

Postgraduate Certificate

Quality Management and Patient Safety for Physicians





Postgraduate Certificate Quality Management and Patient Safety for Physicians

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Global University
- » Credits: 8 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: www.techtitude.com/us/medicine/postgraduate-certificate/quality-management-patient-safety-physicians

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01 Introduction

The current socioeconomic context, together with other factors that influence people's health, make it increasingly necessary to introduce Management Skills in those responsible for healthcare procedures. This program is aimed at training heads of service and those responsible for the medical management of hospital centers, developing skills and techniques that promote their leadership.



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If you are a doctor, head of service or section, assistant, coordinator, director or manager in a hospital or outpatient care center, and you want to update and develop your management skills to respond to the current reality and context in your professional future, this is the perfect postgraduate program for you”

In the health structure, medical divisions are fundamental in performing different health processes, where the paradigm of Clinical Management is increasingly imposed, making it necessary to provide training in this area for physicians who develop or may reach positions of responsibility in health care, either in middle management, health care or in medical director and manager positions.

There are many new challenges in the sector which must be addressed, such as the approach to complex and chronic diseases, the relationships between professional groups, citizens (as users, patients, clients) and providers and the development of new health technologies. There is also the need to increase efficiency in the use of resources, to assume the new participative and transparent form of leadership, and to gain a position in the interdisciplinary team.

To address all this knowledge TECH launches the Postgraduate Certificate in Quality Management and Patient Safety for Physicians in a 100% online format, which will allow the professional to accommodate their schedules to develop in the best way the course of the program. In addition to this, it will not be necessary to travel to on-site centers, so you only need a device with internet access.

This **Postgraduate Certificate in Quality Management and Patient Safety for Physicians** contains the most complete and up-to-date scientific program on the market. The most important features include:

- ♦ Development of practical cases carried out by experts in health management and other specialties
- ♦ The graphic, schematic, and practical contents with which they are created provide scientific and practical information on the situations that regularly occur in the hospital setting
- ♦ Presentation of practical workshops on procedures and decision making
- ♦ Algorithm-based interactive learning system for decision-making in the situations that are presented to the student
- ♦ Action protocols, where you can find the latest trends in health management
- ♦ All this will be complemented by theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments. With a special emphasis on scientific methods and research methodologies in health management
- ♦ Content that is accessible from any fixed or portable device with an Internet connection



This Postgraduate Certificate will qualify you to occupy a position of responsibility as head of service or section"

“ *This Postgraduate Certificate may be the best investment you can make in the selection of a updating program for two reasons: in addition to updating your knowledge in Quality Management and Patient Safety, you will obtain a qualification from TECH Global University”*

You will be able to complete the Postgraduate Certificate 100% online, adapting it to your needs and making it easier for you to study while you carry out your full-time healthcare work.

Increase the quality of your management with this training program and improve patient care.

The program's teaching staff includes professionals from the industry who contribute their work experience to this program, as well as renowned specialists from leading societies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide immersive education programmed to learn in real situations.

This program is designed around Problem-Based Learning, whereby the professional must try to solve the different professional practice situations that arise throughout the program. For this purpose, students will be assisted by an innovative, interactive video system created by renowned and experienced experts.



02 Objectives

The Postgraduate Certificate in Quality Management and Patient Safety for Physicians offers a cutting-edge specialization program, from an eminently practical point of view, in an era in which accreditation of knowledge plays a fundamental role, including the latest trends in Leadership for Healthcare Services Managers. In this way, the professional will obtain up to date information on the protocols to be followed in the medical sector.



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This program will generate a sense of confidence in the performance of Quality Management and Patient Safety and will help you grow professionally”



General Objective

- Improve knowledge and professional competencies in Health Management from the point of view of Clinical Management, knowing the practical methodological tools to apply in the critical areas of Health Management and Administration both institutional and day-to-day



Make the most of this opportunity and take the step to get up to date on the latest developments in Quality Management and Patient Safety”





Specific Objectives

- ♦ Analyze and apply techniques, styles, and methods to define, guide, and lead talent management policies in healthcare institutions
- ♦ Recognize, apply and know how to evaluate the usefulness in the clinical context of the different management tools that can be applied to the context of healthcare practice
- ♦ Lead patient quality and safety systems, applied to the context of Clinical Management units
- ♦ Understand how to assess performance in competency-based management and know how to establish different assessment protocols in clinical management
- ♦ Get to know different methods and techniques to be applied in the assessment of professionals
- ♦ Acquire instructions for the evaluation interview as an encounter between evaluator and evaluatee from different perspectives
- ♦ Place the definition of patient safety in the current context
- ♦ Recognize the risks of infections associated with nursing care, especially in the care of venous accesses
- ♦ Identify fall risks to anticipate and monitor incidents in hospitalized patients
- ♦ Integrate the ability to analyze the different healthcare benefits
- ♦ Develop methodological and instrumental skills in epidemiological research and the assessment of centers, services, technologies and health programs

03

Course Management

This academic program includes the most specialized teaching staff in the current educational market. They are specialists selected by TECH to develop the whole syllabus. In this way, starting from their own existence and the latest evidence, they have designed the most up-to-date content that provides a guarantee of quality in such a relevant subject.



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*TECH offers the most specialized
teaching staff in the field of study.
Enroll now and enjoy the quality
you deserve”*

International Guest Director

Pauline Maisani is a leading professional in the field of clinical management and medical direction. As a specialist in the improvement of quality and safety in health services, her career has focused on the implementation of strategic projects and health planning. In addition, her interests include the financial management of hospital institutions, as well as the planning and development of continuous improvement strategies in healthcare.

Throughout her career, she has held important positions in institutions in France and Canada. In fact, she has been Deputy General Director at the Pitié-Salpêtrière Hospital, where she has led key initiatives in health care improvement and resource management. She has also served as Director of Strategic Planning at the University of Montreal Hospital Centre, where she has overseen the implementation of major projects and the optimization of hospital services. She has also rendered great service to the Paris Public Assistance and University Hospitals, working as Head of the Health Care Quality and Safety Department at their headquarters, as well as Deputy Director of Finance and Medical Affairs.

Internationally, she has been recognized for her leadership skills and her ability to manage complex projects in the hospital sector. In this respect, her work in different countries and her collaboration with multidisciplinary teams have earned her a reputation as an expert in healthcare management. Pauline Maisani has contributed to several publications and studies on hospital management and strategic planning in health systems. Her innovative approach and commitment to excellence have earned her the respect of her colleagues and recognition within the healthcare sector.



Ms. Maisani, Pauline

- Deputy General Manager at the Pitié-Salpêtrière Hospital, Paris, France
- Director at the University Hospitals of Beaujon and Bichat Claude Bernard
- Deputy General Manager, Paris Nord Val de Seine Hospital Group
- Head of the Health Care Quality and Safety Department at the Public Assistance Headquarters - Paris Hospitals
- Director of Strategic Planning, University of Montreal Hospital Center, Canada
- Deputy Director of Finance and Medical Affairs at the Public Assistance Headquarters - Paris Hospitals
- Vice Director of the Strategic Analysis Unit at the University Hospital of Lille
- Trained in Hospital Management and Administration of Hospital and Health Care Facilities at the School of Advanced Studies in Public Health (EHESP).
- Master's Degree in European Affairs and Policies from the University of Sussex
- Degree in Political Science and Government from Sciences Po

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Thanks to TECH, you will be able to learn with the best professionals in the world”

04

Structure and Content

The structure of the contents has been designed by a team of professionals who are knowledgeable about the implications of specialization in clinical and healthcare management, aware of the relevance of current specialization and committed to quality teaching through new educational technologies. It should be noted that the content of the program is a compendium of highly informative topics, presented in audiovisual format, complementary readings and self-knowledge exercises.



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This Postgraduate Certificate in Quality Management and Patient Safety, contains the most complete and up-to-date scientific program on the market”

Module 1. Quality Management

- 1.1. Quality in Healthcare
 - 1.1.1. Quality Care
 - 1.1.2. Health and Quality Activity Records
- 1.2. Quality of Healthcare Programs
 - 1.2.1. Quality of Care

Module 2. Competency-Based Management

- 2.1. Performance Evaluation. Competency-Based Management
 - 2.1.1. Definition of Competencies
 - 2.1.2. Performance Evaluation Procedure. Implementation
 - 2.1.3. Functions
 - 2.1.4. General and Specific Skills
 - 2.1.5. Feedback from Professions to Improve Performance and Self-Assessment
 - 2.1.6. Training Itinerary Design for Skills Development
 - 2.1.7. Intrinsic and Extrinsic Motivation to Improve Performance. Methods
 - 2.1.8. Most Important Principles of Change
- 2.2. Methods and Techniques. Competency-Based Management
 - 2.2.1. The Assessment Interview. Instructions for the Assessor
 - 2.2.2. General Principles of Motivational Interviewing
 - 2.2.3. Motivational Interview
 - 2.2.4. Communication Strategies
 - 2.2.5. Miller's Pyramid



Module 3. Patient Safety

- 3.1. Patient Safety. Evolution over Time
 - 3.1.1. Introduction and Definition Background and Current Situation
 - 3.1.2. Unequivocal Patient Identification. Localization and Traceability Systems
 - 3.1.3. Patients at Risk of Developing Pressure Ulcers (PUs)
 - 3.1.4. Infection Risks Associated to Nursing Care Venous Access Care
 - 3.1.5. Fall Risks. Fall Prevention and Monitoring in Hospitalized Patients
- 3.2. Nosocomial Infections
 - 3.2.1. Nosocomial Infections. Definition and Classification.
 - 3.2.2. Care for Nosocomial Infection
 - 3.2.3. Hospital Infection Control and Surveillance Programs and Networks
 - 3.2.4. Asepsis, Disinfection and Sterilization
- 3.3. Prevention
 - 3.3.1. Primary and Secondary Prevention. Types and Examples
 - 3.3.2. Prevention and Detection of Adverse Events Related to the Preparation and Administration of Medication
 - 3.3.3. Screening Programs: Breast Cancer Management
 - 3.3.4. Screening Programs: Colon Cancer Management
 - 3.3.5. Vaccination Program Management. Childhood Vaccination
 - 3.3.6. Vaccination Program Management. Flu Vaccination
 - 3.3.7. FMEA: (Modal Analysis of Failures and Effects). Cause / Root Analysis
- 3.4. Notification and Registration System
 - 3.4.1. Information and Record Systems
 - 3.4.2. Adverse Event Reporting and Recording Systems
- 3.5. Secondary and Tertiary Victims
 - 3.5.1. Health Professionals in the Face of Adverse Effects
 - 3.5.2. Recovery Trajectory and Emotional Support
 - 3.5.3. Impact on Corporate Image

Module 4. Quality Accreditation in Healthcare

- 4.1. Accreditation in Healthcare
 - 4.1.1. Quality Management Systems: Accreditation, Certification and Excellence Models
- 4.2. Joint Commission International
 - 4.2.1. History
 - 4.2.2. The Joint Commission International
- 4.3. EFQM Model
 - 4.3.1. Criteria in Models for Excellence
 - 4.3.2. The Reder Logic Scheme
 - 4.3.3. Update of the EFQM Excellence Model
- 4.4. ISO Accreditation
 - 4.4.1. Rules Are Used as a Standard for Certification
 - 4.4.2. Healthcare System Accreditation Status
 - 4.4.3. Accreditation in Perspective: Main Theoretical-Practical Conflicts



An unique, key, and decisive educational experience to boost your professional development"

05 Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.



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Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"

At TECH we use the Case Method

What should a professional do in a given situation? Throughout the program, students will face multiple simulated clinical cases, based on real patients, in which they will have to do research, establish hypotheses, and ultimately resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Specialists learn better, faster, and more sustainably over time.

With TECH you will experience a way of learning that is shaking the foundations of traditional universities around the world.



According to Dr. Gervas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching power or because of its uniqueness or rarity. It is essential that the case is based on current professional life, trying to recreate the real conditions in the physician's professional practice.

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Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”

The effectiveness of the method is justified by four fundamental achievements:

1. Students who follow this method not only achieve the assimilation of concepts, but also a development of their mental capacity, through exercises that evaluate real situations and the application of knowledge.
2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

This university is the first in the world to combine the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, a real revolution with respect to the mere study and analysis of cases.

Professionals will learn through real cases and by resolving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.



At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology, more than 250,000 physicians have been trained with unprecedented success in all clinical specialties regardless of surgical load. Our pedagogical methodology is developed in a highly competitive environment, with a university student body with a strong socioeconomic profile and an average age of 43.5 years old.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by TECH's learning system is 8.01, according to the highest international standards.



This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Surgical Techniques and Procedures on Video

TECH introduces students to the latest techniques, the latest educational advances and to the forefront of current medical techniques. All of this in direct contact with students and explained in detail so as to aid their assimilation and understanding. And best of all, you can watch the videos as many times as you like.



Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





06 Certificate

The Postgraduate Certificate in Quality Management and Patient Safety for Physicians guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Global University.



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*Successfully complete this program and
receive your university qualification without
having to travel or fill out laborious paperwork”*

This private qualification will allow you to obtain a **Postgraduate Certificate in Quality Management and Patient Safety for Physicians** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** private qualification is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Certificate in Quality Management and Patient Safety for Physicians**

Modality: **online**

Duration: **6 weeks**

Accreditation: **6 ECTS**





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- » Modality: online
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- » Schedule: at your own pace
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