adjusted Survey & Virtual Survey) ระหว่างวันที่ 14-15 ตุลาคม 2564</p> <p>รุ่นที่ 1</p> <p>วันที่อบรม: 14 ต.ค. 2564 - ถึง - 15 ต.ค. 2564</p> <p>ระยะเวลาการอบรม 2 วัน</p> <p>ค่าลงทะเบียน 3000 บาท</p> <p>เลือกสถานะการสมัคร</p> <p><input type="radio"/> สมัครให้ตัวเองคนเดียว</p> <p>อาหารปกติ <input type="checkbox"/></p> <p><input type="radio"/> สมัครให้ตัวเองและคนอื่น</p> <p>อาหารปกติ <input type="checkbox"/></p> |

4. Issuing a receipt in the name of the hospital. In case of having or without a branch head office, enter 5 zeros. Printed next to each other.

ออกใบเสร็จในนามรพ.

ชื่อที่ต้องการออกใบเสร็จ



สำนักงานใหญ่ (ถ้าเป็น สนง. กรอก 00000)

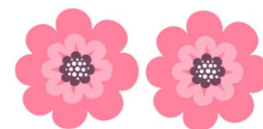
สาขา (ถ้าเป็นสาขา กรอกรหัสสาขา 5 หลัก)

เลขผู้เสียภาษีสำหรับการออกใบเสร็จ

5. Once the seat reservation is completed, you will receive an email notification of payment, which can be paid via Mobile Banking according to the bank's logo on the invoice or in case of payment, the bank can only pay at the Krung Thai Bank counter.

sample

| | | | |
|---|----------------------------------|---|---|
|  <p>สถาบันรับรองคุณภาพสถานพยาบาล (องค์การมหาชน) The Healthcare Accreditation Institute (Public Organization)</p> | | <p>ส่วนของธนาคาร วันที่ทำรายการ: วันที่ 30 เดือน สิงหาคม พศ 2567 วันสุดท้ายในการชำระเงิน 14 ก.ย. 2567 ***** ไม่รับชำระเงินหลังวันที่กำหนด *****</p> | |
| <p>Company Code : 9968 ชื่อลูกค้า: สุพรรณณี สุวรรณศรี Bill No./ Ref1: 7684 Ref2: 00250402</p> | | <p>จำนวนเงินที่ต้องชำระ / Amount : --1,399.00-- บาท (หนึ่งพันสามร้อยเก้าสิบเก้าบาทถ้วน) *** รับชำระเงินตามจำนวนข้างต้นเท่านั้น ***</p> | |
| <p>กรุณากรอกเอกสารนี้ให้ครบถ้วน แล้วนำไปชำระได้ที่เคาน์เตอร์ธนาคารกรุงไทย</p> | | | |
| ชื่อธนาคารและสาขา | | | วันที่ชำระเงิน |
| เงินสด / Cash | | | จำนวนเงิน / Amount |
| เลขที่เช็ค / Chq No. | ธนาคาร / สาขา Bank/Branch | เช็คลงวันที่ / Chq Due Date | จำนวนเงิน / Amount |
| ยอดรวม จำนวนเงินที่ชำระ / Total Payment (ตัวอักษร) หนึ่งพันสามร้อยเก้าสิบเก้าบาทถ้วน | | | จำนวนเงิน / Amount --1,399.00-- |
| <p>ช่องทางอิเล็กทรอนิกส์</p>  <p>(*** การชำระที่เคาน์เตอร์ สำหรับธนาคารกรุงไทยเท่านั้น ***)</p> | | | |
| | | |  099400000204101768400250402139900 |



Frequently Asked Questions Related to Training Courses

Q: Applying for a training course Can I use a fake ID card number or email?

A: No, because HAI Change the issuance of receipts to electronic and will automatically file taxes. If you use a fake number, it can result in problems later.

Q: What should I do if I forget my login code in the web register?

A: Click forgot password? under the Login menu and enter the email address you use to register in the system. If you're still having trouble, send an email to haonline@ha.or.th.

Q: If I apply for the training and get a reserved seat, how do I know if I will be a starter for the training?

A: The system will bring up the substitutes in the starting line-up. In the event of a cancellation application, there will be an HAI officer. Call to prepare to pay for the training registration fee.

Q: What should I do if I change the name of the person who comes to the training?

A: If you have not paid yet, you can edit the list in the web register. If you have already paid, please send an email to haonline@ha.or.th

Q: Why do HAIs receive less in-house training?

A: In case the training topic is repeated with the regular course, HAI would like to ask you to attend the course because HAI designs the course content and specific speakers/group speakers according to the content. Recommended to take a regular course so that there will be exchanges with friends from other hospitals. and can be applied to their own hospitals.

Q: What should I do if I can't encrypt EL or the system notifies me of ineligibility for classes?

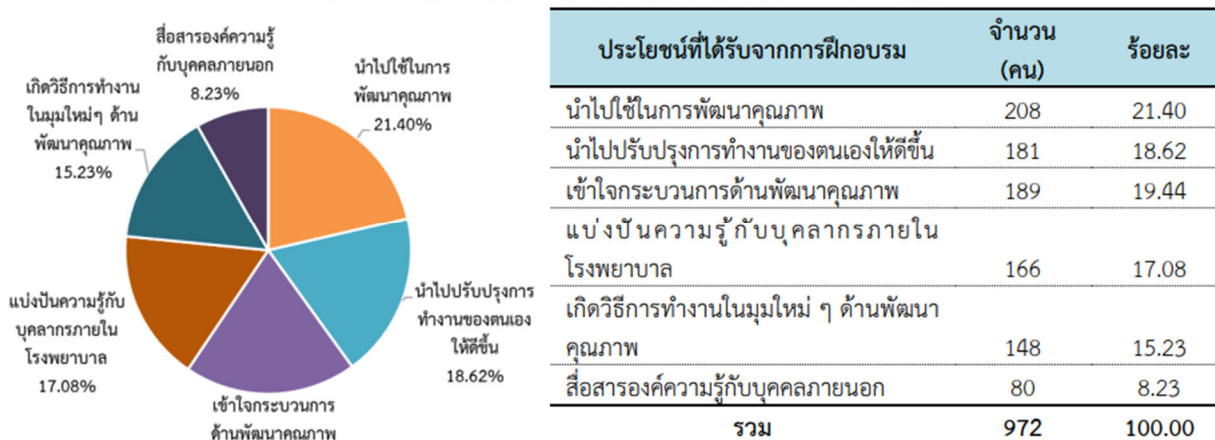
A: It is recommended to check the copy of the code, select the right letter or send an email to the staff for verification at haonline@ha.or.th.

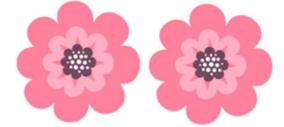
Voices from participants

Survey Results from the Satisfaction Assessment Report of Service Recipients with the Operation of The Healthcare Accreditation Institute (Public Organization) for the Fiscal Year 2024

The results of the evaluation from the participants of the HAI course in terms of the benefits received from the training were used for quality improvement for 208 people, accounting for 21.40 percent, followed by understanding the quality development process for 189 people, accounting for 19.44 percent, which was used to improve their own work. 189 people shared their knowledge with the staff in the hospital. 166 people, or 68.82 percent, 148 people, or 15.23 percent, communicated knowledge with other people, 80 people, or 8.23 percent.

ตารางที่ 3.15 จำนวนและร้อยละของประโยชน์ที่ได้รับจากการฝึกอบรม





Contact Us

Division of Human Capital Management and Development

open chat Line@



Phone Number

08-9892-8134
06-3863-1448
0-2027-8846 Ext. 9511-9515

e-mail

haonline@ha.or.th