

# Postgraduate Certificate

## Health Systems Management in Primary Care





## Postgraduate Certificate Health Systems Management in Primary Care

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

Website: [www.techtute.com/us/nursing/postgraduate-certificate/health-systems-management-primary-care](http://www.techtute.com/us/nursing/postgraduate-certificate/health-systems-management-primary-care)

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# 01

# Introduction

The lack of effective coordination between the different levels of care in primary care can generate problems in the continuity of patient care. That is why the nurses must be at the forefront to improve the quality of care, optimize resources, assume leadership roles and adapt to the changes that this field brings daily. For this reason, TECH has developed a 100% online program, which will allow you to be up to date on the new models of process management, patient safety in Primary Care and the future perspective of this area. In addition, this program offers the healthcare professionals total flexibility to carry out their daily activities and make it compatible with this update.



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*Thanks to this program you will know in depth the present and future challenges of the Health Systems in Primary Care”*

Deficiencies in primary health care are a major concern in health systems globally. In addition, recent studies show that almost 80% of health problems can be effectively managed in primary care, which demonstrates its importance in providing medical care and promoting the overall well-being of the population. This is why the role of the nurse is fundamental in this area, as his or her expertise is required as the first link in the chain of care. Thus, getting an update on the implementation of policies and strategies that promote coordination, effective communication and continuity of care is important to ensure efficient management in the health care system.

Consequently, TECH has developed this Postgraduate Certificate, which provides the clinical care professionals with a cutting-edge innovation in the field of health management in Primary Care. In this sense, you will be able to deepen in disruptive innovation and blue ocean strategies, including its application in the health system, the design of innovative strategic models, and the new roles and competencies of the nurse in this area. In addition, you will delve into the terminology, epidemiology of adverse events, theories and models of error analysis.

All this, in a 100% online format, which allows nursing professionals to participate in a flexible way and adapt to their own needs and schedules, and thanks to the Relearning methodology, focused on the reiteration of key concepts for a deep and efficient understanding, the graduates will invest less time in the updating process.

This **Postgraduate Certificate in Health Systems Management in Primary Care** 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 experts in Primary Care Nursing
- ♦ Graphic, schematic, and practical contents with which they are created, provide scientific and practical information on the 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 for experts, discussion forums on controversial issues and individual reflection work
- ♦ Content that is accessible from any fixed or portable device with an Internet connection



*Thanks to this program, you will delve into the Blue Oceans Theory and its application in Primary Care"*

“*You will investigate the current and future challenges of the European healthcare system and acquire the necessary tools to face them”*

*You will deepen through the best possible didactic material in quality assessment and continuous improvement in Primary Care.*

*You will develop leadership skills and change capacity to build a cohesive and effective team in Primary Care.*

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

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

The design of this program focuses on Problem-Based Learning, by means of which the professionals must try to solve the different professional practice situations that are presented throughout the academic course. For this purpose, the students will be assisted by an innovative interactive video system created by renowned experts.



# 02 Objectives

The purpose of this Postgraduate Certificate is to provide the nurses with the necessary skills and competencies to perform efficiently in the Management of Health Systems in the field of Primary Care. In this way, the nurses will delve into the functioning of health systems, the different models and types. To achieve this, TECH provides the professionals with a 100% online qualification, which offers a series of multimedia resources such as video summaries, which can be accessed without time restrictions.







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*You will develop your ability to use horizontal management and continuous process improvement in Primary Health Care”*



## General Objectives

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- ◆ Develop knowledge about the aspects of care in Primary Care, both for individuals, families and groups and the interactions that occur between them
- ◆ Broaden the professional domains of Primary Care Nursing and acquire knowledge for greater visibility, prestige, and a higher level of job autonomy
- ◆ Actively participate in the community in terms of community health programs
- ◆ Keep abreast of advanced practice trends in primary care nursing
- ◆ Promote best practices, based on scientific evidence, in response to advances in treatment research and technology





## Specific Objectives

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- ◆ Delve into the structures of the Health System
- ◆ Differentiate the organizational models of PC teams
- ◆ Systematize knowledge on coordination and dynamization of team activities
- ◆ Incorporate the concept of quality, continuous quality improvement and the different components that integrate it into the professional practice of the nurses
- ◆ Participate in the design and elaboration of a clinical practice guide
- ◆ Discover the particularities of the European Model of Excellence
- ◆ Evaluate the use of adverse event reporting systems for drugs and other medical devices
- ◆ Assess the use of the Modal Failure and Error Analysis (FMEA) methodology for the analysis of safety problems

“*Improve the technical quality and service in Primary Care through a rigorous analysis of the quality of care*”

# 03

# Course Management

With a rigorous selection process, TECH has formed an outstanding teaching team with extensive experience in the health sector. Thus, the professionals who make up this program have extensive experience in Primary Care, with a deep knowledge of the protocols, tools and management strategies used in this area of medical care. Thus, nurses will have the guarantee of receiving a high quality update from distinguished professionals.





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*You will have the best specialists in Primary Care with whom you will focus on error analysis to ensure patient safety”*

## Management



### Dr. Sánchez Castro, Juan José Augusto

- ♦ Head of Primary Care Service at A Estrada Health Center
- ♦ Specialist in Family and Community Medicine in the Galician Health Service
- ♦ Executive Director of Infomercados Financial Services
- ♦ Master's Degree in Business Valuation from Center for Financial Studies (CEF)
- ♦ Diploma in Health by the Ministry of Health and Consumption
- ♦ Degree in Medicine and Surgery from the University of Santiago de Compostela

## Professors

### Ms. Matalobos Luis, María Teresa

- ♦ Primary Care Nurse Specialist
- ♦ Coordinator of Service at A Estrada Health Center
- ♦ Grade in Nursing from the University of Santiago de Compostela



# 04

# Structure and Content

This program offers an update in the field of Health Systems Management in Primary Care. Thus, the nurses will be able to deepen in the most relevant concepts in current health systems, Primary Health Care, leadership, team management and new models of process management. In addition, they will delve into the quality of care, quality from the patient's perspective, clinical management and patient safety in Primary Care. All this, with content that will be available in a 100% online format, allowing professionals to access from any device with an Internet connection, at the time and place of their choice.







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*You will experience the benefits of the Relearning method: You will reduce study time while strengthening your long-term understanding”*

## Module 1. Planning, organization and management of Health Systems in Primary Care

- 1.1. Healthcare Systems
  - 1.1.1. Functions and components of Health Systems
  - 1.1.2. Type of Healthcare Systems
  - 1.1.3. Comparison of Health Systems
  - 1.1.4. Health Systems
  - 1.1.5. Challenges of the European Union in Health
  - 1.1.6. Health System Challenges
- 1.2. Primary Care Health
  - 1.2.1. Definition of Primary Health Care (PHC)
  - 1.2.2. Attributes of PHC
  - 1.2.3. Structure of PHC in the SNS
  - 1.2.4. Primary Care Team
  - 1.2.5. PHC service portfolio
- 1.3. Leadership and Management of Primary Care Team
  - 1.3.1. Primary Care Team
  - 1.3.2. Leadership and capacity for change
  - 1.3.3. How to build a cohesive team
  - 1.3.4. Group Management
- 1.4. New Process Management models
  - 1.4.1. Horizontal versus vertical management
  - 1.4.2. Characteristics of process management
  - 1.4.3. Types of Processes
  - 1.4.4. Process owners
  - 1.4.5. Cycle of continuous process improvement
- 1.5. Quality of Care
  - 1.5.1. Technical quality
  - 1.5.2. Quality of Service
  - 1.5.3. Quality of People
  - 1.5.4. Quality Management Systems





- 1.6. Quality from the patient's perspective
  - 1.6.1. From patient-centered care to person-centered care
  - 1.6.2. Outcome and experience measurement instruments: PREM, PROM
  - 1.6.3. How to identify and select the most appropriate measurement instruments
  - 1.6.4. Shared clinical decision
- 1.7. Patient Safety in Primary Care
  - 1.7.1. Key Concepts and Terminology
  - 1.7.2. Patient Safety in Primary Care
  - 1.7.3. Epidemiology of Adverse Events in Primary Care
  - 1.7.4. Theories and Models for Error Analysis
- 1.8. Clinical Management
  - 1.8.1. Fundamentals of clinical management in nursing
  - 1.8.2. Clinical Management Models and their application in Primary Care
  - 1.8.3. Leadership and management skills in Nursing
  - 1.8.4. Quality assessment and continuous improvement in Primary Care
- 1.9. Disruptive innovation and blue ocean strategies
  - 1.9.1. Theory of Blue Oceans and its application in Primary Care
  - 1.9.2. Disruptive innovation in Primary Care
  - 1.9.3. Design of a strategic innovative model for Primary Care
  - 1.9.4. New disruptive roles and competencies in Primary Care
- 1.10. Primary Care of the future
  - 1.10.1. From gateway to backbone
  - 1.10.2. Integrated local health micro-systems
  - 1.10.3. Pillars of a value-oriented Primary Care of the future
  - 1.10.4. New Technologies

# 05 Methodology

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

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





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

## At TECH Nursing School we use the Case Method

In a given situation, what should a professional do? 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. Nurses learn better, faster, and more sustainably over time.

*With TECH, nurses can experience a learning methodology 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, in an attempt to recreate the real conditions in professional nursing practice.

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

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

1. Nurses 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 nursing professional to better integrate knowledge acquisition into the hospital setting or primary care.
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 case studies with a 100% online learning system based on repetition combining a minimum of 8 different elements in each lesson, which is a real revolution compared to the simple study and analysis of cases.



*The nurse 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.*



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 we have trained more than 175,000 nurses with unprecedented success in all specialities regardless of practical workload. 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 really 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.



### Nursing Techniques and Procedures on Video

We introduce you to the latest techniques, to the latest educational advances, 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 them as many times as you want.



### 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 suggesting that observing third-party experts can be useful.  
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 Certificate in Health Systems Management in Primary Care guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Global University.



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

This program will allow you to obtain your **Postgraduate Certificate in Health Systems Management in Primary Care** 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 Certificate in Health Systems Management in Primary Care**

Modality: **online**

Duration: **6 weeks**

Accreditation: **6 ECTS**





**Postgraduate Certificate**  
Health Systems Management  
in Primary Care

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

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