

Postgraduate Certificate

Healthcare Quality Management Systems in
Healthcare Institutions for Nursing





Postgraduate Certificate Healthcare Quality Management Systems in Healthcare Institutions for Nursing

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

Website: www.techtitute.com/us/nursing/postgraduate-certificate/healthcare-quality-management-systems-healthcare-institutions-nursing

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01

Introduction

The quality of care in healthcare institutions is an issue of vital importance to ensure patient safety and efficiency in healthcare. Its correct management allows the reduction of risks for the patient, the improvement of patient satisfaction, the reduction of costs, the improvement of efficiency and effectiveness of healthcare processes and the optimization of human and technological resources. From this perspective, TECH has designed a complete program that allows students to update their knowledge in quality standards and regulations in the healthcare field, strategic planning and risk identification. All this from a 100% online format and using a Relearning methodology.





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Thanks to this complete Postgraduate Certificate, you will master the most advanced tools for the management of quality care in hospital centers"

The implementation of quality management systems in healthcare institutions has become an increasingly common and necessary practice worldwide. In fact, there are currently several international norms and standards that focus on healthcare quality management, such as ISO 9001:2015 for quality management systems, ISO 15189:2012 for clinical laboratories and ISO/IEC 17025:2017 for testing and calibration.

The implementation of these systems not only allows for improved quality of care and patient satisfaction, but has also been shown to have a positive impact on cost reduction, resource optimization and efficient management of healthcare processes.

In this context, TECH has designed the Postgraduate Certificate in Healthcare Quality Management Systems in Health Institutions for Nursing, which aims to provide students with a complete and updated syllabus on the design, planning, implementation and evaluation of quality management systems in the healthcare field.

The program addresses different aspects of healthcare quality management, such as the identification of patients' needs and expectations, strategic planning, implementation of quality management systems, their measurement and evaluation, providing nursing professionals with the most advanced concepts in this field. All this in a 100% online format that allows students to access the content from anywhere and at any time.

In addition, *Relearning's* pedagogical methodology, based on repetitive learning and critical reflection, helps students acquire knowledge and skills in a practical, effective and gradual manner, through a variety of multimedia resources developed with the most advanced educational technology.

This **Postgraduate Certificate in Healthcare Quality Management Systems in Healthcare Institutions for Nursing** 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 Nursing and Healthcare Quality Management
- ♦ 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 self-assessment can be used 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



A study structure created to update nursing professionals in the management of the quality of care processes"

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Become a benchmark in the identification, measurement and continuous evaluation of healthcare processes, in order to detect opportunities for improvement and reduce risks for patients"

The program's teaching staff includes professionals from sector who contribute their work experience to this educational program, as well as 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.

Get up to date in an increasingly demanded area and increase your chances of professional success.

Thanks to this Postgraduate Certificate you will be able to access the most updated theoretical and practical contents related to the design of care processes and quality standards.



02 Objectives

Through this Postgraduate Certificate, nursing professionals will be able to update their knowledge in the different healthcare quality management systems in healthcare institutions. Likewise, they will be able to boost their competencies and skills focused on ensuring the satisfaction and safety of patients and healthcare personnel. All this through a flexible and easily accessible program, thanks to its 100% online format, which will allow students to access the contents, regardless of time or place.





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Cost reduction, resource optimization and efficient management of healthcare processes are just some of the benefits of Healthcare Quality Management Systems”



General Objectives

- ♦ Analyze the importance of humanization in health care, the need for respect for life, human dignity and a holistic understanding of the person made vulnerable by illness
- ♦ Analyze the management of adverse events and their improvement plans to avoid them
- ♦ Deepen in the concepts, methods and strategies for the improvement of patient safety in healthcare institutions
- ♦ Analyze patient safety strategies approached from different healthcare areas

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Focus your professional career on leadership and people management in order to improve the quality of healthcare institutions”





Specific Objectives

- ♦ Analyze the different models and systems of quality management
- ♦ Update specialized knowledge on 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 healthcare institutions
- ♦ Establish keys to excellence in healthcare institutions
- ♦ Identify the essential aspects for the development of effective leadership in healthcare professional teams

03

Course Management

In its maxim of offering high quality education, TECH has assembled a highly qualified teaching team for this program. From their extensive experience in nursing and health care, they have developed a wide range of audiovisual content, complementary readings and real cases that make this Postgraduate Certificate an enriching and practical experience, allowing health professionals to apply these concepts in their daily practice and thus achieve professional success.



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Triumphs in the hands of highly trained professionals with extensive experience in the implementation of strategies to improve the effectiveness of nursing care"

Management



Dr. Paredes Esteban, Rosa María

- Head of Service and Director of the Pediatric Surgery Clinical Management Unit of the Reina Sofia Hospital
- Specialist in Pediatric Surgery Reina Sofia Hospital
- Specialist in Pediatric Surgery at the Medical-Surgical Hospital of Jaén
- Responsible for Pediatric Surgery training at the Reina Sofia Hospital
- President of the Spanish Society of Pediatric Surgery
- Coordinator of the Bioethics Commission of the Spanish Society of Pediatric Surgery
- Coordinator of the Vascular Anomalies Committee of the University Hospital Reina Sofía
- Coordinator of the Living Donor Transplant Commission (Renal and Hepatic) of Córdoba
- PhD in Medicine and Surgery from the University of Granada
- Degree in Medicine and Surgery from the University of Granada
- Member of: European Society of Pediatric Endoscopic Surgery, Spanish Society of Pediatric Surgery, Editorial Committee of the journal of the Spanish Society of Pediatric Surgery, Scientific Evaluation Committee of the Spanish Society of Pediatric Surgery

Professors

Dr. Romero de Castilla Gil, Rafael Javier

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

Ms. Castellano Zurera, María del Mar

- ♦ Researcher of the project "Ethical commitment of the service providers of the Agency of Social Services and Dependency 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-president of the Health Committee of the Spanish Quality Association

Ms. Castro Ruz, María José

- ♦ Deputy Director of Nursing at the Reina Sofia University Hospital in Cordoba
- ♦ Coordinator of Reference Units of the Ministry of Health and Social Policy of the Queen Sofia University Hospital

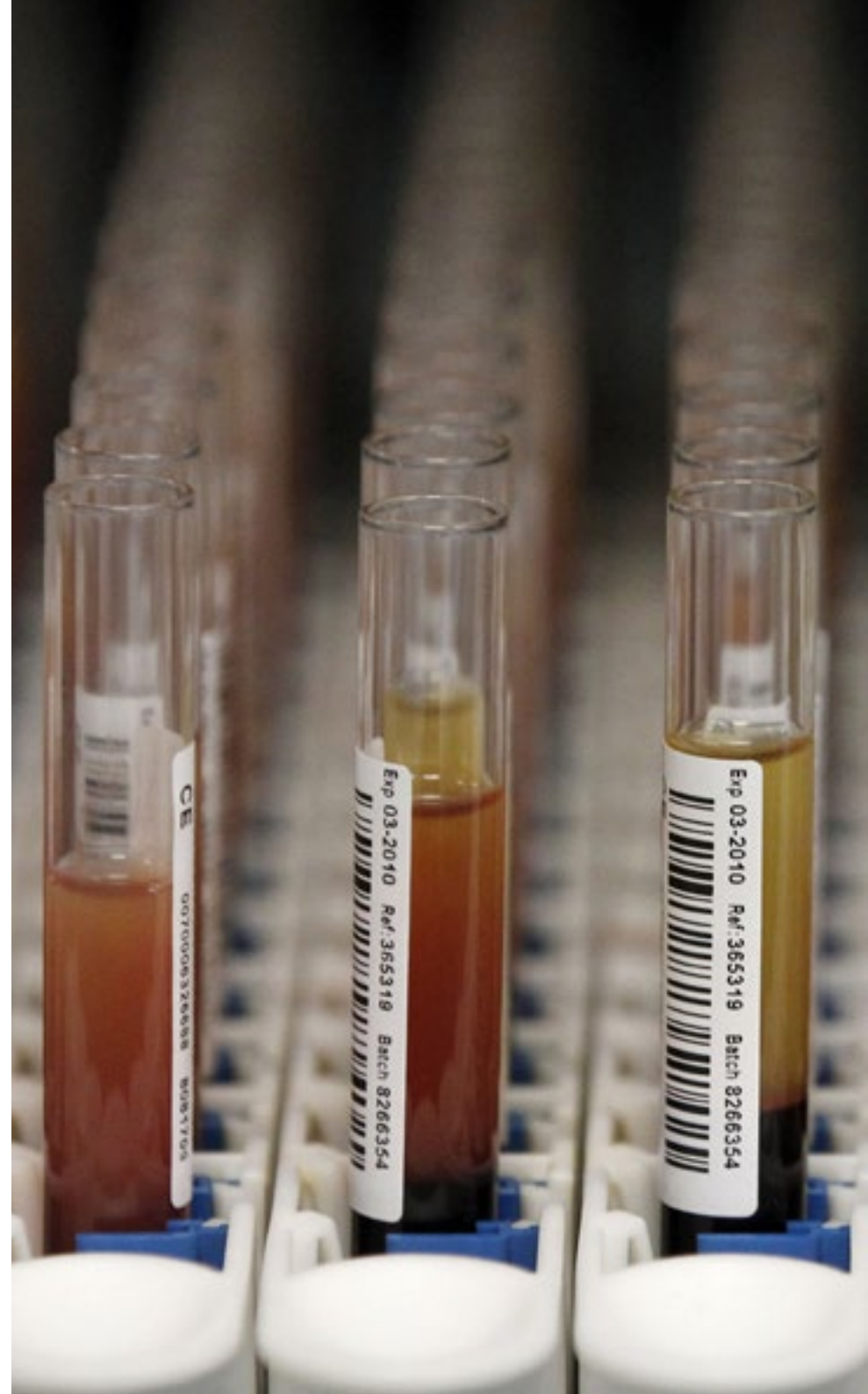
- ♦ Coordinator of the ERAS program for Colorectal and Hepatobiliary Surgery at the University Hospital Reina Sofía
- ♦ Coordinator of the GERM program for Bariatric Surgery and Gynecologic and Hematologic Surgery at the Queen Sofia University Hospital
- ♦ Coordinator of the ASCO-QOPI certification program of the Medical Oncology unit of the University Hospital Reina Sofía
- ♦ Member of the Standard Operating Procedures review group of the University Hospital Reina Sofía
- ♦ Lecturer at the Andalusian School of Public Health
- ♦ Lecturer in training related to continuous quality improvement at the University Hospital Reina Sofía
- ♦ University Diploma in Nursing from the University of Cordoba
- ♦ Postgraduate Diploma in Health Services Management, University of Granada
- ♦ Postgraduate Diploma in Quality Management and Patient Safety, 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
- ♦ ISQua (International Society for Quality in Health Care) certified evaluator
- ♦ Member of: President of the Gender Violence Commission of the Hospital Universitario Reina Sofía, Secretary of the Commission for Equal Opportunities between Men and Women of the Hospital Universitario Reina Sofía, 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 Sociedad Andaluza de Calidad Asistencial. SADECA, Member of working groups for the revision of the Criteria for the Designation of Reference Units of the Ministry of Health (CSUR)

Ms. Casasola Luna, Natalia Araceli

- ♦ Technician of the Quality Unit of the Virgen Macarena University Hospital
- ♦ Evaluator and project manager for 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 the 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 the University Hospital La Princesa
- ♦ Degree in Chemistry at the University of Extremadura
- ♦ Certificate of Pedagogical Aptitude (CAP) from the University of Extremadura

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, University of Granada
- ♦ Specialization Diploma in Quality and Safety in Health Institutions. University of Granada



**Dr. Santamaría Olmo, Rafael**

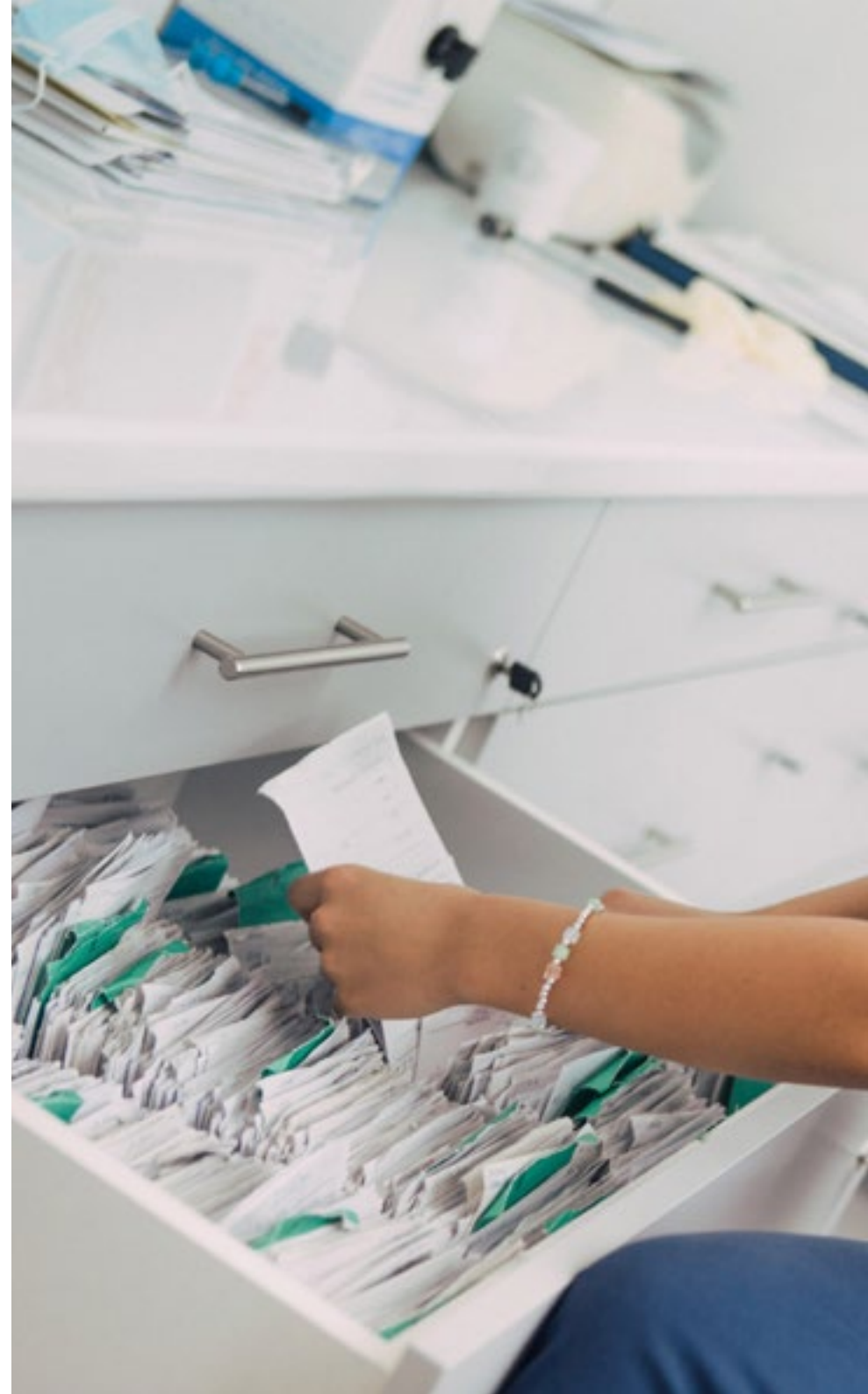
- ◆ Medical Specialist in Nephrology
- ◆ Researcher at the Maimonides Institute of Biomedical Research of Cordoba (IMIBIC)
- ◆ Responsible for assistance and management of the Unit of Arterial Hypertension and Vascular Risk in the Nephrology CMU of the Reina Sofia University Hospital of Cordoba
- ◆ Associate Professor at the Faculty of Medicine of the University of Cordoba
- ◆ PhD 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

D. Cruz Salgado, Óscar

- ◆ Quality Unit Technician at the Virgen Macarena University Hospital
- ◆ Degree in Nursing from the University of Seville
- ◆ Master's Degree in Quality Management in Health Services from the University of Murcia
- ◆ Specialization Diploma in Quality and Patient Safety in Health Institutions from the Andalusian School of Public Health
- ◆ Postgraduate Diploma in Nursing Services Management, Universidad Nacional de Educación a Distancia (National University of Distance Education)
- ◆ Postgraduate Diploma in Care for patients and caregivers by the University of Seville.
- ◆ Senior Technician in Occupational Risk Prevention
- ◆ Specialist in Ergonomics and Applied Psychosociology

Ms. López 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
- ♦ Lecturer 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 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 by 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





D. Pajares Conde, Diego

- ◆ Head of the Professional Services Unit at the University Hospital Reina Sofía
- ◆ Administrative Economic and General Services Director of the Southern Health Management Area of Córdoba of the Andalusian Health Service
- ◆ Deputy Director General of Personnel of the Andalusian Health Service of Andalusia
- ◆ Deputy Director of Planning and Programs. Health Management Area North of Cordoba
- ◆ Master's Degree in Public Health and Health Management from the Andalusian School of Public Health of the University of Granada
- ◆ Master in Health Economics and Management of Health Organizations by the Andalusian School of Public Health of 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 (DAS) in the program: "Planning, Management and Economic-Social Environment of the Company", at the Faculty of Economics and Business Administration of the University of Cordoba.

Dr. Díaz Romero, Salvador

- ◆ Specialist in Preventive Medicine and Public Health
- ◆ Collaborating teacher with the Preventive Medicine and Public Health Service of the Reina Sofía 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

04

Structure and Content

The syllabus of this university program has been designed by professionals of great prestige in the Nursing area, who have poured their most updated knowledge in quality evaluation models, processes for the improvement of health care and techniques for the planning of a continuous improvement plan. That is why TECH has unified these topics in a compendium of knowledge of online character, characterized by the Relearning methodology, which will not require many hours of study to assimilate the content, but it will be done in a continuous and dosed way during the 150 hours of the course.



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You will be at the forefront of the latest advances in the methods of evaluation and continuous improvement of healthcare quality. Enroll now”

Module 1. Healthcare Quality Management Systems in Healthcare Institutions

- 1.1. Quality of Care Methodology for Quality Management
 - 1.1.1. Quality of Care
 - 1.1.2. Quality Dimensions
 - 1.1.3. Methodology for Quality Management
- 1.2. Quality Management Systems
 - 1.2.1. Components of Quality Management System
 - 1.2.2. Quality Costs
 - 1.2.3. Reference models in Quality and Excellence
 - 1.2.4. Quality Management in Healthcare Institutions
- 1.3. Quality Control Excellence as a Quality Model
 - 1.3.1. Quality Control 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. Quality Assurance
 - 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 Assistance Processes
 - 1.5.3. Quality Standards
 - 1.5.3.1. Evaluation of the Assistance Processes
- 1.6. Strategies for Improving Effectiveness and Applying Evidence in Clinical Practice
 - 1.6.1. Clinical Practice Guideline. Evidence-Based Tools
 - 1.6.2. Good clinical practice: Standards, Monitoring
 - 1.6.3. Assessment of Results to Clinical Practice



- 1.7. Planning a Continuous Improvement Plan
 - 1.7.1. The PDCA cycle
 - 1.7.2. Planning, Implementation
 - 1.7.3. Checking and Performance
- 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 healthcare field
- 1.9. Leadership and People Management for Quality Improvement
 - 1.9.1. Leadership and Talent Management in Healthcare Organizations
 - 1.9.2. Principles of Motivation in Professionals in Healthcare 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

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You will have access to a study plan developed from real cases, simulations and the constant reiteration of information, thanks to the pedagogical methodology of TECH Relearning”

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. Gervas, 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.

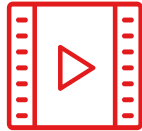
Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

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

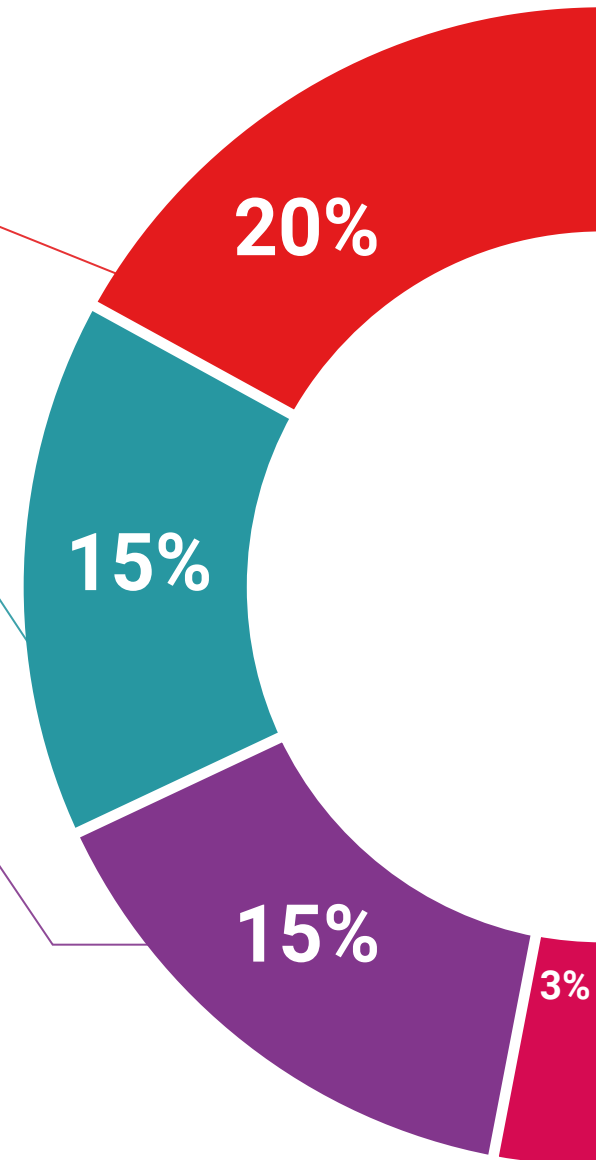
The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

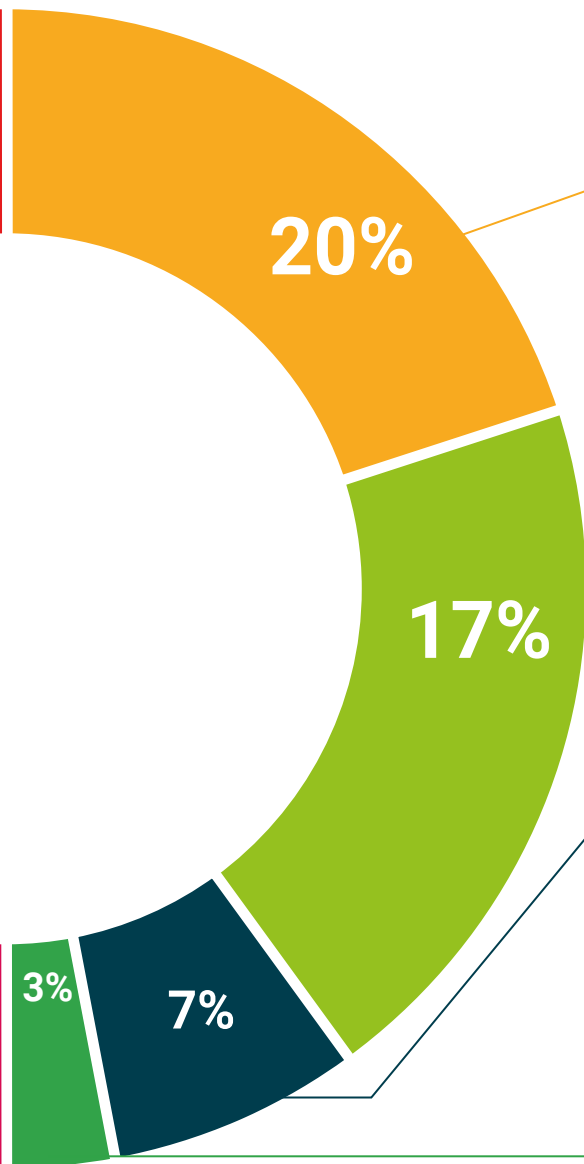
This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



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

This Postgraduate Certificate in Healthcare Quality Management Systems in Health Institutions for Nursing guarantees, in addition to the most rigorous and updated training, 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 private qualification will allow you to obtain a **Postgraduate Certificate in Healthcare Quality Management Systems in Healthcare Institutions for Nursing** 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 Certificate in Healthcare Quality Management Systems in Healthcare Institutions for Nursing**

Modality: **online**

Duration: **6 weeks**

Accreditation: **6 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



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Healthcare Quality Management
Systems in Healthcare
Institutions for Nursing

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