Postgraduate Diploma

Medical Administration and Health Services Management

tech *global university*

Postgraduate Diploma

Medical Administration and Health Services Management

» Modality: **online**
» Duration: **6 months**
» Certificate: **TECH Global University**
» Accreditation: **20 ECTS**
» Schedule: **at your own pace**
» Exams: **online**

Website: **www.techtitute.com/us/medicine/postgraduate-diploma/postgraduate-diploma-medical-administration-health-services-management**

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01
Introduction

The current socio-economic context, together with the other factors influencing people's health, is making it all the more necessary to improve the managerial skills of 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.

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, the medical division is fundamental in the development of these processes, where the paradigm of Clinical Management is increasingly imposed, making it necessary to train in this area for physicians who develop or may reach positions of responsibility for care, either as middle management, care or medical management.

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.

This **Postgraduate Diploma in Medical Administration and Health Services Management** 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
- An 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 with theoretical lessons, questions to the expert, discussion forums on controversial issues and individual reflection work, with a special emphasis on scientific method and research methodologies in health management
- Content that is accessible from any fixed or portable device with an Internet connection

Increase your competencies in the approach to Medical and Health Services Management through this Postgraduate Diploma"

This Postgraduate Diploma is the best investment you can make when selecting a refresher program, for two reasons: in addition to train your knowledge as a Clinical Manager, you will obtain a qualification endorsed TECH Global University"

You will be able to complete the Postgraduate Diploma 100% online, adapting it to your needs and allowing 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.

It includes in its teaching staff, a team of prestigious health management professionals, who bring to this training the experience of their work, in addition to recognized health specialists who complement the program in an interdisciplinary way.

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

This program is designed around Problem-Based Learning, whereby the Faculty must try to solve the different professional practice situations that arise throughout the program. For this purpose, they will be supported by an innovative interactive video system developed by renowned experts in the field of Health Management, with extensive teaching experience.

02
Objectives

The Postgraduate Diploma in Medical Administration and Health Services Management offers a cutting-edge program, from a highly practical perspective, at a time when knowledge accreditation plays a fundamental role, and it includes the latest trends in Leadership for Healthcare Services Managers.

"This program will generate a sense of confidence in the performance of Medical and Clinical Management, and will help you grow professionally"

General Objectives

- Analyze the theories and models on the organization and functioning of health systems focusing on their political, social, legal, economic and organizational structures

- 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

- Approach Clinical Management from the criteria of efficacy, efficiency, effectiveness, equity, performance and profitability and the solution of problems through the adequate use of information systems

- Describe the principles of Clinical Management and Administration that facilitate planning, organization, management and assessment at a center, service or healthcare unit

- Demonstrate and appraise advanced initiatives and experiences in Clinical and Health Management

With this program you will be able to better manage resources, lead people and improve procedures in your healthcare institution"

Specific Objectives

Module 1. Planning and Control of Health Organizations

- Gain knowledge about the main models of health systems in the world as a formal structure whose objective is the provision of services aimed at contributing to people's health
- Establish the elements and actors of the health system with reference to the different groups that adopt different roles according to their participation and role in it
- Discover the controversy between public and private healthcare in the description of the new management formulas in the healthcare system

Module 2. The Medical and Healthcare Division in the Health System

- Differentiate between classical medical management and healthcare management
- Delve into the information systems for documentation management
- Understand bioethics and humanization in medical practice

Module 3. Clinical Management

- Understand, interpret, transmit and apply regulatory norms for the activities and functions of health professionals in Clinical Management, in accordance with the legal framework of the health sector
- Recognize and know how to apply and interpret health law in order to contextualize clinical practice in terms of professional and social responsibility, as well as the ethical aspects associated with health care

Module 4. People and Talent Management

- Recognize and develop professional talent by integrating new tools for employability in both the public and private sectors

Module 5. Management and Economic Assessment

- Understand and know how to carry out an economic analysis of the functioning of health institutions and the economic behavior of the agents involved in health systems
- Incorporate the fundamental concepts of the techniques and instruments of economic evaluation applied to management practices in healthcare systems
- Incorporate integrated procurement systems from a centralized purchasing perspective for efficient and multidisciplinary operation

Module 6. Competency-Based Management

- 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 evaluee from different perspectives

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.

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

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

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Structure and Content

The structure of the syllabus has been designed by a team of professionals knowledgeable about the implications of medical training in health management; aware of the relevance of current training and committed to quality teaching through new educational technologies.

"

This Postgraduate Diploma in Medical Administration and Health Services Management contains the most complete and up-to-date scientific program on the market"

Module 1. Planning and Control of Health Organizations

1.1. Stakeholders in the National Health System
    1.1.1. Sustainability of the National Health System
    1.1.2. Stakeholders in the Healthcare System
    1.1.3. The Taxpayer
    1.1.4. The Patient
    1.1.5. The Professional
    1.1.6. Purchasing Agency
    1.1.7. The Buyer
    1.1.8. The Manufacturing Institution
    1.1.9. Conflicts and Interests

Module 2. The Medical and Healthcare Division in the Health System

2.1. Classical Medical Management vs. Care Management
    2.1.1. Classic Medical Management
    2.1.2. Medical Healthcare Management
2.2. Management Information Systems and Electronic Medical Records
    2.2.1. Control Panels
    2.2.2. Electronic Medical Records
    2.2.3. Assisted Prescription Systems
    2.2.4. Other Useful Information Systems in Health Management
2.3. Continuity of Care: Integration of Primary Care, Hospital Care and Social Healthcare
    2.3.1. The Need for Healthcare Integration
    2.3.2. Integrated Health Organizations. Initial Bases
    2.3.3. Starting an Integrated Health Organization
2.4. Bioethics and Humanization in Medical Practice
    2.4.1. Current Status of Dehumanization in the Healthcare System
    2.4.2. Quality Management
    2.4.3. Humanizing Quality Management
    2.4.4. Humanization Programs

Module 3. Clinical Management

Module 4. People and Talent Management
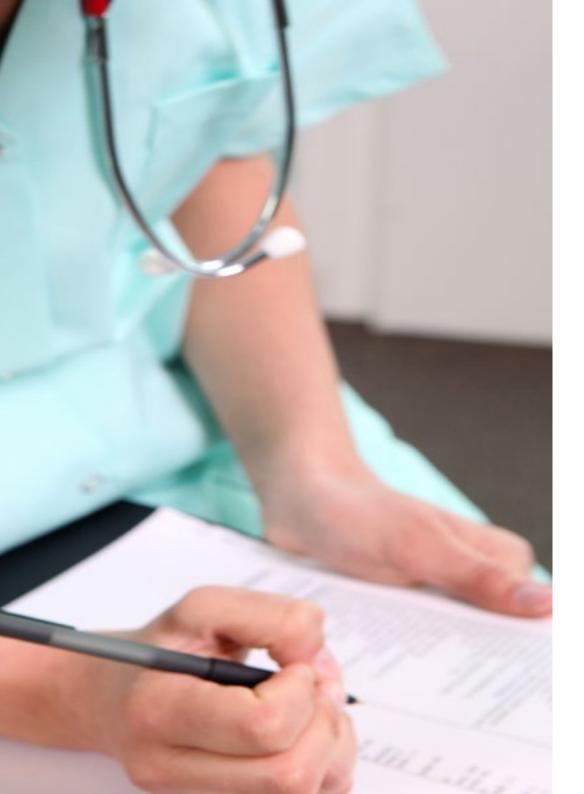
Module 5. Management and Economic Assessment

5.1. Funding Models
- 5.1.1. Payment Models and Stakeholders in the Health System
- 5.1.2. Payment Models to Professionals
- 5.1.3. Ideal Payment Model. Payment Models and Incentive Models
- 5.1.4. Assess Incentive Efficacy

5.2. Cost Calculation
- 5.2.1. Financial Assessment Fundamentals
- 5.2.2. Critiques of the Fundamentals of Welfare Economics
- 5.2.3. Classification of Accounting According to Purpose
- 5.2.4. Defining and Classifying Costs
- 5.2.5. Financial Assessments Used in Healthcare
- 5.2.6. Cost Centers
- 5.2.7. Process and Patient Cost
- 5.2.8. Cost Analysis by Diagnosis-Related Groups (DRG)

5.3. Efficiency and Sustainability of Health Systems
- 5.3.1. Definitions
- 5.3.2. Macroeconomic Sustainability
- 5.3.3. Factors Putting Upward Pressure on Public Health Spending, Compromising Its Sustainability
- 5.3.4. Use in Health Services Supply and Demand

5.4. Management Agreements
- 5.4.1. Strategic Planning as a Starting Point
- 5.4.2. The Management Agreement or Program Contract
- 5.4.3. Contents Normally Included in Management Agreements
- 5.4.4. Management Agreements and Differential Compensation
- 5.4.5. Limitations and Aspects to Consider in a Management by Objectives System

5.5. Budget and Purchasing
- 5.5.1. Budget Concept and Budgetary Principles
- 5.5.2. Types of Budgets
- 5.5.3. Budget Structure
- 5.5.4. Budget Cycle
- 5.5.5. Purchasing and Procurement Management
- 5.5.6. Management of Public Service Procurement

5.6. Purchasing, Contracting and Supplies.
- 5.6.1. Integrated Procurement Systems. Centralized Purchasing
- 5.6.2. Management of Public Service Contracting: Tenders and Agreements. Purchasing and Procurement Commissions
- 5.6.3. Hiring in the Private Sector
- 5.6.4. Supply Logistics

5.7. Staffing and Performance Calculations
- 5.7.1. Estimated Healthcare Staffing Requirements
- 5.7.2. Staffing Calculation
- 5.7.3. Allocate Time for Healthcare Activity

5.8. Budget Management
- 5.8.1. Budget. Concept
- 5.8.2. Public Budget

5.9. Negotiation with Suppliers
- 5.9.1. Negotiation with Suppliers

Module 6. Competency-Based Management

6.1. Performance Evaluation. Competency-Based Management
- 6.1.1. Definition of Competencies
- 6.1.2. Performance Evaluation Procedure Implementation
- 6.1.3. Functions
- 6.1.4. General and Specific Skills
- 6.1.5. Feedback from Professions to Improve Performance and Self-Assessment
- 6.1.6. Training Itinerary Design for Skills Development
- 6.1.7. Intrinsic and Extrinsic Motivation to Improve Performance. Methods
- 6.1.8. Most Important Principles of Change

6.2. Methods and Techniques. Competency-Based Management
- 6.2.1. The Assessment Interview. Instructions for the Assessor
- 6.2.2. General Principles of Motivational Interviewing
- 6.2.3. Motivational Interview
- 6.2.4. Communication Strategies
- 6.2.5. Miller's Pyramid

Make the most of this opportunity to learn about the latest advances in this subject to apply it to your daily practice"

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.

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. Gérvas, 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.

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.

01 learning from evidence

02 relearning from evidence

03 testing

04 learning from an expert

05 neurocognitive context dependent learning

06 Von-Restorff effect

07 case based learning through storytelling

08 competencies testing (retesting)

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.

20%

15%

15%

3%

20%

17%

7%

3%

Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.

Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.

Classes

There is scientific evidence on the usefulness of learning by observing experts. The system known as Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.

Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.

Certificate

The Postgraduate Diploma in Medical Administration and Health Services Management guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Global University.

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 Diploma in Medical Administration and Health Services Management** 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 Diploma in Medical Administration and Health Services Management**

Modality: **online**

Duration: **6 months**

Accreditation: **20 ECTS**

tech global university

Mr./Ms. _____, with identification document _____
has successfully passed and obtained the title of:

Postgraduate Diploma in Medical Administration and Health Services Management

This is a private qualification of 600 hours of duration equivalent to 20 ECTS, with a start date of dd/mm/yyyy and an end date of dd/mm/yyyy.

TECH Global University is a university officially recognized by the Government of Andorra on the 31st of January of 2024, which belongs to the European Higher Education Area (EHEA).

In Andorra la Vella, on the 28th of February of 2024

Dr. Pedro Navarro Illana
Dean

This qualification must always be accompanied by the university degree issued by the competent authority to practice professionally in each country. Unique TECH Code: AFWORD23S   techtitute.com/certificates

*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost.

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