Postgraduate Diploma
Health Centers and Services Management

tech global university

Postgraduate Diploma
Health Centers and Services Management

- » Modality: **online**
- » Duration: **6 months**
- » Certificate: **TECH Global University**
- » Accreditation: **23 ECTS**
- » Schedule: **at your own pace**
- » Exams: **online**

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

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01
Introduction

Studying how to manage institutions and organizations can bring a higher degree of quality to the organization of healthcare processes. This program aims to specialize managers by developing skills, techniques, methodologies and tools that promote their leadership drive, activity management, and team management in a more efficient way using the latest educational technology.

This Postgraduate Diploma contains the most complete and up-to-date scientific program on the market"

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 specialize in this area for physicians who develop or may reach positions of responsibility for care, either as middle management, care or medical management.

The new challenges of the sector, such as the approach to complexity and chronicity, the relationships between professional groups, citizens (as users, – patients, – clients) and providers, the development of new health technologies, the need to increase efficiency in the use of resources, assuming the new leadership, participative and transparent, or gaining its position in the interdisciplinary team, are challenges to be addressed.

In addition, graduates will obtain an excellent quality specialization in economic evaluation and financial management of healthcare centers thanks to intensive Masterclasses. These are given by an internationally renowned expert with an outstanding track record in performance measurement in healthcare organizations.

This **Postgraduate Diploma in Health Centers and Services Management** contains the most complete and up-to-date scientific program on the market. The most important features include:

- Development of practical cases developed 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 students are posited
- 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

Increase your skills thanks to the Masterclasses of a true international expert in hospital financial management"

This Postgraduate Diploma is the best investment you can make in the selection of a specialization program for two reasons: in addition to qualifying you as a clinical manager, you will obtain a Postgraduate Diploma from TECH Global University"

It includes, in its teaching staff, a team of prestigious health management professionals, who bring to this program 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 course programmed to prepare in real situations.

The design of this program focuses on Problem-Based Learning, through which nurses must try to solve the different professional practice situations that arise throughout the program. For this reason, you will be assisted by an innovative, interactive video system created by renowned and experienced experts in the field of health management with extensive teaching experience.

You will be able to complete the Postgraduate Diploma 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 program and improve patient care.

02
Objectives

The Postgraduate Diploma in Health Centers and Services Management offers in detail a cutting-edge specialization program, from an eminently practical point of view, at a time when accreditation of knowledge plays a fundamental role, including the latest trends in Leadership for Healthcare Services Managers.

This program will generate a sense of security in the performance of medical direction and clinical management, and 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 skills in health management from the viewpoint of clinical management, knowing the practical methodological tools to apply in the critical areas of health management and direction, both institutional and day-to-day

- Approach clinical management using the criteria of efficacy, efficiency, effectiveness, equity, performance and profitability and the solution of problems through the appropriate use of information systems

- Describe the principles of clinical management that allow for planning, organization, management and evaluation of a center, service or care unit

- Showcase and evaluate advanced clinical and health management initiatives and experiences
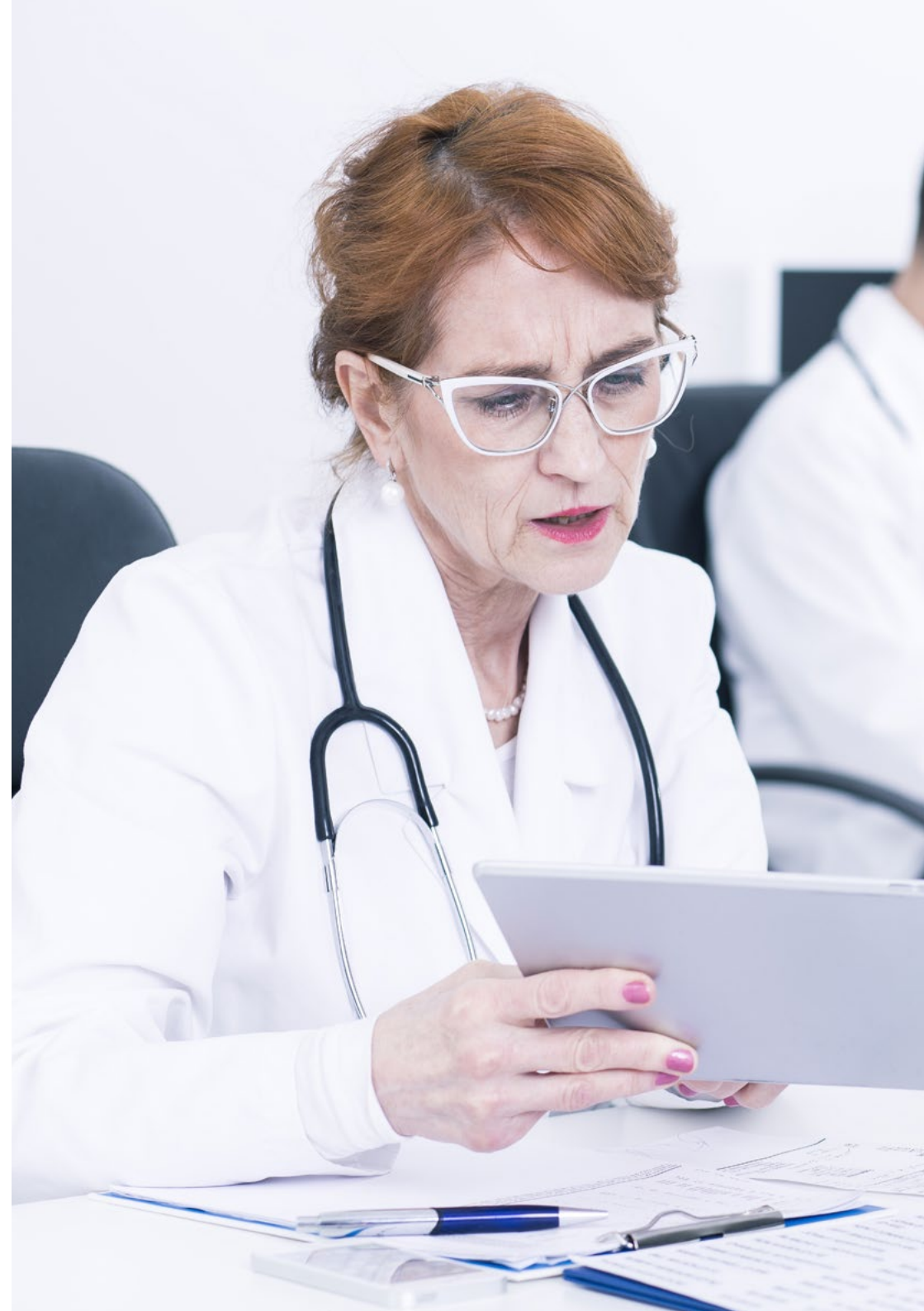
Specific Objectives

Module 1. Planning and Control of Health Organizations

- Describe, compare and interpret characteristics and performance data of different health models and systems
- Apply the essential concepts and methods of planning, organization and management of health institutions
- Explore the care and health division in the interdisciplinary team and learn about new challenges in the healthcare sector
- Know the different factors involved in the Health System, as well as their ways of interacting to develop their day-to-day activities
- Describe the existing conflicts of interest in the interrelation between the different factors of the health system

Module 2. Health Systems and Policies

- Describe the main health system models
- Know and differentiate the entities and professionals in the healthcare system, as well as the established forms of health financing
- Understand the right to health care and know about the portfolio of basic and complementary services
- Define user co-payment and financing, as well as the consequences of its use
- Integrate new information technologies to drive transformation of health systems

Module 3. Medical and Welfare Management Department in the Health System

- Describe how to achieve the aforementioned transformation of the healthcare system and of the current healthcare model, to ensure excellent care that is sustainable in the medium to long term
- Overcome care fragmentation with more integrated care, not only between primary care and hospitals, but also between hospitals and social services
- Develop mechanisms for effective patient participation in the healthcare system
- Integrate ICT as a fundamental driver of transformation, which supports a clinical information sharing strategy

Module 4. Clinical Management

- Facilitate the necessary coordination between units and patient monitoring
- Make this a clear management priority because, if properly developed, it is the basis for true continuous quality improvement
- Get to know and understand the models and key features of inter-hospital clinical management units (ICMUs)
- Get to know the characteristics of the Inter-hospital Clinical Management Units
- Understand the importance of leadership and organizational profile in the Inter-hospital Clinical Management Units
- Know the requirements of patients. Know key points in human resources management
- Know how processes are organized in the ICMU: Learn about the control panel. Identify and integrate synergies
- Know how to implement management by objectives and a vision for improvement

Module 5. Chronicity and Telemedicine Management

- Explore the definition and origins of telemedicine, its evolution over the years and the different types of telemedicine that are currently available
- Know the key considerations when introducing telemedicine projects into healthcare organization, studying both the aspects most valued by patients and those that can guarantee success in the implementation of a telemedicine project
- Examine examples of telemedicine services currently in place around the world, with a final reflection on the advantages and risks that may be involved in the large-scale implementation of a healthcare system that knows no geographical boundaries

Module 6. Management and Economic Assessment

- 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
- Carry out an economic analysis of the functioning of health care institutions and the economic behavior of the agents involved in health systems
- Apply the fundamental concepts of economic evaluation techniques and tools applied in management practice within health systems
- Determine the techniques, styles and methods for defining, guiding and leading professional-talent management policies in health institutions
- Within a clinical setting, recognize, apply and learn how to assess the usefulness of different leadership and management tools that can also be applied to the context of healthcare practice

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

03
Course Management

TECH has been able to bring together in this program a prestigious teaching team specialized in the field of financial management in healthcare organizations. In this way, it has made a rigorous selection based on their professional trajectory of excellence in health services. Therefore, medical professionals who take this course will have a management and teaching staff specialized in business management and administration and in the evaluation of financial systems in health care centers.
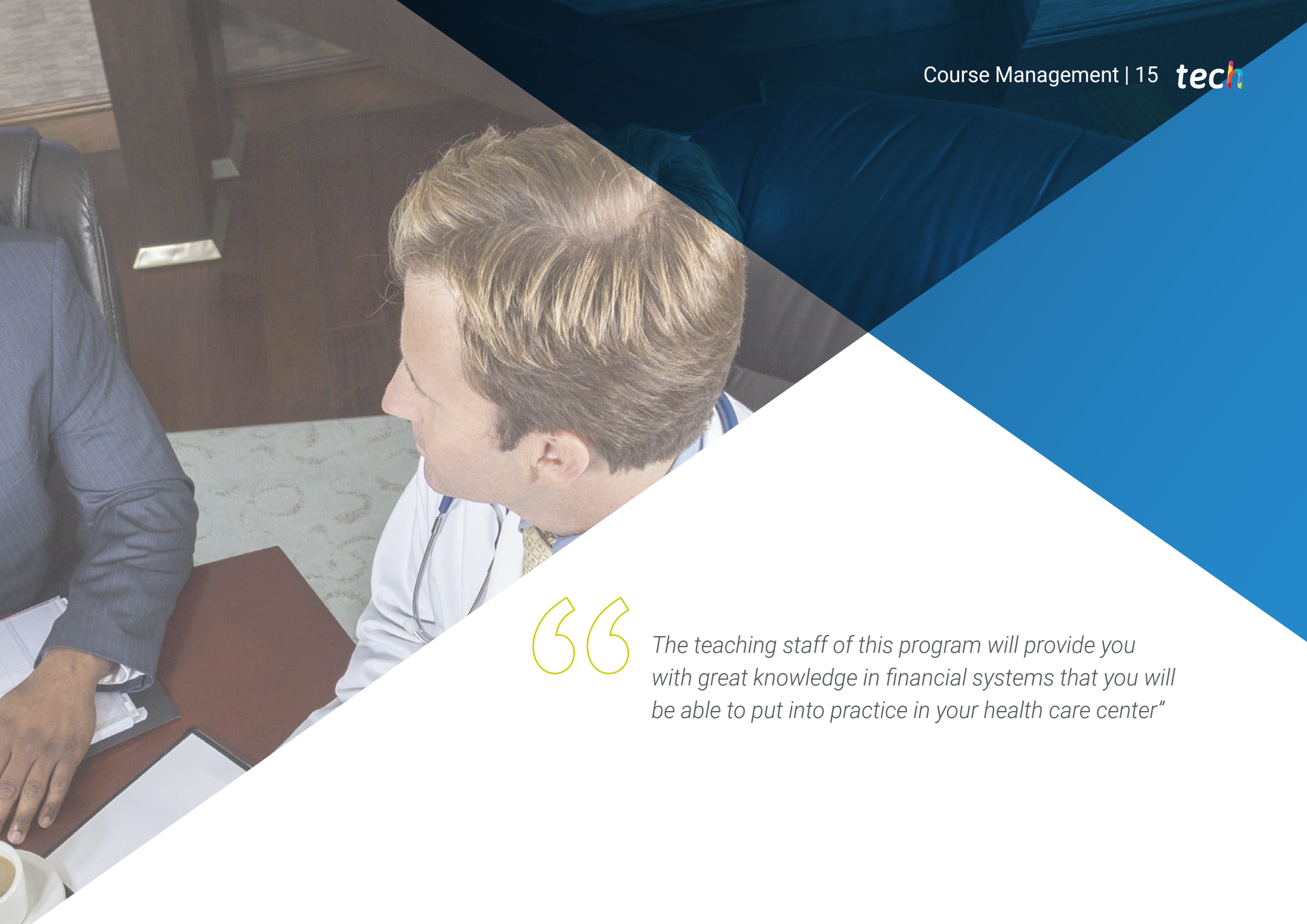
The teaching staff of this program will provide you with great knowledge in financial systems that you will be able to put into practice in your health care center"

International Guest Director

Dr. Leslie K. Breitner is an internationally renowned specialist, with an outstanding track record in the fields of business administration, not-for-profit management and healthcare.. Her professional and research career has focused on analyzing the impact of initiatives that improve the quality of financial systems in healthcare organizations.. In that sense, her main contributions have been related to education and leadership, collaborating with numerous educational institutions in the creation of training programs for managers.

On the other hand, she is co-author of the popular accounting books "Essentials of Accounting, 10th Edition" and 'Essentials of Accounting Review'. In these volumes, the expert reflects her extensive knowledge of financial management, budgeting and performance measurement in hospitals. In addition, many of the studies and contributions in her various publications have been supported by grants from the U.S. Department of Health and Human Services.

Dr. Breitner is a graduate of Boston University and collaborates as a specialist at McGill University in Montreal, Canada. At the latter center,
she founded the International Master's Degree in Healthcare Leadership (IMHL) program and served as Co-Academic Director of the Graduate Program in Health Care Management. She also lectures frequently at Harvard University, Washington University and Seton Hall.

Dr. Breitner's professional experience has been recognized on numerous occasions, receiving awards from important organizations and university institutions around the world. Among other distinctions, she holds the Beekhuis Award from the Simmons College Graduate School of Management and is an honorary member of the Boston chapter of the Beta Gamma Sigma Society.

Dr. Breitner, Leslie

- Director of Programs at the Faculty of Health Care Management at McGill University, Montreal, Canada
- Specialist in Hospitality Business Administration
- Director of the International Master's Degree in Healthcare Leadership
- Academic Co-Director of the Graduate Program in Health Care Management
- Supervisor of the Mitacs-Accelerate graduate research internship program
- Collaboration with UNICEF in Training on Budget and Fiscal Analysis
- Doctorate in Business Administration (DBA) from Boston University Graduate School of Management
- Master's Degree of Business Administration (MBA), Simmons College Graduate School of Management

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

04
Structure and Content

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

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This Postgraduate Diploma in Health Centers and Services Management contains the most complete and updated scientific program on the market"

Module 1. Planning and Control of Health Organizations

1.1.	The Process of Strategic Planning

　　1.1.1.	Mission, Vision, and Values

　　1.1.2.	The Cycle of Strategic Planning. Strategic Plan and Strategic Lines

　　1.1.3.	Planning and Continuous Quality Improvement. Advantages of Planning

　　1.1.4.	Internal and Competitive Analysis of the Environment. Benchmarking

1.2.	Management by Values and Objectives

　　1.2.1.	Operative Planning. Obtaining Objectives from Strategic Lines of Action

　　1.2.2.	Types of Objectives Goals

　　1.2.3.	Management by Values and Objectives: Management Plans

　　1.2.4.	Assessment of the Strategic and Operational Plan

1.3.	Organizational Theory Applied to Healthcare

　　1.3.1.	Types of Organization

　　1.3.2.	Organizational Behavior Studies

　　1.3.3.	Characteristics of the Public Organization

　　1.3.4.	New Organizational Models. Fluid and Matrix Organizations

1.4.	Management and Direction

　　1.4.1.	The Management Process

　　1.4.2.	Collegiate Management Bodies

　　1.4.3.	Management Styles

1.5.	Future Organization

　　1.5.1.	Organizational Environment

　　1.5.2.	Knowledge Management as the Driving Force of the Organization of the Future

　　1.5.3.	Innovative Hospitals and Health Centers
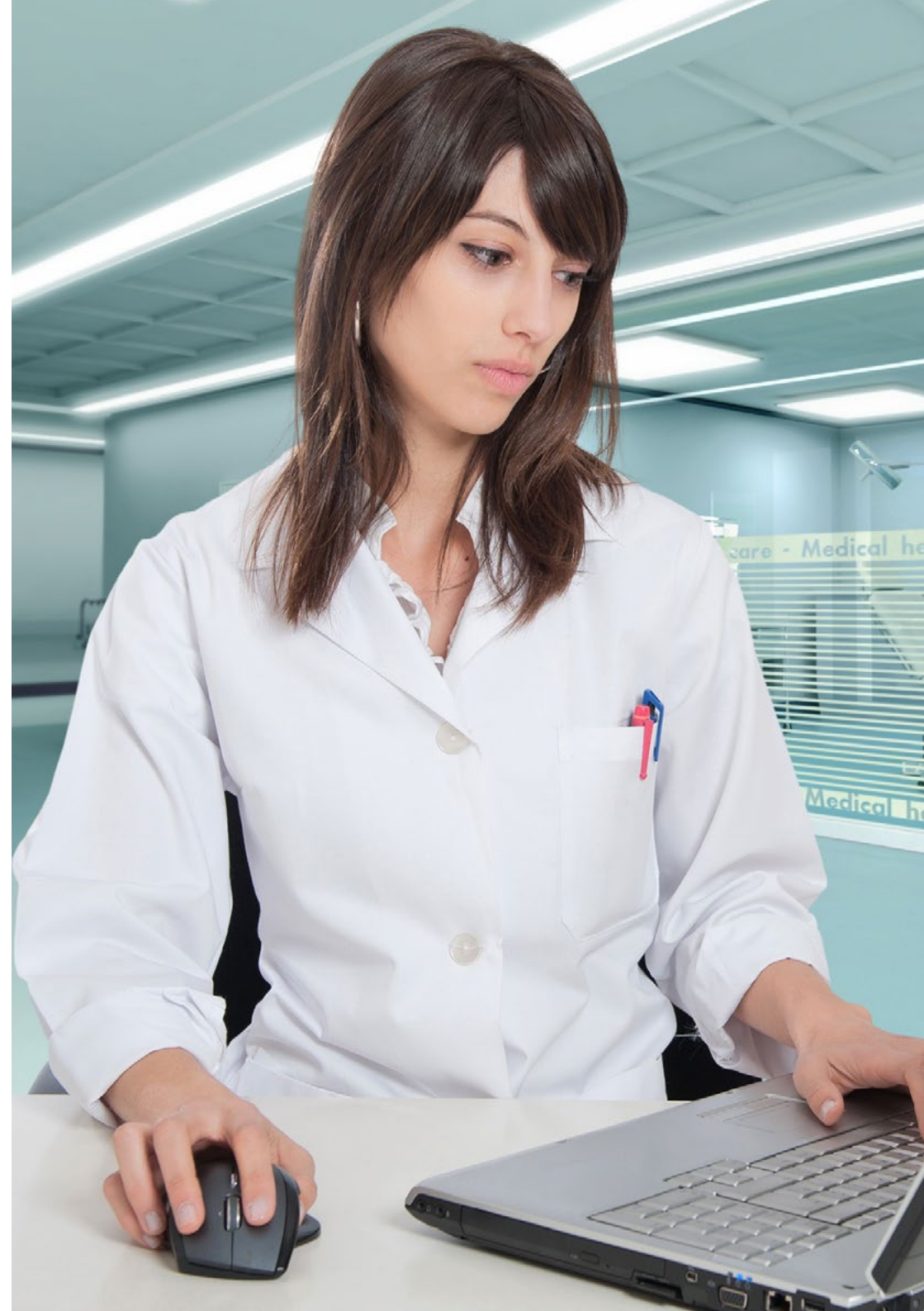
Module 2. Health Systems and Policies

2.1.   Health Systems

    2.1.1.   Main Health System Models. Comparison and Results

    2.1.2.   Beverige SMS Health Systems Model: Example

    2.1.3.   Health Systems Biskmark Assurance Model: Examples

    2.1.4.   Evolution of the Different Health Systems

2.2.   Healthcare Financing and Provision

    2.2.1.   Financing of the Health Systems Public Contributions

    2.2.2.   The Right to Health Care: Basic and Complementary Services

    2.2.3.   Different Provision Models in a NHS Private Provision

    2.2.4.   Co-payment and User Financing

2.3.   Evolution and Other Aspects of Health Systems

    2.3.1.   Complexity and Chronicity Care

    2.3.2.   Information Technology as a Driver for the Transformation of Healthcare Systems

    2.3.3.   Promotion of Health and Heath Education Prevention

    2.3.4.   Traditional Public Health and Its Evolution

    2.3.5.   Health Coordination or Integration The Concept of a Public Health Space

2.5.   Alternatives to the Traditional Management Models

    2.5.1.   Evaluation of New Management Models. Results and Experience

Module 3. Medical and Welfare Management Department in the Health System

3.1.   Classic Medical Management vs. Care Management

    3.1.1.   Structure and Content of Health System Governing Bodies. Current Organization Charts and Future Alternatives

    3.1.2.   Doctors in Managerial Positions: From Board Members to Welfare Directors and Managers, Including General Management

    3.1.3.   Preparation and Value Contribution

    3.1.4.   Medical Division: Critical Areas

    3.1.5.   Different Organizational Structures within the Medical Division

3.2.   Management Information Systems and Electronic Medical Records

    3.2.1.   Control Panels

    3.2.2.   Electronic Clinical History

    3.2.3.   Assisted Prescription Systems

    3.2.4.   MBDS, ICD

    3.2.5.   Other Useful Information Systems in Health Management

3.3.   Continuity of Care: Integration of Primary Care, Hospital Care and Social Healthcare

    3.3.1.   The Need for Healthcare Integration

    3.3.2.   Integrated Health Organizations Initial Bases

    3.3.3.   Starting an OSI

3.4.   Bioethics and Humanization in Medical Practice

    3.4.1.   Bioethical Principles

    3.4.2.   Ethics Committees in Health Organizations

    3.4.3.   Humanization of Health Care

3.5.   Medical and Healthcare Management: Relations with the Nursing Division

    3.5.1.   Knowledge Management Tools for Clinical and Healthcare Management

    3.5.2.   Medical and Healthcare Management: Relations with the Nursing Division

3.6.   Public Health, Promotion of Health and Health EpS for Healthcare Directorates

    3.6.1.   Public Health Concept and Scope

    3.6.2.   Promotion of Health and Heath Education

    3.6.3.   Prevention Programs Types

3.7.   Transformation of the Healthcare Model: The Triple Objective

    3.7.1.   Continuity of Healthcare Strategy

    3.7.2.   Social Health Strategy

    3.7.3.   Efficiency, Health and Patient Experience

Module 4. Clinical Management

4.1.   Definitions and Regulation of Clinical Analysis Management

    4.1.1.   Different Definitions and Visions of Clinical Management

    4.1.2.   Different decrees and Regulations on Clinical Management

    4.1.3.   Levels of Autonomy

4.2.   Processes and Protocols in Clinical Management. Handling Scientific Evidence

    4.2.1.   Types and Classification of Scientific Evidence

    4.2.2.   Protocols, Clinical Practice Guidelines, Clinical Pathways: Differences

    4.2.3.   Grade and Care Routes

4.3.   Patient Classification Systems

    4.3.1.   Patient Classification Systems

    4.3.2.   Patient Dependency Analysis. Dependency Scales and Classification

    4.3.3.   Calculation of Staffing/Cash Flow Based on Patient Classification. Workload Distribution

4.4.   Models and Clinical Management Units

    4.4.1.   Types of Clinical Management Units

    4.4.2.   Mixed Primary and Specialized Care Units

    4.4.3.   Interservice Units

    4.4.4.   Inter-hospital Units

4.5.   Prudent Drug Prescription. Electronic Prescription

    4.5.1.   Prudent Prescribing: Choosing Wisely

    4.5.2.   "Non-action" Strategies

4.6.   Prescription Complementary Tests

    4.6.1.   Prudent Prescribing vs. Defensive Medicine

    4.6.2.   Prescription Audits and Prescription Monitoring: Results

Module 5. Chronicity and Telemedicine Management

5.1.   Complex and Chronic Patient Management

    5.1.1.   Chronic Care Model and Population Stratification. Kaiser Permanente

    5.1.2.   Management of Population Groups at Risk. Management of Complex and/or Chronic Diseases at Home

    5.1.3.   Chronicity and Social and Health Care

5.2.   Experiences in Patient Empowerment: Active Patients, School of Patients

    5.2.1.   Active Patient Model. Stanford University

    5.2.2.   Patient Schools

    5.2.3.   Patient Empowerment and Nursing Input

5.3.   Telemedicine

    5.3.1.   Services Currently in Place and Future Perspectives

Module 6. Management and Economic Assessment

6.1.   Cost Calculation

    6.1.1.   Weighting and Calculation of Health Costs

        6.1.1.1. Cost/Benefit

        6.1.1.2. Cost/Utility

        6.1.1.3. Cost/Productivity

6.2.   Accounting Basis

    6.2.1.   General Accounting Principles

    6.2.2.   What is a Budget? Types of Budgeting and Financial Management

    6.2.3.   Retrospective Income and Expenses Budget

    6.2.4.   Prospective Public Budget by Chapters

    6.2.5.   Public Legislation on Budgets

A unique, crucial and decisive learning 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.

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.
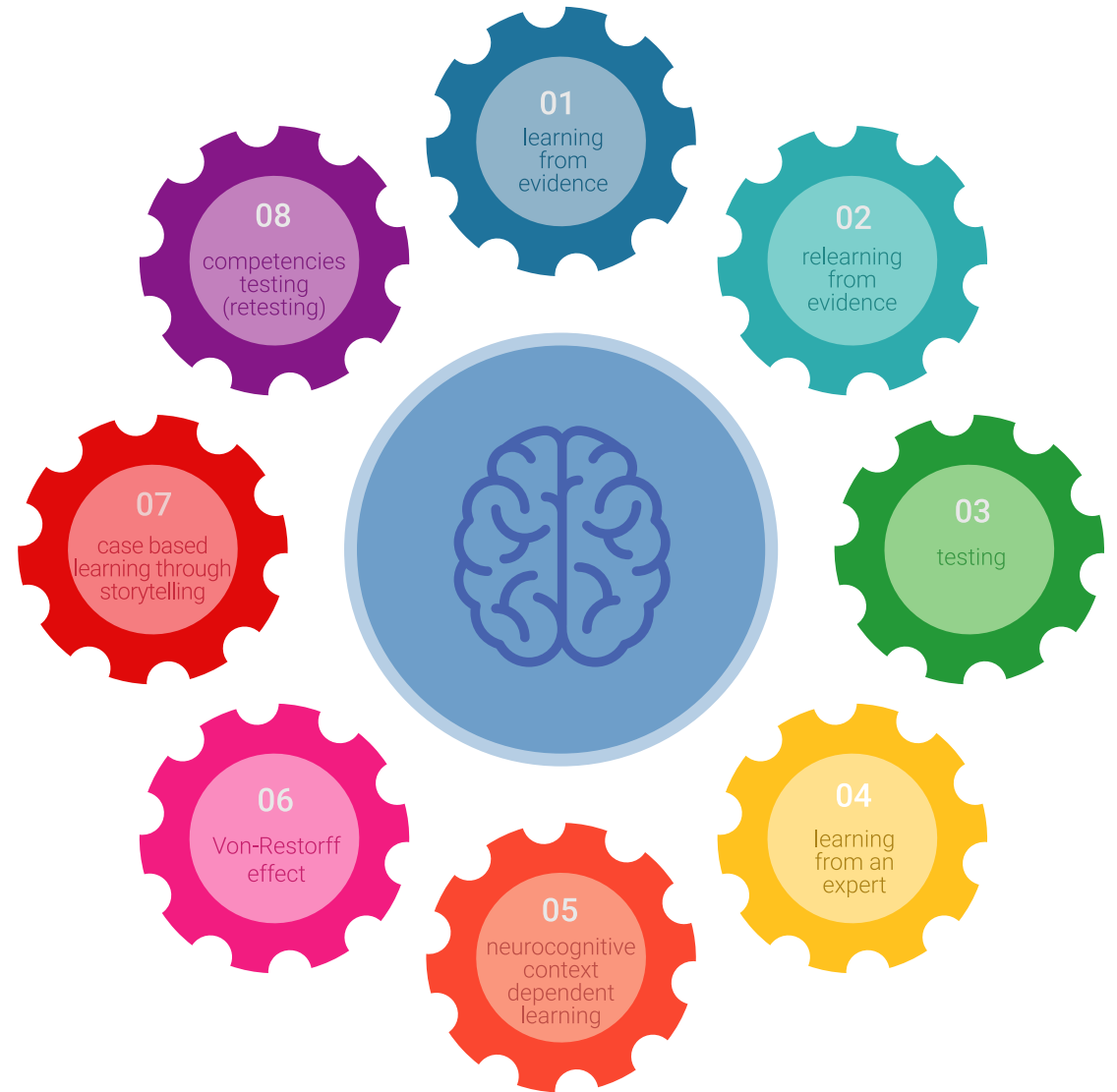
Relearning Methodology

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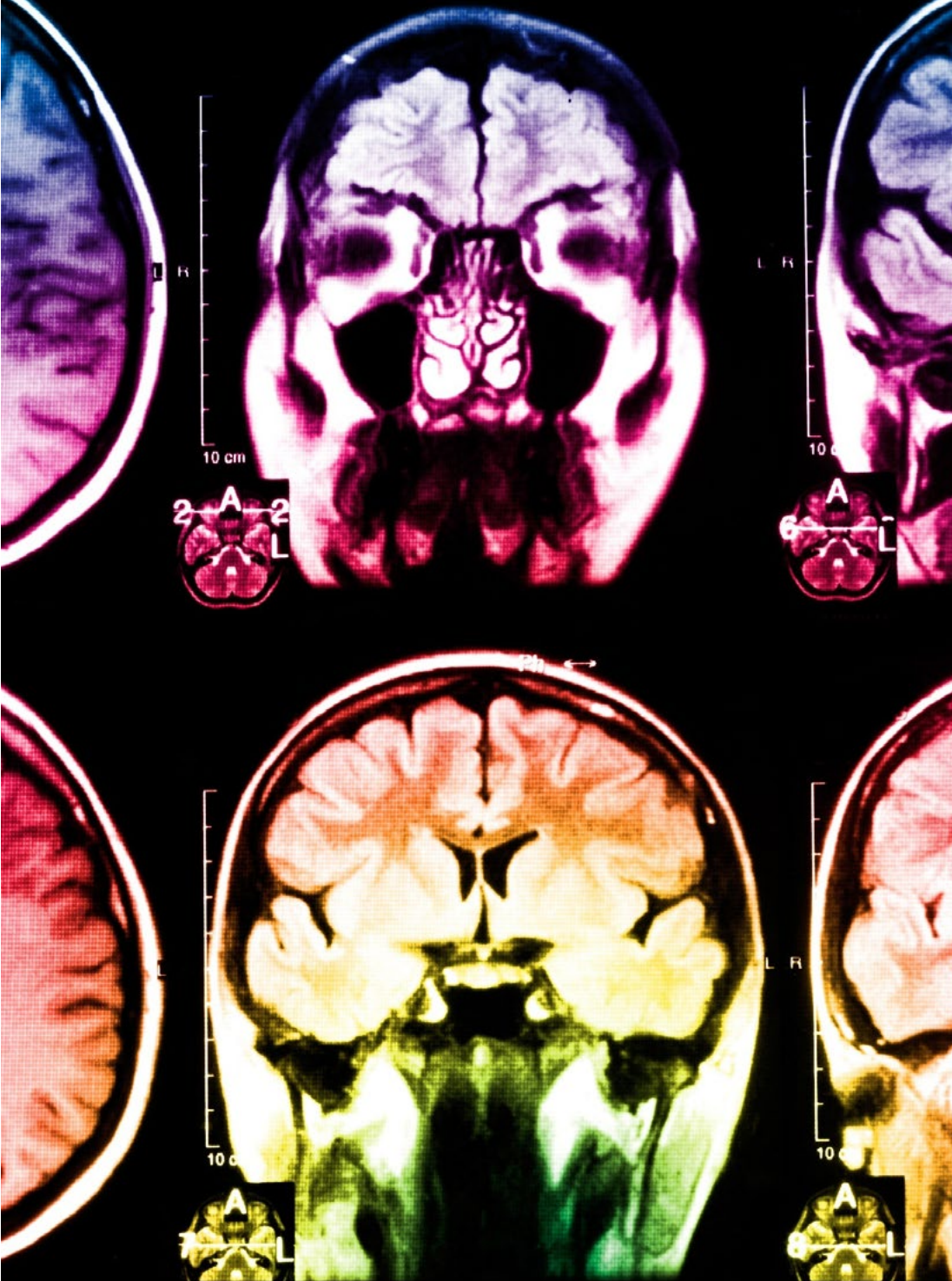
This program offers the best educational material, prepared with professionals in mind:
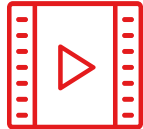
Study Material

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%
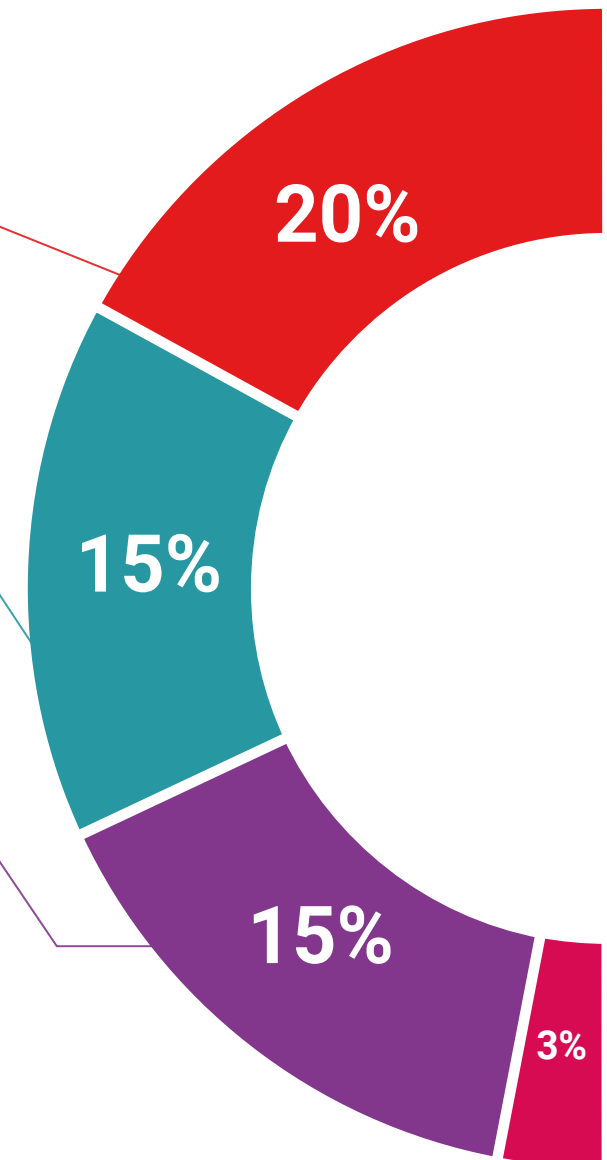
Expert-Led Case Studies and Case Analysis

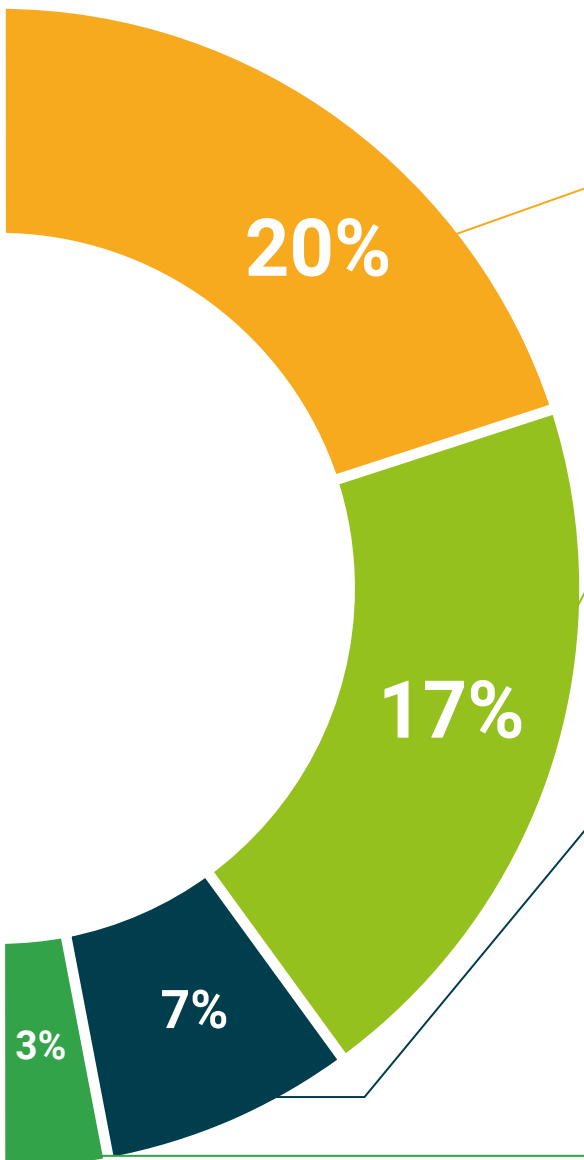Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.

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.

06
Certificate

This Postgraduate Diploma in Health Centers and 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 Health Centers and 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 Health Centers and Services Management**

Modality: **Online**

Duration: **6 months**

Accreditation: **23 ECTS**

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tech global university

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

Postgraduate Diploma in Health Centers and Services Management

This is a private qualification of 690 hours of duration equivalent to 23 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

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*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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