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Documentation Excellence Training

Strategic Management for Healthcare Accreditation, Patient Safety, and Governance

📅 15 - 16 April 2026 ⌚ 08:30 - 16:30

📍 Wisma Sejarah, Kuala Lumpur

Course Overview

This programme strengthens how healthcare organizations manage policies, procedures, and controlled documents to support accreditation readiness, patient safety, and risk management. Participants will learn to build an effective document control system, develop clear and practical policies aligned with MSQH standards, and translate accreditation requirements into survey-ready practices for sustainable implementation across departments.

Learning Objectives

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

- Design and implement a structured document control system to govern policies, procedures, and controlled documents effectively across departments.
- Systematically identify and prioritize essential documentation aligned with MSQH standards, regulatory requirements, and organizational risk.
- Draft clear, practical, and accreditation-ready policies and procedures that support patient safety, usability, and staff compliance.
- Translate MSQH accreditation standards into actionable documentation practices, enabling survey readiness, and evidence traceability.

Target Audience

- Quality, Compliance & Risk Leaders
- Clinical & Departmental Leaders
- Administrative & Technical Specialists

Training Fee

MSQH Member: RM1,500.00 / Pax

Non - MSQH Member: RM1,800.00 / Pax

Notes: All fees exclude 8% SST and exclude accomodation

Closing Date : 1 April 2026

Register Here!



Documentation Excellence Training

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Training Schedule

Day 1

8:00 AM	Registration
8:30 AM	Welcome & Icebreaker: The Documentation Pain Points
9:15 AM	Module 1: Documentation Excellence in Healthcare Governance
10:15 AM	Bio Break
10:30 AM	Module 2: Strategic Document Control & Lifecycle Management
11:30 AM	Module 3: Decoding MSQH Standards for Accreditation-Ready Documentation
12:45 PM	Lunch Break
2:00 PM	Module 3 (continued): Hands-On Standards Deconstruction Exercise
3:00 PM	Afternoon Break
3:15 PM	Module 4: Mapping Departmental Essential Documentation
4:15 PM	Day 1 Wrap-up

Day 2

8:00 AM	Registration
8:30 AM	Morning Synthesis: Key Insights from Day 1
9:00 AM	Module 5: Fundamentals for Policy and Procedure Success
10:45 AM	Bio Break
11:00 AM	Module 3 (continued): Design Lab – High-Risk Policy Engineering & Documentation Compliance Programme
1:00 PM	Lunch
2:00 PM	Module 6: Pre-Survey Assessment & Evidence Submission
3:15 PM	Afternoon Break
3:30 PM	Developing the 30-Day Documentation Action Plan
3:45 PM	Closing, Q&A, Workshop Evaluation