



Dialysis Centre Management Course: Chair Scheduling, Water Treatment and Quality KPIs

1 – 5 March 2027

Amsterdam - Zuidas business district hotel



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Introduction:

Dialysis centre management covering chair scheduling, water treatment and quality KPIs is a 5-day course for dialysis centre managers, haemodialysis nursing leads and biomedical leads, ending with a Dialysis Unit Operating and Quality Plan for a case centre. Units lose sessions and patient safety when chair shifts run unevenly, reverse osmosis water drifts unnoticed, machines miss maintenance and adequacy indicators are reviewed late. Nominees already supervise a dialysis floor or its water and machine fleet, and work through case studies on scheduling grids, water logs and quality data. CoreConcept Training Center delivers this dialysis centre management course.

Course Objectives:

- Assess the operating model, chair capacity and shift pattern of a haemodialysis unit against patient demand and session targets
- Oversee the dialysis water treatment chain from pre-treatment through reverse osmosis to dialysis fluid, using the ISO 23500 series for monitoring duties
- Plan preventive maintenance, disinfection cycles and replacement decisions for dialysis machines and the water plant with biomedical teams
- Run unit-level infection prevention routines, including surveillance feedback, hand hygiene observation and vascular access care audits
- Set nurse and technician staffing, skill mix and consumables control so that cost per dialysis session is known and managed
- Build a dialysis quality indicator set and audit cycle, and assemble a Dialysis Unit Operating and Quality Plan

Target Audience:

- Managers accountable for the daily running, capacity and budget of an outpatient or hospital-based dialysis centre
 - Nursing leads responsible for haemodialysis shift allocation, rostering and floor supervision
 - Biomedical and technical leads in charge of dialysis machines, the water treatment plant and their maintenance records
 - Quality and infection prevention coordinators who audit dialysis unit practice and report indicators
 - Operations and finance managers in renal service networks who review session volumes, consumables spend and unit performance
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Course Outline:

Day 1: Dialysis Unit Operating Model and Current-State Review

- Haemodialysis Service Models Across Hospital and Satellite Units
- Chair Capacity Calculation by Shift and Treatment Day
- Patient Session Pattern Mapping and Waiting List Review
- Dialysis Unit Roles for Nephrologist, Nurse and Technician
- Current-State Assessment Checklist for a Dialysis Centre

Day 2: Water Treatment Chain and Dialysis Fluid Quality Standards

- ISO 23500 Series Duties From Water Entry to Dialyser
- Softener and Activated Carbon Pre-Treatment Monitoring Logs
- Reverse Osmosis Performance Tracking With Conductivity and Rejection Trends
- Endotoxin and Microbial Sampling Plan for Dialysis Fluid
- Electrodeionisation Polishing, Loop Disinfection and Ultrafilter Changes

Day 3: Chair Scheduling, Staffing and Machine Fleet Control

- Shift Scheduling Grid With Chair Turnaround Time Analysis
- Nurse-to-Patient Allocation Model and Skill Mix Planning
- Dialysis Machine Preventive Maintenance Calendar and Downtime Log
- Machine Heat and Chemical Disinfection Cycle Records
- Consumables Par Levels for Dialysers, Lines and Concentrates

Day 4: Infection Prevention, Cost per Session and Quality Indicators

- Bloodstream Infection Surveillance and Monthly Staff Feedback Routine
- Vascular Access Care Observation and Catheter Reduction Tracking
- Cost per Dialysis Session Model With Consumables and Labour
- Kt/V and URR Adequacy Reporting With Missed Session Tracking
- Dialysis Quality Audit Cycle With Corrective Action Register

Day 5: Case Study Work on the Dialysis Unit Operating and Quality Plan

- Case Centre Brief With Chair, Water and Staffing Data
 - Case Schedule Redesign and Staffing Gap Resolution
 - Case Water Log and Maintenance Record Findings Review
 - Case Quality Scorecard With Infection and Adequacy Targets
 - Dialysis Unit Operating and Quality Plan Completion and Peer Challenge
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Skills You Will Gain:

- Dialysis Chair Capacity Planning
- Dialysis Water System Oversight
- Dialysis Machine Maintenance Planning
- Haemodialysis Staffing Allocation
- Vascular Access Care Auditing
- Dialysis Session Costing
- Renal Quality Indicator Reporting
- Corrective Action Tracking

Why Attend This Course:

- Deliver a Dialysis Unit Operating and Quality Plan to the centre director, nursing head and biomedical manager for approval
- Decide how many shifts, chairs and nurses the unit needs, and when a machine or water component must be replaced
- Avoid cancelled sessions, unnoticed water quality drift, preventable access infections and consumables overspend
- Coach charge nurses and technicians with the scheduling grid, water log review sheet and audit checklist

Conclusion:

Back at work, the participant presents the Dialysis Unit Operating and Quality Plan to the centre director, the nursing head and the biomedical manager. Management uses it to fix the shift and chair schedule, assign staffing, confirm the water sampling and machine maintenance calendar, set the cost per session baseline and agree the quality indicators reviewed each month. After the first quarter under the plan, the unit should compare missed sessions, water test results, machine downtime, access infections and adequacy results with the plan and revise the controls that have not worked.

Frequently Asked Questions FAQ:

What should participants know before a dialysis centre management course?

Participants should already supervise a dialysis floor, its staff or its machines and water plant, and be able to read a shift roster and a maintenance log. Bringing anonymised scheduling, water test or indicator data from their own unit helps on the case study day.

How does dialysis centre management differ from a general hospital management course?

This course centres on one specialised unit: chair shifts, the water treatment chain, dialysis machines, staffing ratios, cost per session and renal quality indicators. General hospital management courses address governance, patient flow, beds and theatres across a whole facility.

Why does dialysis centre management treat water treatment as a management responsibility?

Dialysis water and fluid reach the patient's blood in large volumes at every session, so drift in reverse osmosis performance or microbial control becomes a patient safety event. Managers own the sampling plan, the log review and the decision to stop and correct.

What do participants take back from the dialysis centre management course?

Participants take back a Dialysis Unit Operating and Quality Plan with a shift scheduling grid, a staffing allocation, a water and machine maintenance calendar, a cost per session model and a quality scorecard they can adapt to their own unit.
