Postgraduate Diploma
Medical and Health Services Management

tech technological university

Postgraduate Diploma

Medical and Health Services Management

- » Modality: **online**
- » Duration: **6 months**
- » Certificate: **TECH Technological University**
- » Dedication: **16h/week**
- » Schedule: **at your own pace**
- » Exams: **online**

Website: **www.techtitute.com/pk/medicine/postgraduate-diploma/postgraduate-diploma-medical-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 Postgraduate Diploma is oriented to train Heads of Service and those responsible for the medical management of hospital centers, developing skills and techniques that promote the impulse of 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.

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.

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

- Analyze practical cases developed by experts in health management and other specialties
- Its graphic, schematic and eminently practical contents, with which they are conceived, gather scientific and assistance information on those situations that occur on a regular basis in the hospital environment
- Presentation of practical workshops on procedures and decision making
- Algorithm-based interactive learning system for decision-making in the situations which 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

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

This Postgraduate Diploma may be the best investment you can make in the selection of a refresher program for two reasons: in addition to train your knowledge as a Clinical Manager, you will obtain a certificate from TECH Technological University"

You will be able to take the course 100% online, adapting it to your needs and making it easier for you to take it while you carry out your full-time healthcare activity.

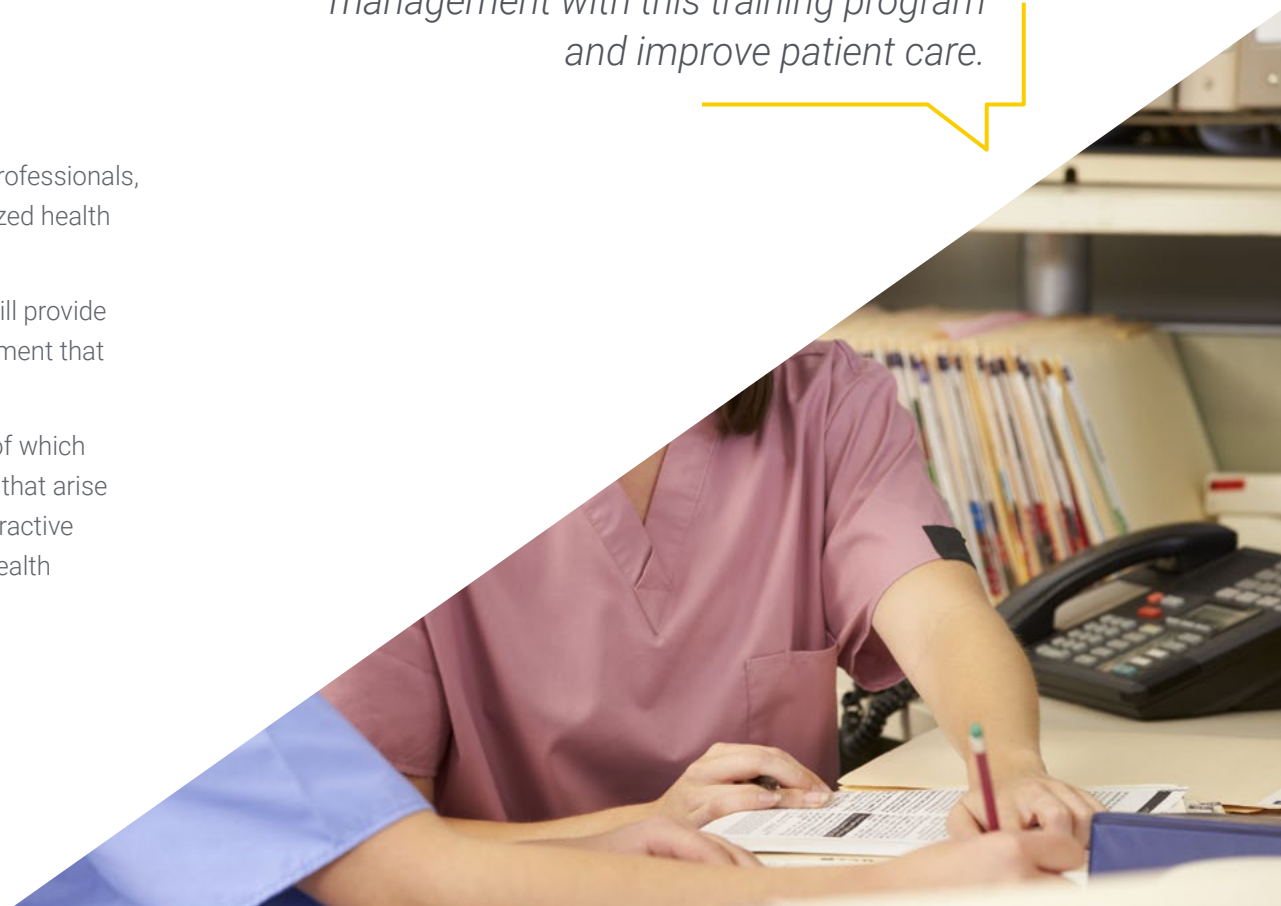*Increase the quality of your management with this training program and improve patient care.*

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.

The design of this program is based on problem-based learning, by means of which the physician must try to solve the different professional practice situations that arise during the course. 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.

02
Objectives

The **Postgraduate Diploma in Medical and Health Services Management** offers a cutting-edge training 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 training program will generate a sense of confidence in the performance of medical direction and clinical management and will help you grow professionally"

General Objectives

- Analyze the theories and models of the organization and the way Welfare Systems work, focusing on their political, social, legal and economic foundations and their organizational structure

- Improve knowledge and professional skills in health management from a clinical management perspective, while becoming familiar with the practical methodological tools to be applied in the critical areas of health management, both institutional and everyday

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

- Describe the principles of clinical management that facilitate the planning, organization, management and assessment of a center, service or care unit

- Show and value advanced initiatives and experiences in clinical and health management

Specific Objectives

- Describe, compare and interpret the characteristics and performance data of different healthcare models and systems
- Apply the essential concepts and methods of planning, organization and management of health institutions
- Contextualize the care and medical division in the interdisciplinary team and learn about the new challenges of the health sector
- 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 learn how to apply and interpret health law to contextualize clinical practice in terms of professional and social responsibility, as well as the ethical aspects associated with health care
- Understand and learn how to carry out an economic analysis of how health institutions operate and the economic behavior of the agents involved in health systems
- Incorporate the fundamental concepts of economic evaluation techniques and tools applied in management practice within health systems
- Analyze and apply techniques, styles and methods to define, guide and lead professional talent management policies in health institutions
- Within a clinical context, recognize, apply and learn how to assess the usefulness of different leadership and management tools in that can also be applied to the context of healthcare practice
- Develop the ability to analyze different health benefits

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

04
Structure and Content

The structure of the curriculum 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 and Health Services Management contains the most complete and up-to-date scientific program on the market"

Module 1. Medical and Welfare Management Department in the Health System

1.1.   Classical Medical Management vs. Welfare Management.

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

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

    1.1.3.   Preparation and Value Contribution.

    1.1.4.   Medical Division: Critical Areas.

    1.1.5.   Different Organizational Structures within the Medical Division.

1.2.   Management Information Systems and Electronic Medical Records.

    1.2.1.   Control Panels.

    1.2.2.   Electronic Medical Records.

    1.2.3.   Assisted Prescription Systems.

    1.2.4.   CMBD, ICD.

    1.2.5.   Other Useful Information Systems in Health Management.

1.3.   Care Continuity: Primary Care, Hospital Care and Social Health Care Integration.

    1.3.1.   Welfare Continuity in the Care Process. Integrated Welfare Processes.

    1.3.2.   Moving Towards a Socio-healthcare Model.

1.4.   Bioethics and Humanization in Medical Practice.

    1.4.1.   Bioethical Principles.

    1.4.2.   Ethics Committees in Health Organizations.

    1.4.3.   Humanization of Health Care.

1.5.   Medical and Welfare Management: Relations with the Nursing Division.

    1.5.1.   Tools for Knowledge Management in Clinical and Welfare Management.

    1.5.2.   Medical and Welfare Management: Relations with the Nursing Division.

1.6.   Public Health, Promotion of Health and Health Education for Welfare Directorates

    1.6.1.   Public Health Concept and Scope.

    1.6.2.   Promotion of Health and Heath Education

    1.6.3.   Types of Prevention Programs.

Module 2. Clinical Management

2.1.   Regulation of Clinical Management.

    2.1.1.   Different Definitions and Visions of Clinical Management.

    2.1.2.   Different Decrees and Regulations on Clinical Management.

    2.1.3.   Different Decrees and Regulations on Clinical Management.

2.2.   Processes and Protocols in Clinical Management. Management of Scientific Evidence.

    2.2.1.   Types of Scientific Evidence and their Classification.

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

    2.2.3.   Grade and Welfare Routes.

2.3.   Patient Classification Systems.

    2.3.1.   Patient Classification Systems.

    2.3.2.   Patient Dependency Analysis. Dependency Scales and Classification.

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

2.4.   Models and Clinical Management Units: Inter-hospital Units.

    2.4.1.   Types of Clinical Management Units.

    2.4.2.   Mixed Primary and Specialized Care Units.

    2.4.3.   Interservice Units.

    2.4.4.   Inter-hospital Units.

2.5.   Prudent Drug Prescription. Electronic Prescription.

    2.5.1.   Prudent Prescribing: Choosing Wisely.

    2.5.2.   "Non-action" Strategies.

2.6.   Complementary Tests Prescription.

    2.6.1.   Prudent Prescribing vs. Defensive Medicine.

    2.6.2.   Prescription Audits and Prescription Monitoring: Results.

Module 3. People and Talent Management

3.1. Health Professionals. Types and Relations.

    3.1.1. Health Professions Ordinance. Types of Professionals and Their Interactions.

    3.1.2. Training of Health Personnel with Special Emphasis on Physicians, Situation and Opportunities for Improvement.

3.2. Rights and Responsibilities Retributions.

    3.2.1. Worker's Statute. Rights and Responsibilities.

    3.2.2. Statutory and Civil Servant Personnel. Status of Statutory Personnel. Disciplinary Regime. Incompatibilities.

    3.2.3. Remuneration of Civil Servants and Statutory Personnel.

    3.2.4. Employees in Public Administration and Private Centers.

    3.2.5. Trade Unions. Representation, Participation and Collective Bargaining. Personnel Boards and Works Councils.

3.3. Working Hours in Units and Services.

    3.3.1. Working Hours; Personal Leave and Leaves of Absence for Statutory and Civil Servant Personnel.

    3.3.2. Collective Bargaining Agreements in the Health Sector.

    3.3.3. Shift Work and On-call System. Shift Planning Systems. Turnover. Continued Care.

    3.3.4. Staff Management Based on the Demand for Care.

3.4. Employability Tools in the Private and Public Sector.

    3.4.1. Public Employment Offers. Types of offers. Merit Rating Scales.

    3.4.2. Personnel Selection Systems in the Private Sector.

    3.4.3. Terminations or Dismissals, Motivation, Justification and Communication, thereof.

3.5. Staff Evaluation and Talent Development. Social and Institutional Climate

    3.5.1. Welcoming, Mentoring and Dismissal Plans.

    3.5.2. Talent Detection and Development.

    3.5.3. Institutional and Social Climate: Measurement and Improvement.

3.6. Visibility in Clinical and Care Management: Blogs and Networks.

    3.6.1. The Digital Revolution in Welfare Practice and Clinical Management. Description of New Digital Tools. How to Improve Visibility

    3.6.2. Health Professionals' Experience of Networks and Blogs.

Module 4. Management and Economic Assessment

4.1. Cost Calculation.

    4.1.1. Weighting and Calculation of Health Costs.

        4.1.1.1. Cost/Benefit.

        4.1.1.2. Cost/Utility.

        4.1.1.3. Cost/Productivity.

4.2. Budget and Accounting.

    4.2.1. General Accounting Principles.

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

    4.2.3. Retrospective Income and Expenses Budget.

    4.2.4. Prospective Public Budget by Chapters.

    4.2.5. Public Legislation on Budgets.

4.3. Purchasing, Contracting and Supplies.

    4.3.1. Purchasing Management. Commissions for Purchases and Acquisition of Goods.

    4.3.2. Integrated Procurement Systems. Purchasing Centralization.

    4.3.3. Management of Public Service Procurement: Tenders and Agreements.

    4.3.4. Hiring in the Private Sector.

    4.3.5. Supply Logistics.

4.4. Efficiency and Sustainability of the Health System.

    4.4.1. Financial Situation of the Public Health System and the Sustainability Crisis.

    4.4.2. Spending for Health Benefits. Comparison of Investments for Further Health Benefits.

    4.4.3. Spending Control in the Public Health System.

4.5. Funding Models.

    4.5.1. Historical Budget and Activity-Based Funding.

    4.5.2. Capitation Funding.

    4.5.3. Financing by DRGs and Processes, Payment per Procedure.

    4.5.4. Incentives for professionals based on funding.

4.6. Clinical and Economic Management Agreements and Contracts.

    4.6.1. Management Agreements. Definition and Models.

    4.6.2. Development and Assessment of a Management Agreement

Module 5. Competency Management

5.1.   Performance Evaluation. Skills-based Management.
      5.1.1.   Definition of Competences.
      5.1.2.   Performance Evaluation Procedure. Implantation.
      5.1.3.   Feedback from Professions for Improving their Performance and Self-evaluation.
      5.1.4.   Training Itinerary Design for Skills Development.
5.2.   Methods and Techniques.
      5.2.1.   The Assessment Interview. Instructions for the Assessor.
      5.2.2.   Main Common Errors and Impediments in the Assessment.
      5.2.3.   Motivational Interview.
      5.2.4.   Miller's Pyramid.

A unique, key and decisive training experience to boost your professional development"

Methodology

This training program provides you with a different way of learning. Our methodology uses a cyclical learning approach: *Re-learning*.

This teaching system is used 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 Re-learning, 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

In a given situation, what would you do? Throughout the program, you will be presented with multiple simulated clinical cases based on real patients, where you will have to investigate, establish hypotheses and, finally, 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 can 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 potential 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 professional medical 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 grasp concepts, but also develop their mental capacity by evaluating real situations and applying their knowledge.

2. The learning process has a clear focus on 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.

Re-learning Methodology

At TECH we enhance the Harvard case method with the best 100% online teaching methodology available: Re-learning.

Our 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, which represent a real revolution with respect to simply studying and analyzing cases.

The physician will learn through real cases and by solving 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 Re-learning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best Spanish-speaking online university (Columbia University).

With this methodology we have trained more than 250,000 physicians with unprecedented success, in all clinical specialties regardless of the surgical load. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Re-learning 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 (we learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

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

In this Postgraduate Diploma you will have access to the best educational material, prepared with you in mind:

Study Material

After a complex production process, we transform the best content into high-quality educational and audiovisual multimedia. We select the best syllabus and make it available to you. Everything you need to acquire in-depth knowledge of a discipline, from A to Z. Lessons written and chosen by specialists in each of the disciplines.

Surgical techniques and clinical procedures on video

We bring you closer to the newest techniques, to the latest scientific advances, to the forefront of doctor news. All this, in first person, with the maximum rigor, explained and detailed for your assimilation and understanding. And best of all, you can watch them as many times as you want.

Interactive Summaries

We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge. This unique multimedia content presentation training system was awarded by Microsoft as a "European Success Story".

Additional Reading

Recent articles, consensus documents, international guides. in our virtual library you will have access to everything you need to complete your training.

20%

15%

15%

3%

20%

17%

7%

3%
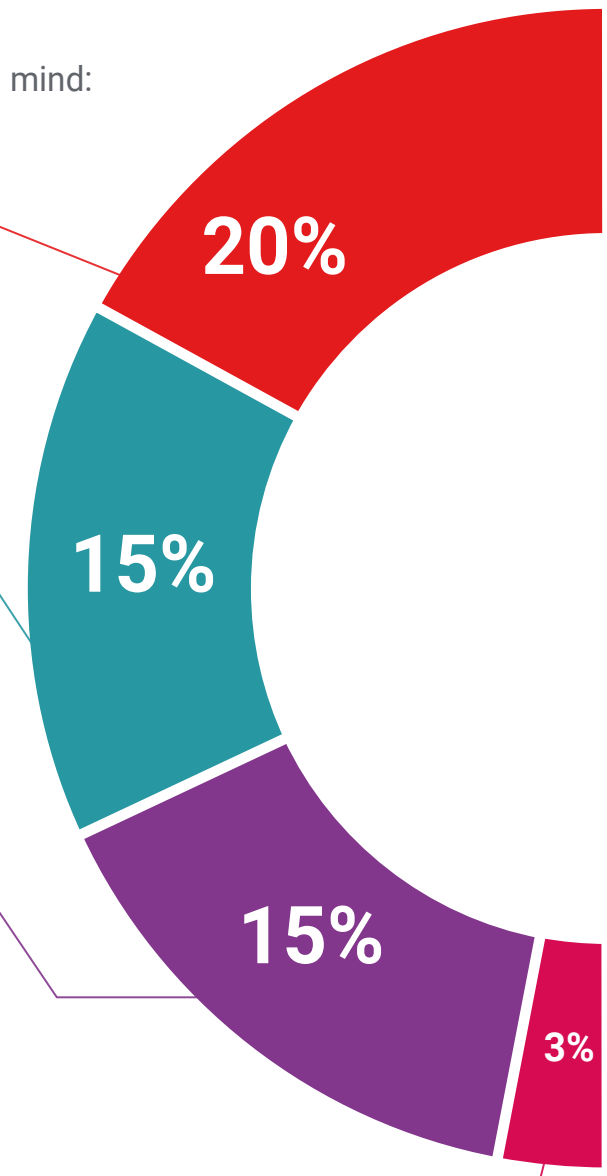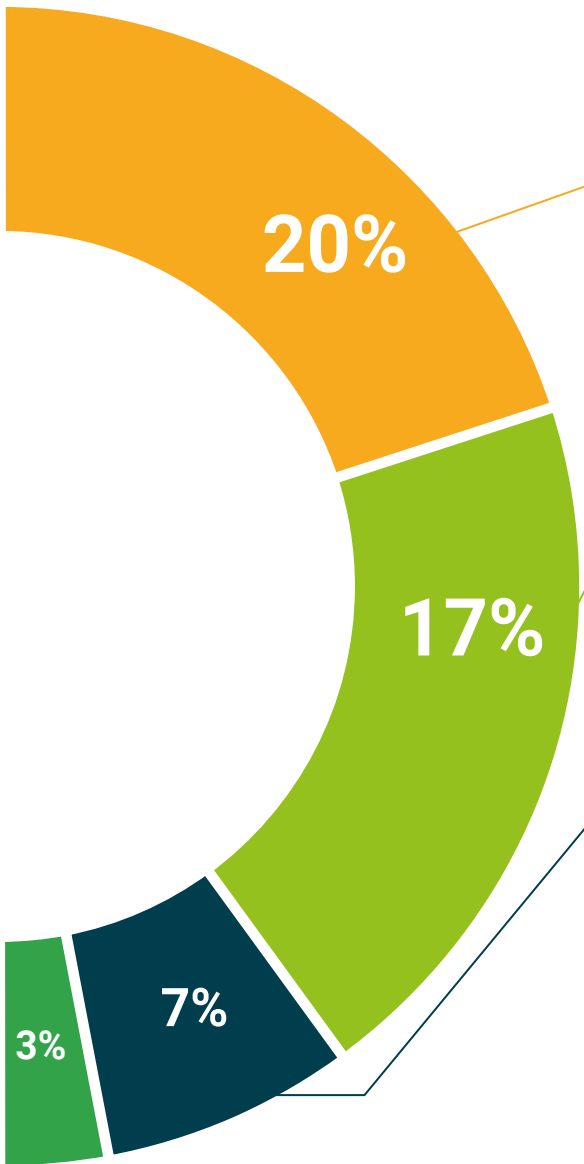
Expert-Led Case Studies and Case Analysis

Through the narratives of expert professionals, it is possible to acquire a high degree of understanding of the most frequent problematic situations. The professional's healthcare practice is not alien to the context in which it takes place. If we want to train ourselves to improve our professional practice, this training must be situated within the context in which it takes place.

Testing & Re-Testing

We periodically evaluate and re-evaluate your knowledge throughout this program through activities and evaluative exercises.

Classes

There is scientific evidence suggesting that observing third-party experts can be useful. Learning from an expert strengthens knowledge and recall, and generates confidence in our future difficult decisions

Quick Action Guides

One of the most important functions of our team is to select those contents considered essential and present them in the form of worksheets or quick action guides to facilitate their understanding.

Certificate

The **Postgraduate Diploma in Medical and Health Services Management** guarantees you, in addition to the most rigorous and up-to-date training, access to a certificate issued by TECH Technological University.

*Successfully complete this training and receive your certificate without travel or laborious paperwork"*

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

After the student has passed the evaluations, they will receive their corresponding **certificate** issued by TECH Technological University via tracked delivery.

The certificate issued by **TECH Technological University** will specify the qualification obtained though the Postgraduate Diploma, and meets the requirements commonly demanded by labor exchanges, competitive examinations, and professional career evaluation committees.

Title: **Postgraduate Diploma in Medical and Health Services Management**

Official Number of Hours: **500**
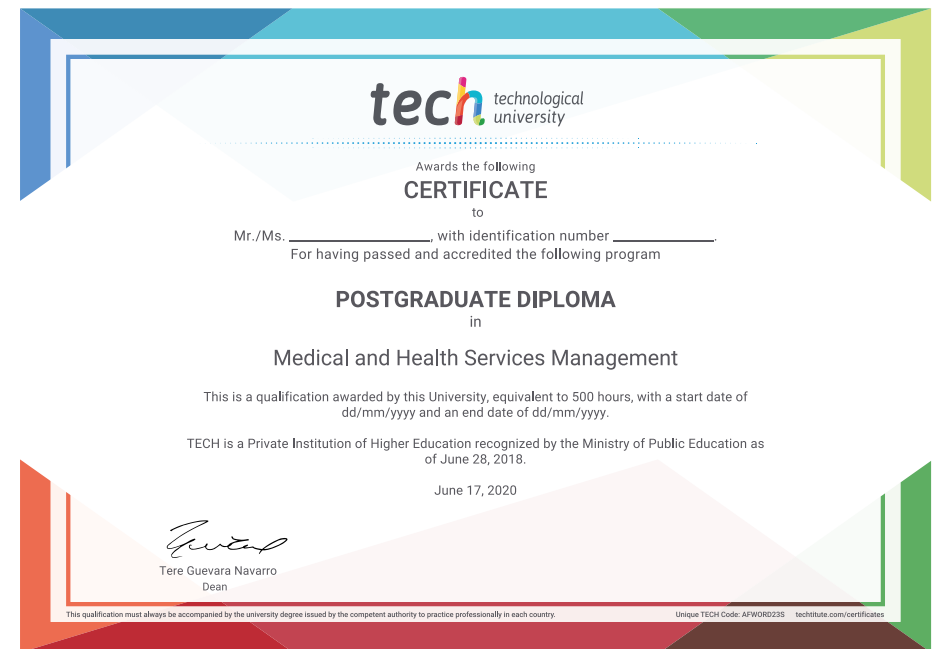
*Apostille Convention. In the event that the student wishes to have their paper certificate issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.

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tech *technological university*