

# Postgraduate Diploma

## Quality of Care and Humanization in Health





## Postgraduate Diploma Quality of Care and Humanization in Health

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Credits: 18 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/us/medicine/postgraduate-diploma/postgraduate-diploma-quality-care-humanization-health](http://www.techtute.com/us/medicine/postgraduate-diploma/postgraduate-diploma-quality-care-humanization-health)

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# 01

# Introduction

Quality of care and humanization in health are two fundamental aspects of health care. Quality of care refers to the effectiveness and efficiency of health services, while humanization is the personalized and empathetic treatment of patients. Both aspects are complementary and must be present in health care to achieve quality care. For this reason, TECH has designed a program that allows physicians to maximize their knowledge of aspects such as Health Care Quality Management Systems in Health Care Institutions or Tools for Humanization, among others. All this, thanks to a 100% online modality and with the most complete and updated multimedia materials in the academic market.





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*This TECH program will provide you with the most advanced knowledge on Health Care Quality Management Systems in Health Care Institutions, in a 100% online modality"*



Quality of care and humanization in health are fundamental aspects of health care. The quality of care focuses on ensuring safe, effective and efficient care, while humanization focuses on providing humane and personalized treatment to patients. Both aspects are complementary and must be effectively integrated, providing quality and patient-centered care.

For this reason, TECH has designed a Postgraduate Diploma in Quality of Care and Humanization in Health with which it seeks to provide students with the skills and abilities necessary to carry out their work as physicians as efficiently as possible. Therefore, throughout this program, aspects such as Quality Management Methodology, Bioethics and the Person-Centered Care Model will be addressed.

All this, thanks to a convenient 100% online mode that allows students to organize their schedules freely, being able to combine them with their other obligations and interests of the day to day. Additionally, with a syllabus that has the most dynamic and complete didactic materials and practical activities on the market.

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

- The development of case studies presented by health care experts in Quality of Care and Humanization in Health
- The graphic, schematic and eminently practical contents with which it is conceived, collect scientific and practical information on those disciplines that are essential for professional practice
- Practical exercises where the self-assessment process can be carried out to improve learning
- Its special emphasis on innovative methodologies
- Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- Content that is accessible from any fixed or portable device with an Internet connection



*Become an expert in Quality of Care and Humanization in Health in only 6 months and with total freedom of schedules"*

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*This program will enhance your skills and expertise in one of the most promising areas in the field of Medicine”*

The program includes in its teaching staff professionals of the field who pour into this training the experience of their work, in addition to recognized specialists from reference societies and prestigious universities.

Its multimedia content, developed with the latest educational technology, will allow the professional a situated and contextual learning, that is, a simulated environment that will provide an immersive training programmed to train in real situations.

The design of this program focuses on Problem-Based Learning, in which the professional will have to try to solve the different professional practice situations that will arise throughout the academic course. This will be done with the help of an innovative system of interactive videos made by renowned experts.

*Update your knowledge of Palliative Care Management from your Tablet, mobile phone or computer.*

*Learn in depth about aspects such as Humanization of Palliative Care and Ethics and Research.*



# 02 Objectives

The objective of this Postgraduate Diploma in Quality of Care and Humanization in Health is to provide students with the optimal skills and knowledge so that they can carry out their health care work with the highest quality and efficiency in their jobs. All this, thanks to the most updated contents and based on the most rigorous sources, making it a unique opportunity in today's academic market.







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*Get up to date on the latest advances in the Humanization of Health Care, thanks to TECH, the largest digital university in the world”*



## General Objectives

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- Analyze the importance of humanization in health care, the need for respect for life, human dignity and a comprehensive understanding of the person made vulnerable by illness
- Identify the situations and risk factors in the pediatric patient
- Determine the main preventive measures in place in pediatric patient safety
- Substantiate the importance and guidelines of surgery safety in the public health field by defining a minimum set of measures
- Promote safe working environments for the patient and for professionals
- Promote research, innovation and training in patient safety
- Analyze the management of adverse events and improvement plans to avoid them
- Deepen the concepts, methods and strategies for improving patient safety in health care institutions
- Substantiate the best evidence on safety in biobanks and transfusion safety technologies
- Analyze patient safety strategies approached from different health care areas





## Specific Objectives

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### Module 1. Health Care Quality Management Systems in Health Care Institutions

- ♦ Analyze the different models and systems of quality management
- ♦ Update specialized knowledge on the management by care processes
- ♦ Propose techniques and tools for quality improvement
- ♦ Develop the tools to carry out a continuous quality improvement cycle
- ♦ Determine the different models of quality certification in health care institutions
- ♦ Establish keys to excellence in health care institutions
- ♦ Identify the essential aspects for the development of effective leadership in health care professional teams

### Module 2. Quality of Care and Ethics in Health Care Institutions

- ♦ Develop the four principles of bioethics
- ♦ Update knowledge on the application of the deliberative method to clinical decisions
- ♦ Examine the application of bioethics in end-of-life health care decisions
- ♦ Apply ethics in medical research
- ♦ Deepen the key points of respect for the patient
- ♦ Analyze ethical actions in conflicting situations
- ♦ Value the figure of palliative care
- ♦ Establish the importance of ethical values in organ donation

### Module 3. Humanization of Health care

- ♦ Promoting humanization in health care
- ♦ Analyze the fundamental axes for humanized care: the patient and their family, the health care personnel and the organizational structure
- ♦ Inquire into the humanization of health care for particularly vulnerable patients
- ♦ Update knowledge for the elaboration of a Humanization Syllabus
- ♦ Examine the value-based management model



*Boost your professional profile  
and gain access to the prestigious  
positions in the field of medicine  
that you have always dreamed of"*

# 02

# Course Management

TECH has selected the best professionals who are part of its team of experts in Medicine, to create a teaching staff of the highest quality. These specialists have an extensive background and outstanding experience, which has allowed them to obtain successful positions in the health field. Therefore, the student will be able to get the best out of a process in which they will receive constant support from these physicians.







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*Experts in the field of Medicine will be responsible for you to achieve a successful update in the field of Quality Care and Humanization"*



## Management



### Dr. Paredes Esteban, Rosa María

- ♦ Head of Service and Director of the Pediatric Surgery Clinical Management Unit of the university Reina Sofia Hospital of Córdoba
- ♦ Specialist in Pediatric Surgery at Reina Sofia University Hospital of Cordoba
- ♦ Specialist in Pediatric Surgery at Jaén Medical-Surgical Hospital
- ♦ Responsible for Pediatric Surgery Training at the Reina Sofia University Hospital of Córdoba
- ♦ Coordinator of the Bioethics Commission of the Spanish Society of Pediatric Surgery
- ♦ Vice-President of the Ethics Committee of the province of Córdoba
- ♦ Coordinator of the Vascular Anomalies Committee of the Reina Sofia University Hospital of Córdoba
- ♦ Living Donor Transplant Bioethics Committee Coordinator
- ♦ Doctor of Medicine and Surgery from the University of Granada
- ♦ Graduate in Medicine and Surgery from the University of Granada
- ♦ Postgraduate Certificate in Communication with the Pediatric Patient
- ♦ Postgraduate Diploma in Clinical Management
- ♦ University Diploma of Specialization in Quality and Patient Safety in Health Care Institutions
- ♦ University Diploma of Specialization in Bioethics
- ♦ Members: European Society of Pediatric Endoscopic Surgery, Spanish Society of Pediatric Surgery, Editorial Committee of the Spanish Society of Pediatric Surgery Journal, Scientific Evaluation Committee of the Spanish Society of Pediatric Surgery

## Professors

### Ms. Román Fuentes, Mercedes

- ♦ Administrative Technician in the Quality Unit of the Virgen Macarena University Hospital
- ♦ Degree in Pharmacy from the University of Seville
- ♦ Expert in Sanitary Orthopedics, University of Seville
- ♦ Expert in Management and Operation of Water Treatment Plants from the University of Granada
- ♦ Specialization Diploma in Quality and Safety in Health Institutions. University of Granada

### Ms. Jaén Toro, Mercedes

- ♦ Nurse Case Manager at the Reina Sofia University Hospital in Cordoba
- ♦ Nurse in the Andalusian Health Service of the Andalusian Regional Government
- ♦ Associate Professor of Health Sciences at the University of Cordoba in the Faculty of Medicine and Nursing
- ♦ Graduate in Nursing at the University of Cordoba
- ♦ Member of the Health Care Ethics Committee of Córdoba until June 22, 2023

### Dr. Romero de Castilla Gil, Rafael Javier

- ♦ Hospital Emergency Physician
- ♦ Quality Coordinator of the Hospital de Montilla
- ♦ Coordinator and teacher of the health staff of the Alto Guadalquivir Health Agency
- ♦ Doctor in Medicine and Surgery from the University of Cordoba
- ♦ Specialist in Family and Community Medicine
- ♦ Master's Degree in Quality Management in Health Services from the University of Murcia
- ♦ Postgraduate Diploma in Integral Management of Health Services by the UNED
- ♦ Postgraduate Diploma in Evaluation and Research of Health Services by the UNED
- ♦ Director of Quality Management Systems by AENOR
- ♦ Specialist in Health Management by the University of Granada

### Ms. Castellano Zurera, María del Mar

- ♦ Researcher specialized in health
- ♦ Researcher of the project "Ethical commitment of service providers of the Social Services and Dependency Agency of Andalusia"
- ♦ Specialist in Hospital Pharmacy
- ♦ Master's Degree in Quality Management in Health Services from the University of Murcia
- ♦ PhD in Biochemistry, Toxicology, Legal Medicine and Food Sciences
- ♦ Degree in Pharmacy from the University of Seville
- ♦ Member of Vice-Chairwoman of the Health Committee of the Spanish Quality Association

### Mr. Morán Fernández, Eduardo

- ♦ Specialist in Critical Care and Emergency Physician at the Hospital Infanta Margarita de Cabra
- ♦ Collaborating Professor of the subject "Professional Ethics" in the Faculty of Nursing at the University of Cordoba
- ♦ Instructor of basic, intermediate and advanced life support according to the National CPR Plan
- ♦ Master's Degree in Bioethics from the Complutense University of Madrid
- ♦ Degree in Medicine and Surgery from the Complutense University of Madrid

### Dr. Díaz Romero, Salvador

- ♦ Specialist in Preventive Medicine and Public Health
- ♦ Collaborating teacher with the Preventive Medicine and Public Health Service of the Reina Sofia University Hospital in teaching at the University of Cordoba
- ♦ Graduate in Medicine at the University of Valladolid
- ♦ Master's Degree in Public Health and Health Management at the Andalusian School of Public Health

### **Dr. Salvatierra Velázquez, Ángel**

- ♦ Head of the Thoracic Surgery and Lung Transplant Service at the Reina Sofia University Hospital
- ♦ Head of the Lung Transplant Group at the Reina Sofia Hospital of Córdoba
- ♦ Doctor in Medicine and Surgery by the University of Cadiz
- ♦ Master's Degree in Clinical Unit Management
- ♦ Member of the Andalusian Association of Surgeons, Board of Pharmacy of the Reina Sofia Hospital of Cordoba, Editorial Board of the Association of Pulmonologists of Southern Spain. NEUMOSUR, Editorial Board of the Journal of Respiratory Pathology, Institutional Relations Committee of the Spanish Society of Pneumology and Thoracic Surgery (SEPAR), Royal Academy of Medicine and Surgery of Seville

### **Ms. Casasola Luna, Natalia Araceli**

- ♦ Technician of the Quality Unit of the Virgen Macarena University Hospital
- ♦ Evaluator and Project Manager of the Andalusian Health Quality Agency (ACSA)
- ♦ Evaluator of Continuing Education Activities for the Health Quality Agency of Andalusia (ACSA)
- ♦ Evaluator of ERN (European Reference Networks) for the European Union, through ACSA
- ♦ Lead auditor for the UNE-EN ISO/IEC 17025 and UNE-EN ISO 15189 standards (clinical laboratories) for the National Accreditation Entity (ENAC)
- ♦ Specialist in Clinical Analysis at La Princesa University Hospital
- ♦ Graduate in Chemistry from the University of Extremadura
- ♦ Certificate of Pedagogical Aptitude (CAP) from the University of Extremadura

### **Mr. Pajares Conde, Diego**

- ♦ Head of the Professional Attention Unit at the Reina Sofia University Hospital
- ♦ Economic, Administrative and General Services Director of the Southern Health Management Area of Cordoba of the Andalusian Health Service
- ♦ Deputy Director General of Personnel of the Andalusian Health Service of the Andalusian Regional Government
- ♦ Deputy Director of Planning and Programs North Cordoba Health Management Area
- ♦ Master's Degree in Public Health and Health Management from the Andalusian School of Public Health of the University of Granada
- ♦ Master's Degree in Health Economics and Management of Health Organizations from the Andalusian School of Public Health from the University of Granada
- ♦ Degree in Psychology from the University of Granada
- ♦ Postgraduate Certificate in Nursing from the University of Cadiz
- ♦ Diploma of Advanced Studies (DEA) in the Program: "Planning, Management and Economic-Social Environment of the Company", in the Faculty of Economic and Business Sciences of the University of Cordoba

### **Mr. Ortega Gallego, José Alejo**

- ♦ Nurse Case Manager at the Hospital Comarcal Infanta Margarita de Cabra
- ♦ Professor at the University School of Nursing of Osuna
- ♦ Teacher of internal training related to care ethics and external training related to emotional management in caregivers
- ♦ Postgraduate Certificate in Nursing from the University of Cadiz
- ♦ Specialist in Mental Health by the Complutense University of Madrid
- ♦ Training in Bioethics and Anticipated Vital Wills by EASP and the Ministry of Health and CEA

**Dr. Santamaría Olmo, Rafael**

- ♦ Specialist in Nephrology
- ♦ Researcher at the Maimonides Institute of Biomedical Research of Cordoba (IMIBIC)
- ♦ Responsible for assistance and management of the Unit of Arterial Hypertension and Vascular Risk in the Nephrology CMU of the Reina Sofia University Hospital of Cordoba
- ♦ Associate Professor at the Faculty of Medicine of the University of Cordoba
- ♦ Doctor in Medicine and Surgery from the University of Cordoba
- ♦ Master's Degree in Hospital Management from the University of Alcalá de Henares
- ♦ Master's Degree in Atherothrombotic Disease and diagnosis by non-invasive techniques from the University of Lérida
- ♦ Graduate in Medicine and Surgery, University of Cordoba
- ♦ Postgraduate Diploma in Fabry Disease by the University of Alcalá de Henares

**Ms. López Luque, Sonia**

- ♦ Nurse Therapist in San Juan de Dios Hospital of Cordoba
- ♦ Labor tutor for Nursing students at the University of Extremadura and European University of Madrid
- ♦ Postgraduate Certificate from Nursing from the University of Cordoba
- ♦ Specialist Diplome in Nursing Services Management
- ♦ Specialist Technician in Radiodiagnosis by the Ramón y Cajal Institute of Córdoba
- ♦ Operator of X-Ray Installations for Radiodiagnostic purposes

**Ms. Palop del Río, Ángela**

- ♦ Responsible for the Certification of Health and Social Services Centers and Units at the Health Quality Agency of Andalusia
- ♦ Responsible for the management of the evaluation of Centers, Services and Reference Units (CSUR) of the National Health System
- ♦ Responsible for the implementation of the ACSA certification model in Portugal and Brazil
- ♦ Responsible for the European Commission Project for the evaluation of the first 24 European Reference Networks for Rare Diseases
- ♦ Professor in the Improvement Course for the Evaluation of Action Plans and Establishment of Performance Indicators Andalusian Institute of Public Administration
- ♦ Teacher of the Diploma of Specialization in Quality and Patient Safety in Health Care Institutions Andalusian School of Public Health
- ♦ Graduate in Pharmacy from the University of Granada
- ♦ Official Postgraduate Master's Degree in Quality Management in Health Services from the University of Murcia
- ♦ Specialist Certificate: Fundamentals of the External Evaluation Survey by the International Society for Quality in Health Care (ISQua)
- ♦ Specialist in Microbiology and Parasitology

**Ms. Ruiz Palomino, Aurora**

- ♦ Pediatric Nurse Specialist
- ♦ Associate Professor of Nursing Degree at the University of Cordoba
- ♦ Official Master's Degree in Social and Cultural Gerontology from the University of Jaén
- ♦ Master's Degree in Pharmacology and Pharmacotherapy for Nursing from the University of Valencia
- ♦ Specialization Diploma in Care Management and Advanced Nursing Practices from the University of Granada
- ♦ University Diploma in Nursing from the University of Granada

**Mr. López Guijo, Carlos Javier**

- ♦ Coordinator of Operating Room, sterilization and Major Outpatient Surgery at San Juan de Dios Hospital of Cordoba
- ♦ Postgraduate Diploma in Surgical Instrumentation in Orthopedic Surgery and Traumatology Nursing from Camilo José Cela University
- ♦ Postgraduate Diploma in the Management of Polytraumatized Patients for Nursing from Antonio de Nebrija University
- ♦ Graduate in Nursing from the University of Cordoba
- ♦ Superior Degree in Diagnostic Imaging and Nuclear Medicine

**Mr. Raya Serrano, Antonio Luis**

- ♦ Director of Nursing at the San Juan de Dios de Córdoba Hospital
- ♦ Master's Degree in Integrated Health Services Management from ESADE Business School
- ♦ Expert in Nursing Services Management by UNED
- ♦ University Diploma in Nursing from the San Juan de Dios University School of Nursing of the Comillas Pontifical University
- ♦ Senior Technician in Occupational Risks specializing in Safety
- ♦ Senior Technician in Occupational Risks specializing in Hygiene





**Ms. Casares Landauro, Laura**

- ◆ Coordinator of the Early Childhood Care Center of the SJD Hospital in Cordoba
- ◆ Teacher of Hearing and Language by the Sacred Heart Teacher Training School, a center attached to the University of Cordoba
- ◆ Degree in Pedagogy from the University of Granada
- ◆ Master's Degree in Business Administration, specializing in Health care Management from IMF Business School of the University of Nebrija
- ◆ Master's Degree in Early Childhood Care from the University of Granada
- ◆ Master's Degree in Research Designs and Applications in Psychology and Health from the University of Granada

**Ms. Yuste Bustos, Francisca**

- ◆ Nursing Supervisor of the Digestive, Resuscitation and ICU Service at the San Juan de Dios Hospital in Cordoba
- ◆ Graduate in Nursing from the University of Jaén
- ◆ Expert in Prevention of Occupational Risks
- ◆ Expert in intravenous therapy and vascular accesses
- ◆ Advanced Life Support Certification
- ◆ Fundamental Certification Critical Care Support Certificate of Successful Completion presented by the Society of Critical Care Medicine
- ◆ Expert panel member and author of the guideline "Clinical Practice Guideline on the use of Peripherally Inserted Central Venous Catheters (PICC) in the Critically Ill Patient"
- ◆ Positive Manager Award by the Optimist Hospital Foundation in 2019 and 2020
- ◆ Member of The Spanish Society of Intensive Nursing and Coronary Units (SEEIUC)

**Ms. Pérez, María Jose**

- ♦ Social Worker at the Clinical Management Unit of Bujalance
- ♦ Nurse at the Jesús Nazareno Nursing Home in Castro del Río
- ♦ Social Worker in the Project called "Intervention with Minors from Destructured Families"
- ♦ Teacher
- ♦ Official University Master's Degree in Occupational Risk Prevention
- ♦ Master's Degree in Sexology
- ♦ Diploma in Nursing
- ♦ Diploma in Social Work
- ♦ Expert in Health Promotion in Health, Educational and Social Contexts
- ♦ Expert in Gender and Health
- ♦ Member of the team of the Citizen Participation Commission of the Córdoba and Guadalquivir Health District

**Dr. Jiménez Rodríguez, José Manuel**

- ♦ Doctor in Social Sciences by the University of Granada
- ♦ Master's Degree in Social Problems: Direction and Management of Social Programs by the University of Granada
- ♦ Master's Degree in Immigration Law from the University of Granada
- ♦ Graduate in Social and Cultural Anthropology from the University of Granada
- ♦ Diploma in Social Work by the University of Granada)

**Dr. Pérez Adrián, María del Carmen**

- ♦ Advanced Palliative Care Resource Physician at the Reina Sofia University Hospital in Cordoba
- ♦ Specialist in Family and Community Medicine
- ♦ Clinical tutor of the Department of Medicine of the University of Cordoba in the Medicine Rotation
- ♦ Teacher of the Master's Degree In Emergency Care of the Sick at the University of Cordoba
- ♦ Teaching Collaborator of the Postgraduate Training Program in the Family and Community Medicine Teaching Unit of Cordoba
- ♦ Master's Degree in Palliative Care from the University of Valladolid
- ♦ Master's Degree in Bioethics by the University of Valencia
- ♦ Graduate in Medicine and Surgery from the University of Cordoba

**Dr. Robles Arista, Juan Carlos**

- ♦ Head of Intensive Care Unit Section at the Reina Sofia University Hospital
- ♦ Transplant Coordinator, Reina Sofia University Hospital of Spain
- ♦ Doctorate from the Faculty of Medicine at the University of Granada
- ♦ Degree in Medicine and Surgery from the Faculty of Medicine of Granada
- ♦ Degree from the Faculty of Medicine of the University of Granada

**Ms. Castro Ruz, María José**

- ♦ Deputy Director of Nursing at Reina Sofía de Córdoba University Hospital
  - ♦ Coordinator of Reference Units of the Ministry of Health and Social Policy of the Reina Sofía University Hospital
  - ♦ Coordinator of the ERAS program for Colorectal and Hepatobiliary Surgery at the Reina Sofía University Hospital
  - ♦ Coordinator of the GERM program for Bariatric and Gynecologic Surgery at the Reina Sofía University Hospital
  - ♦ Coordinator of the ASCO-QOPI certification program of the Medical Oncology unit of the Reina Sofía University Hospital
  - ♦ Member of the Standard Operating Procedures review group of the Reina Sofía University Hospital
  - ♦ Professor at the Andalusian School of Public Health
  - ♦ Professor in training related to continuous quality improvement at the Reina Sofía University Hospital
  - ♦ University Diploma in Nursing at the University of Cordoba
  - ♦ Postgraduate Diploma in Health Services Management at the University of Granada
  - ♦ Postgraduate Diploma in Quality and Patient Safety from the University of Granada
- ♦ Specialization in certification model and continuous quality improvement of the American Society of Medical Oncology: ASCO
  - ♦ Intermediate Technician in Occupational Risk Prevention
  - ♦ Certified evaluator by ISQua (International Society for Quality in Health Care)
  - ♦ Member of President of the Gender Violence Commission of the Reina Sofía University Hospital, Secretary of the Commission for Equal Opportunities between Men and Women of the Reina Sofía University Hospital, Member for Spain in the elaboration of the ISO/CD 22336 standard: Security and resilience-Organizational resilience-Guidelines for resilience policy and strategy, Secretary of the Andalusian Society of Health Care Quality SADECA, Member of working groups for the revision of the Criteria for the Designation of Reference Units of the Ministry of Health (CSUR)

# 04

## Structure and Content

The structure and content of this Postgraduate Diploma in Quality of Care and Humanization in Health, have been designed by the outstanding professionals that make up the team of renowned experts in TECH Medicine. In this way, very complete and updated didactic materials have been created, based on the most efficient pedagogical methodology, Relearning, which allows students to assimilate the essential concepts in a fast and progressive way.



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*Thanks to Relearning, you will be able to assimilate the essential concepts of the syllabus quickly and without having to dedicate too much time to study”*



## Module 1. Health Care Quality Management Systems in Health Care Institutions

- 1.1. Quality of Care Quality Management Methodology
  - 1.1.1. Quality of Care
  - 1.1.2. Quality Dimensions
  - 1.1.3. Quality Management Methodology
- 1.2. Quality Management Systems
  - 1.2.1. Components of a Quality Management System
  - 1.2.2. Quality Costs
  - 1.2.3. Reference Models in Quality and Excellence
  - 1.2.4. Quality Management in Health Care Institutions
- 1.3. Quality Control. Excellence as a Quality Model
  - 1.3.1. Quality Control. The Audit
  - 1.3.2. Evaluation Cycle. Quality Components
  - 1.3.3. Continuous Quality Improvement
  - 1.3.4. Excellence as a Quality Model
    - 1.3.4.1. The Principle of Excellence
- 1.4. Quality Assessment and Improvement Method
  - 1.4.1. Quality Components
  - 1.4.2. Evolution of Quality Management Systems
    - 1.4.2.1. Quality Control
    - 1.4.2.2. Assuring Quality
    - 1.4.2.3. Total Quality (Excellence) and Continuous Improvement
- 1.5. Processes for the Improvement of Health Care
  - 1.5.1. Process Management
  - 1.5.2. Design of Care Processes
  - 1.5.3. Quality Standards
    - 1.5.2.1. Evaluation of Care Processes

- 1.6. Strategies for the Improvement of Effectiveness and Application of Evidence in Clinical Practice
  - 1.6.1. Clinical Practice Guidelines. Evidence-Based Tools
  - 1.6.2. Good Clinical Practice: Standards, Monitoring
  - 1.6.3. Assessment of Adherence to Clinical Practice
- 1.7. Planning a Continuous Improvement Syllabus
  - 1.7.1. The PDCA Cycle
  - 1.7.2. Planning, Implementation
  - 1.7.3. Checking and Acting
- 1.8. External Evaluation and Accreditation Models
  - 1.8.1. External Evaluation in Quality Management
  - 1.8.2. Accreditation Models
  - 1.8.3. Accreditation in the Health Care Field
- 1.9. Leadership and People Management for Quality Improvement
  - 1.9.1. Leadership and Talent Management in Health care Organizations
  - 1.9.2. Principles of Motivation in Professionals in Health Care Organizations
  - 1.9.3. Effective People Management Tools for Quality Improvement
- 1.10. Assessment of the Quality of Care and Management within the Hospital
  - 1.10.1. Quality Management within the Hospital Environment
  - 1.10.2. Structure, Process and Results in the Evaluation of Quality Management in Hospitals
  - 1.10.3. Models and Standards of Excellence in Quality Management in the Hospital Environment

## Module 2. Quality of Care and Ethics

- 2.1. Ethics and Bioethics. Principles
  - 2.1.1. Principles of Bioethics
  - 2.1.2. Fundamentals and Methodology in Bioethics
  - 2.1.3. Deliberative Method
- 2.2. Ethics of Health Care Organizations
  - 2.2.1. Main Lines of the Ethics of Health Care Organizations
  - 2.2.2. Bioethics Committees
  - 2.2.3. Figure of the Bioethics Consultant

- 2.3. Confidentiality and Privacy
  - 2.3.1. Right to Confidentiality of Information and Health Data
  - 2.3.2. Right to Respect your Physical Privacy and to be Treated with Dignity
  - 2.3.2. Patient's Rights over Their Medical Records
  - 2.3.4. Conflict of Interest
- 2.4. Ethics of Clinical Decisions
  - 2.4.1. Informed Consent
  - 2.4.2. Informed Consent by Proxy
  - 2.4.3. Capability and Competence
- 2.5. Ethics of Health Care Decisions at the Beginning of Life
  - 2.5.1. Preimplantation Genetic Diagnosis
  - 2.5.2. Ethical Principles in Abortion
  - 2.5.3. Limitation of the Therapeutic Effort in Neonatology
- 2.6. Ethics of Health Care Decisions at the End of Life
  - 2.6.1. Death
  - 2.6.2. End-of-life Decisions. The Ethical Principle of Autonomy
  - 2.6.3. Advance Planning of Decisions
  - 2.6.4. Living Wills as a Support Document in End-of-life Decisions
- 2.7. Adequacy of the Therapeutic Effort and Refusal of Treatment
  - 2.7.1. Ethical Decision Making at the End of Life
  - 2.7.2. Adequacy of Life-sustaining Therapies
  - 2.7.3. Refusal of Treatment
  - 2.7.4. Decision Making in the Minor Patient
- 2.8. Ethics and Research
  - 2.8.1. Ethics and Research Relevant Documents
  - 2.8.2. Ethical Evaluation of Health Research
  - 2.8.3. Functioning of Research Ethics Committees

- 2.9. Value of Palliative Care
  - 2.9.1. Palliative Care
  - 2.9.2. Goals of Palliative Care
  - 2.9.3. Aims of Palliative Medicine
- 2.10. Ethics and Transplantation
  - 2.10.1. Ethics in the Process of Organ Donation and Transplantation
  - 2.10.2. Ethical Considerations in Living-donor Transplantation
  - 2.10.3. Transplantation in Controlled Asystole. Ethical Analysis

### Module 3. Humanization of Health care

- 3.1. Humanization in Health Care
  - 3.1.1. Humanization in Health Care
    - 3.1.1.1. International Regulatory Framework
  - 3.1.2. Starting Elements. Steps to Action
  - 3.1.3. Humanization Strategic Plans
- 3.2. Patient and Family Well-Being and Comfort Management
  - 3.2.1. Care Culture Centered on the Patient Experience
  - 3.2.2. Infrastructure, Resources and Technology
  - 3.2.3. Humanizing Care Tools
    - 3.2.2.1. Personalization of Care
    - 3.2.2.2. Intimacy
    - 3.2.2.3. Autonomy
    - 3.2.2.4. Shared Decision Making
- 3.3. Person-Centered Care Model
  - 3.3.1. Systems of Care. Evolution
  - 3.3.2. PCA Model
  - 3.3.3. Professionals. New Roles and Care Teams
  - 3.3.4. Support and Consensus Groups

- 3.4. Tools to Humanize. Communication Empathy
  - 3.4.1. Values to Humanize the Health Care Environment
  - 3.4.2. Interpersonal Relationships. Holistic and Integral Care
  - 3.4.3. Communication and Empathy
  - 3.4.4. Measuring the Degree of Humanization. Control systems
- 3.5. Humanization of an Intensive Care Unit
  - 3.5.1. How to Humanize an Intensive Care Unit
  - 3.5.2. Staff Care
  - 3.5.3. Patient, Family, Citizenship
  - 3.5.4. Humanizing the Architecture of an Intensive Care Unit
- 3.6. Humanized Care of the Terminally Ill
  - 3.6.1. Humanization of Health Care at the End of Life
  - 3.6.2. Care at the End of Life, at Home
  - 3.6.3. Palliative Care in the Hospital. How to Humanize this Care
- 3.7. Management of Professional Welfare
  - 3.7.1. Well-Being of Professionals
    - 3.7.1.1. Factors that Alter the Well-Being of Professionals
    - 3.7.1.2. Disorders Present in the Alteration of Professional Well-Being
    - 3.7.1.3. Leader and Group Relationship in the Work Environment
    - 3.7.1.4. Techniques to Improve the Well-Being of Professionals
    - 3.7.1.5. Tools for Measuring Professional Well-Being
- 3.8. Values-Based Management Model
  - 3.8.1. Values-Based Management
  - 3.8.2. Phases of the Values-based Management Implementation Process
    - 3.8.2.1. Phase 1. Definition of Values
    - 3.8.2.2. Phase II. Communication
    - 3.8.2.3. Phase III. Alignment
  - 3.8.3. Benefits of Management by Values
  - 3.8.4. The Pillars of Value-Based Management in Health Care Institutions





- 3.9. Humanization in the Care of Special Patients
  - 3.9.1. International Normative Framework
  - 3.9.2. Recognition of the Principle of Personal Autonomy
  - 3.9.3. Strategic Lines and Humanizing Actions
    - 3.9.3.1. Humanized Spaces
    - 3.9.3.2. Humanizing Actions in Consultations and Emergencies
    - 3.9.3.3. Humanizing Actions in Hospital Admissions
    - 3.9.3.4. Humanizing actions for Companions and Family Members
  - 3.9.4. Humanization syllabus for Professionals: Care for the Professional
  - 3.9.5. Models of Humanization Syllabus and Guidelines
- 3.10. Impact of Covid-19 on the Humanization of Health Care
  - 3.10.1. Impact and Transformation in the Organizational and Care Structure of the Health Care System
  - 3.10.2. Impact of Covid-19 on Communication
  - 3.10.3. More Humanized Infrastructure. Main Strategic Lines of Action

“ *A program with which you will be able to acquire new skills in the field of Humanization in Health and expand your knowledge in those aspects of the syllabus that interest you most, thanks to a wide variety of material*”



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.*





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

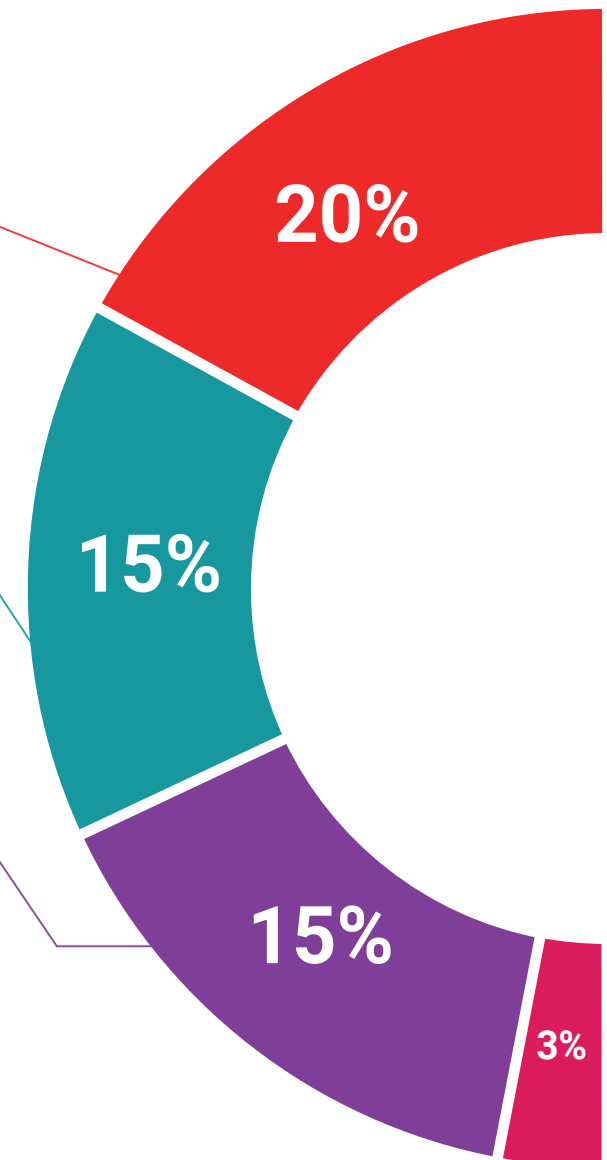
The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

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.







#### 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

The Postgraduate Diploma in Quality of Care and Humanization in Health guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma 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 program will allow you to obtain your **Postgraduate Diploma in Quality of Care and Humanization in Health** 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** title 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 Quality of Care and Humanization in Health**

Modality: **online**

Duration: **6 months**

Accreditation: **18 ECTS**



\*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.

future  
health confidence people  
education information tutors  
guarantee accreditation teaching  
institutions technology learning  
community commitment  
personalized service innovation  
knowledge present  
development language  
virtual classroom



**Postgraduate Diploma**  
Quality of Care and  
Humanization in Health

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Credits: 18 ECTS
- » Schedule: at your own pace
- » Exams: online



# Postgraduate Diploma

## Quality of Care and Humanization in Health

