Postgraduate Diploma

Medical Administration and Health Services Management





Medical Administration and Health Services Management

» Modality: online

» Duration: 6 months

» Certificate: TECH Global University

» Credits: 20 ECTS

» Schedule: at your own pace

» Exams: online

Website: www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-medical-administration-health-services-management

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01 **Welcome**

In the area of medical management, the clinical management of health services, people and talent management in the organization, and economic and investment assessment stand out. All of these are fundamental aspects in the daily activity of health managers. Thanks to this program, the student will develop skills and knowledge in Medical and Health Services Management, under the guidance of professionals with extensive experience in the sector. In this way, the new challenges of the sector, such as the approach to complexity and chronicity, the relationships between professional groups, citizens and providers, the development of new health technologies, the need to increase efficiency in the use of resources, or to gain its position in the interdisciplinary team, will be the main challenges to be addressed.









tech 08 | Why Study at TECH?

At TECH Global University



Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95%

of TECH students successfully complete their studies



Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

100,000+

200+

executives trained each year

different nationalities



Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

500+

collaborative agreements with leading companies



Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.



Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"

Why Study at TECH? | 09 tech

TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



Analysis

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



Academic Excellence

TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



Economy of Scale

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.





tech 12 | Why Our Program?

This program will provide students with a multitude of professional and personal advantages, particularly the following:



A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of participants achieve positive career development in less than 2 years.



Develop a strategic and global vision of companies

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

Our global vision of companies will improve your strategic vision.



Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.



Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.



Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.



Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

20% of our students develop their own business idea.



Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.



Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Global University community.

We give you the opportunity to train with a team of world renowned teachers.





tech 16 | Objectives

Your goals are our goals.

We work together to help you achieve them.

The Postgraduate Diploma in Medical and Health Services Management trains students to:



Analyze the theories and models regarding the organization and functioning of Healthcare Systems, focusing on their political, social, legal, economic and organizational structure



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



Improve knowledge and professional skills in health management from the viewpoint of clinical management, knowing the practical methodological tools to apply in the critical areas of health management and direction, both institutional and day-to-day





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



Describe, compare and interpret characteristics and performance data of different health models and systems



Apply the essential concepts and methods of planning, organization and management of health institutions



Understand, interpret, transmit and apply regulatory norms for the activities and functions of health professionals regarding clinical management in accordance with the legal framework of the health sector



09

Recognize and know how to apply and interpret health law in order to contextualize clinical practice in terms of professional and social responsibility, as well as the ethical aspects associated with health care



Contextualize the care and medical division in the interdisciplinary team and learn about the new challenges of the health sector



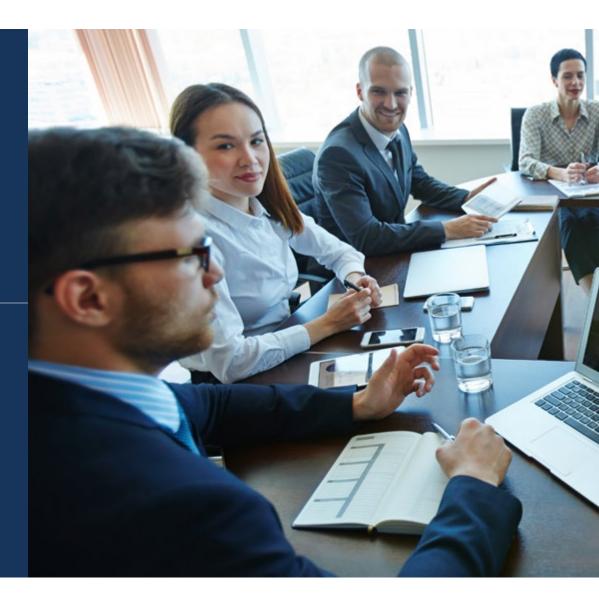
Understand and know how to carry out an economic analysis of the functioning of health institutions and the economic behavior of the agents involved in health systems

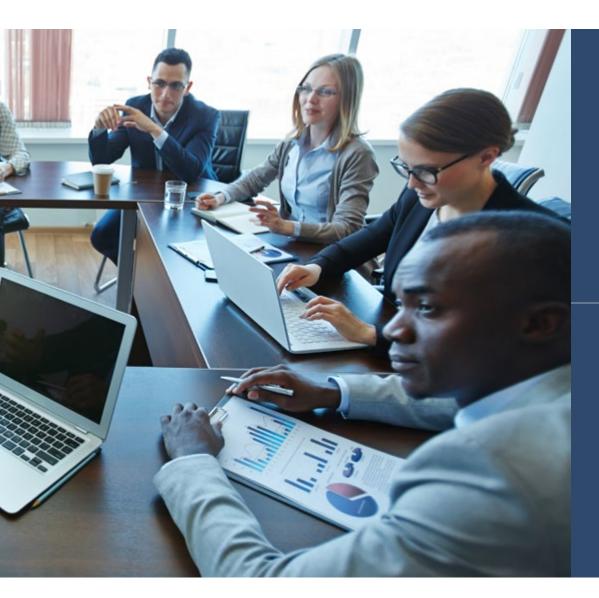


Incorporate the fundamental concepts of the techniques and instruments of economic evaluation applied to management practices in healthcare systems



Analyze and apply techniques, styles and methods to define, conduct and lead professional-talent management policies in health institutions







Recognize, apply and know how to assess the usefulness in the clinical context of the different management tools that can be applied to the context of healthcare practice



Develop the ability to analyze different health benefits





tech 22 | Structure and Content

Syllabus

The Postgraduate Diploma in Medical and Health Services Management of TECH Global University is an intensive program that prepares students to face business challenges and decisions globally.

Its content is designed to promote the development of managerial skills that enable more rigorous decision-making in uncertain environments.

Throughout 500 hours of study, the students will analyze a multitude of practical cases through individual work, which will be a beneficial contribution to their professional development. It is, therefore, an authentic immersion in real business situations.

This Postgraduate Diploma in Medical and Health Services Management deals in depth with all areas of healthcare organizations and entities, and is designed for managers to understand medical management from a strategic, international and innovative perspective.

A plan designed for study, focused on their professional development, which prepares them to achieve excellence in healthcare management. A program that understands their needs and those of their company through innovative content based on the latest trends, and supported by the best educational methodology and an exceptional faculty, which will provide them with the competencies to solve critical situations in a creative and efficient way.

This Postgraduate Diploma takes place over 6 months and is divided into 5 modules:

Module 1	The Medical and Healthcare Department in the Health System
Module 2	Clinical Management
Module 3	People and Talent Management
Module 4	Management and Economic Assessment
Module 5	Competency Management



Where, When and How is it Taught?

TECH offers the possibility of taking this program completely online. Throughout the 6 months of specialization, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.

tech 24 | Structure and Content

Module 1. Medical and Healthcare Division in the Healthcare System

1.1. Classic Medical Management vs. Healthcare Management

- 1.1.1. Structure and Content of Health System Governing Bodies. Current Organization Charts and Future Alternatives
- 1.1.2. Physicians as Managers: From Board Members to Care Directors and Managers, Including General Management
- 1.1.3. Preparation and Value Contribution
- 1.1.4. Medical Division: Critical Areas
- 1.1.5. Different Organizational Structures within the Medical Division

1.2. Management Information Systems and Electronic Medical Records

- 1.2.1. Control Panels
- 1.2.2. Electronic Medical Records
- 1.2.3. Assisted Prescription Systems
- 1.2.4. MBDS, ICD
- 1.2.5. Other Useful Information Systems in Health Management

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

- 1.3.1. Healthcare Continuity in the Care Process. Integrated Healthcare Processes
- 1.3.2. Moving Towards a Public Healthcare Model

1.4. Bioethics and Humanization in Medical Practice

- 1.4.1. Bioethical Principles
- Ethics Committees in Health Organizations 1.4.2.
- 1.4.3. Humanization of Healthcare

1.5. Medical and Healthcare Management: Relations with the **Nursing Division**

- 1.5.1. Knowledge Management Tools for Clinical and Healthcare Management
- 1.5.2. Medical and Healthcare Management: Relations with the Nursing Division

1.6. Public Health. Promotion of Health and Health Education for Health Care Directorates

- 1.6.1. Public Health Concept and Scope
- 1.6.2. Promotion of Health and Heath Education
- 1.6.3. Prevention Programs Types

Module 2. Clinical Management

2.1. Regulation of Clinical Management

- 2.1.1. Different Definitions and Visions of Clinical Management
- 2.1.2. Different Decrees and Regulations on Clinical Management
- 2.1.3. Levels of Autonomy

2.2. Processes and Protocols in Clinical Management. Handling Scientific **Evidence**

- 2.2.1. Types and Classification of Scientific
- 2.2.2. Protocols, Clinical Practice Guidelines, Clinical Pathways: Differences
- 2.2.3. Grade and Healthcare Routes

2.3. Patient Classification Systems

- 2.3.1. Patient Classification Systems
- 2.3.2. Patient Dependency Analysis. Dependency Scales and Classification
- 2.3.3. Calculation of Staffing/Cash Flow Based on Patient Classification, Workload Distribution

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

2.5. Prudent Drug Prescription. **Electronic Prescription**

- 2.5.1. Prudent Prescribing: Choosing Wisely
- 2.5.2. "Non-action" Strategies

Prescription Complementary Tests

- 2.6.1. Prudent Prescribing vs. Defensive Medicine
- 2.6.2. Prescription Audits and Prescription Monitoring: Results

- 2.4.1. Types of Clinical Management Units
- 2.4.2. Mixed Primary and Specialized Care Units
- 2.4.3. Interservice Units
- 2.4.4. Inter-hospital Units

Module 3. People and Talent Management								
3.1.	Health Professionals. Types and Relations	3.2.	Rights and Responsibilities. Retributions	3.3.	Working Hours in Units and Services	3.4.	Employability Tools in the Private and Public Sector	
3.1.1.	Health Professions Management: Types of Professionals and Their Interactions Training of Health Personnel with Special Emphasis on Physicians, Situation and Opportunities for Improvement	3.2.2. 3.2.3. 3.2.4.	Worker's Statute. Rights and Responsibilities Statutory and Civil Servant Personnel: Statutory Personnel Status. Disciplinary Regime. Incompatibilities Remuneration of Civil Servants and Statutory Personnel Labor Personnel in Public Administrations and Private Institutions Trade Unions. Representation, Participation and Collective Bargaining. Personnel Boards and Works Councils	3.3.2. 3.3.3.	Working Hours: Personal Leave and Leaves of Absence for Statutory and Civil Servant Personnel Collective Bargaining Agreements in the Health Sector Shift Work and On-call System. Shift Planning Systems. Turnover. Continued Care Staff Management Based on the Demand for Care	3.4.2.	Public Employment Offers. Types of offers. Merit Scales Personnel Selection Systems in the Private Sector Terminations or Dismissals, Motivation, Justification and Communication, thereof	
3.5.1. 3.5.2. 3.5.3.	Talent Detection and Development		Visibility in Clinical and Care Management: Blogs and Networks The Digital Revolution in Healthcare Practice and Clinical Management. Description of New Digital Tools. How to Improve Visibility Experiences with Networks and Blogs of Health Professionals					

tech 26 | Structure and Content

Module 4. Management and Economic Assessment

4.1. Cost Calculation

- 4.1.1. Weighting and Calculation of Health Costs
 - 4.1.1.1. Cost/Benefit
 - 4.1.1.2. Cost/Utility
 - 4.1.1.3. Cost/Productivity

4.2. Budget and Accounting

- 4.2.1. General Accounting Principles
- 4.2.2. What is a Budget? Types of Budgeting and Financial Management
- 4.2.3. Retrospective Budget of Income and Expenses
- 4.2.4. Prospective Public Budget by Chapters
- 4.2.5. Public Legislation on Budgets

4.3. Purchasing, Contracting and Supplies

- 4.3.1. Purchasing Management. Purchasing and Procurement Commissions
- 4.3.2. Integrated Procurement Systems. Centralized Purchasing
- 4.3.3. Management of Public Service Contracting: Tenders and Agreements
- 4.3.4. Hiring in the Private Sector
- 4.3.5. Supply Logistics

4.4. Efficiency and Sustainability of Health Systems

- 4.4.1. Financial Situation of the Public Health System, Sustainability Crisis
- 4.4.2. Spending for Health Benefits. Comparison of Investments for Further Health Benefits
- 4.4.3. Expenditure Control in the Public Health System

4.5. Funding Models

- 4.5.1. Financing Based on Historical Budget and Activity
- 4.5.2. Capitation Funding
- 4.5.3. Financing by DRGs and Processes, Payment per Procedure
- 4.5.4. Incentives for Professionals Based on Funding

4.6. Clinical and Economic Management Agreements and Contracts

- 4.6.1. Management Agreements. Definition and Models
- 4.6.2. Development and Assessment of a Management Agreement

Module 5. Competency Management

5.1. Performance Evaluation. Competency Management

- 5.1.1. Definition of Competencies
- 5.1.2. Performance Evaluation Procedure. Implementation
- 5.1.3. Feedback from Professions for Improving their Performance and Self-Assessment
- 5.1.4. Training Itinerary Design for Skills Development

5.2. Methods and Techniques

- 5.2.1. The Assessment Interview. Instructions for the Assessor
- 5.2.2. Main Common Errors and Impediments in Assessment
- 5.2.3. Motivational Interview
- 5.2.4. Miller's Pyramid





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.



tech 30 | Methodology

TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.





This program prepares you to face business challenges in uncertain environments and achieve business success.



Our program prepares you to face new challenges in uncertain environments and achieve success in your career.

A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.



You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments"

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

tech 32 | Methodology

Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



Methodology | 33 tech

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. With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

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.

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.

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.



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.



Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



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.





Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



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".

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.

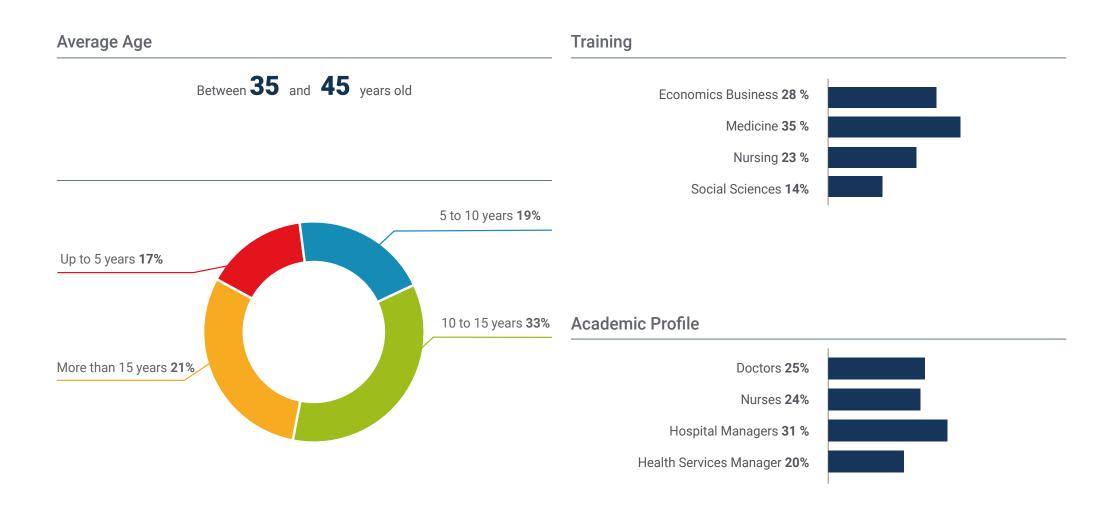




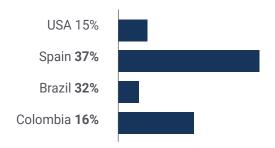
30%







Geographical Distribution





Susana González

Hospital Manager

"The completion of this TECH program has been a great addition to my knowledge. In fact, I have found everything I needed at the educational level and, in addition, I have been able to balance it perfectly with my work as a hospital manager. Without a doubt, it has been a unique opportunity that I have taken full advantage of and, thanks to this, I can now apply everything I have learned in my daily work"





Medical management requires highly qualified professionals. Study at TECH and acquire the necessary skills to develop this profession successfully.

Are you ready to take the leap? Excellent professional development awaits

The Postgraduate Diploma in Medical and Health Services Management from TECH Global University is an intensive program that prepares students to face challenges and business decisions globally. The main objective is to promote personal and professional growth. Helping students achieve success.

If students want to improve themselves, make a positive change at a professional level and interact with the best, this is the place for them.

Get into management positions and take responsibility for your work with the guarantee that you will know how to solve every problem.

When the change occurs

During the program

11%

During the first year

63%

After 2 years

26%

Type of change

Internal Promotion 47%
Change of Company 45%
Entrepreneurship 8%

Salary increase

This program represents a salary increase of more than **25%** for our students.

\$57,900

A salary increase of

25.22%

\$72,500





tech 46 | Benefits for Your Company

Developing and retaining talent in companies is the best long-term investment.



Intellectual Capital and Talent Growth

The executive will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.



Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.



Building agents of change

The manager will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.



Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets in the world economy.







Project Development

The manager can work on a current project or develop new projects in the field of R&D or Business Development within their company.



Increased Competitiveness





tech 50 | Certificate

This program will allow you to obtain your **Postgraduate Diploma in Medical Administration** and **Health Services Management**endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra (*official bulletin*). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** 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 Medical Administration and Health Services Management

Modality: online

Duration: 6 months

Accreditation: 20 ECTS



has successfully passed and obtained the title of:

, with identification document .

Postgraduate Diploma in Medical Administration and Health Services Management

This is a program of 500 hours of duration equivalent to 20 ECTS, with a start date of dd/mm/yyyy and an end date of dd/mm/yyyy.

TECH Global University is a university officially recognized by the Government of Andorra on the 31st of January of 2024, which belongs to the European Higher Education Area (EHEA).

In Andorra la Vella, on the 28th of February of 2024



^{*}Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost.



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