

# Postgraduate Certificate

## Current Challenges in Emergency Services Management





## Postgraduate Certificate

### Current Challenges in Emergency Services Management

Course Modality: **Online**

Duration: **6 weeks**

Certificate: **TECH Technological University**

Official N° of hours: **150 h.**

Website: [www.techtitute.com/us/medicine/postgraduate-certificate/current-challenges-emergency-services-management](http://www.techtitute.com/us/medicine/postgraduate-certificate/current-challenges-emergency-services-management)

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# 01

# Introduction

The emergency department is a highly changing department that must be continually updated to maintain the validity of its protocols. In this sense, it is vital that professionals know how to manage it optimally to be able to respond to patient needs. Aware of this, TECH professionals have designed this program to delve into the general concepts of emergency department management and patient safety in current times, including the pandemic. All this, framed in legal and bioethical aspects.





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*Learn with this program to manage  
Emergency Departments in an optimal  
way and become a first level professional”*

The management of an emergency department is not an easy task, and it requires professionals to use all their knowledge and expertise to be carried out optimally. There are a series of challenges emergency physicians must face and know how to react to on a daily basis. With full knowledge of this, TECH's team of professionals has designed this Postgraduate Certificate program that aims to provide information to physicians on the management of an emergency department to update their knowledge.

Likewise, throughout the program, the importance of how to treat emergency department patients will also be studied. The necessary foundations will be laid to offer close and human care that safeguards the interests of patients and allows professionals to manage cases more optimally.

Thus, the Postgraduate Certificate aims to define and recognize the importance of patient safety as a guide for all health actions and to develop protocols to guide the actions of professionals. This will allow emergency physicians to acquire knowledge that will facilitate the training of multidisciplinary groups that serve as guarantors of patient safety in the emergency department, as well as the tools that support good practice.

It should be noted that this is an online Postgraduate Certificate program, so students do not have to commute or adhere to fixed schedules. On the contrary, the program is totally flexible, so students only need a computer or mobile device with an Internet connection.

This **Postgraduate Certificate in Current Challenges in Emergency Services Management** contains the most complete and up-to-date scientific program on the market. The most important features include:

- ◆ Numerous practical cases presented in the form of In Focus videos and clinical videos made by experts in Emergency Medicine
- ◆ The 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 activity presentations on procedures and techniques
- ◆ An algorithm-based interactive learning system for decision-making in the clinical situations presented throughout the course
- ◆ Action protocols and clinical practice guidelines which cover the most important latest developments in this specialist area
- ◆ All of this will be complemented by theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- ◆ Its special emphasis on evidence-based medicine and research methodologies in dealing with patients requiring Emergency services
- ◆ Content that is accessible from any fixed or portable device with an Internet connection



*With this program, you will learn how to correctly manage an emergency department, always putting the needs of your patients first"*

“ *This Postgraduate Certificate will enable you to manage an emergency department, knowing how to respond to the different situations you may face on a daily basis*”

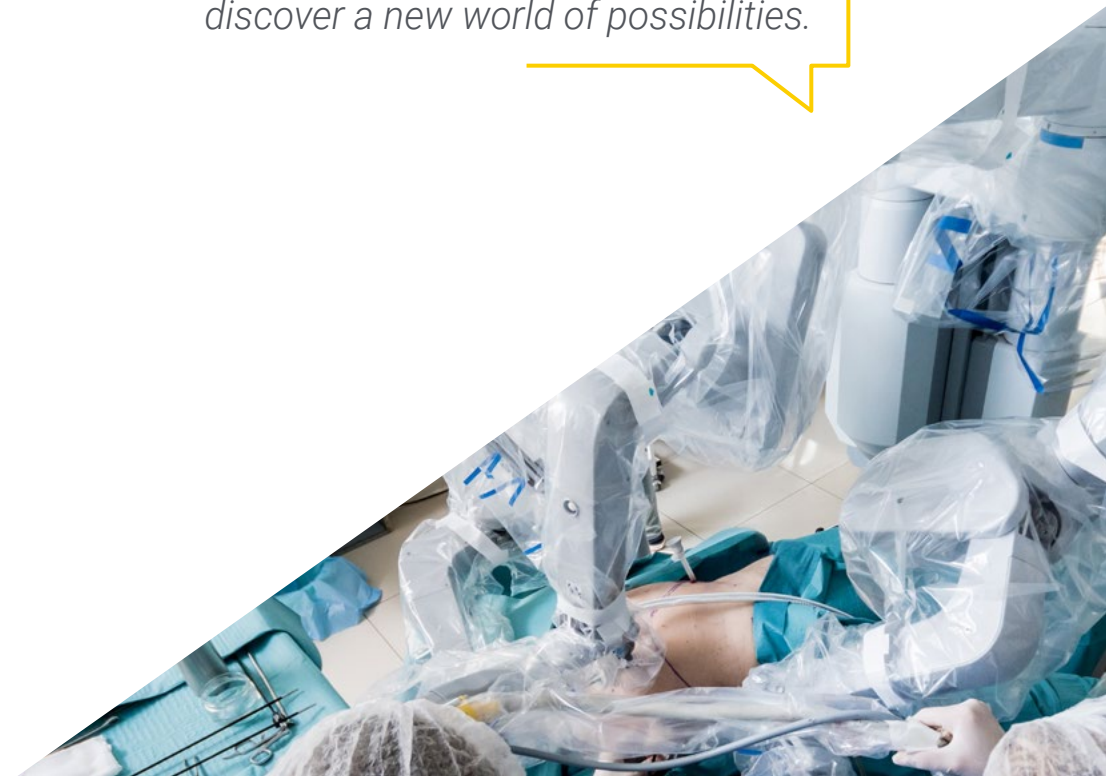
The program's teaching staff includes medical professionals, who bring their experience to this training program, as well as renowned specialists from leading scientific communities and prestigious universities.

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

This program is designed around Problem-Based Learning, whereby the professional must try to solve the different professional practice situations that arise throughout the program. For that purpose, students will be assisted by an innovative, interactive video system created by renowned and extensively experienced experts in nutritional counseling in the healthy population.

*TECH offers you the most complete, updated, and current training program with a single objective: To aid in your professional growth.*

*You are just one click away from taking your professional career to the next level. Start to study at TECH today and discover a new world of possibilities.*



# 02 Objectives

TECH has one goal: to create the most competent professionals in the field of emergency medicine and, therefore, the most sought after. To this end, it makes use of a very complete content bank designed in multimedia formats and adapted to current student needs. Likewise, TECH assures students that, by studying here, they will have access to the most reputable professionals in the field, who pour their years of practical experience into this training program. In short, the perfect union of professionals, syllabus and content, make it possible for this University to optimally train the best physicians in the area.







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*Start today to grow as an Emergency physician studying with the most complete and up to date program available”*



## General Objectives

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- ◆ Specialize emergency medicine professionals in the methods that enable highly effective and efficient care in hospital emergency departments and primary care centers
- ◆ Apply the most complete and updated syllabus on the market, designed by the best professionals in the field, to offer the most complete specialization to students
- ◆ Successfully treat patients in the emergency department with the knowledge to respond

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*If your goal is to give a boost to your career and fulfill your professional objectives then do not hesitate, this program is for you”*





## Specific Objectives

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- ◆ Understand the general aspects of emergency department management and its evolution as a response to health care needs
- ◆ Develop specific aspects of emergency department organization in pandemic situations
- ◆ Acquire tools for the development of fundamental aspects of an emergency department: assistance, research and teaching
- ◆ Define general aspects of the inter-service relationship in emergency patient care and integrating the emergency department with the rest of the hospital
- ◆ Define and recognize the importance of quality of care in the emergency department, its objectives and indicators
- ◆ Define and recognize the importance of patient safety as a guide for all healthcare actions and develop guiding protocols Acquire knowledge for the development of multidisciplinary groups in patient safety in the emergency department
- ◆ Understand the humanization of health processes in the emergency department
- ◆ Gain deeper knowledge of the protocols and attention given in gender violence cases
- ◆ Deepen general knowledge and practical tools in biosafety
- ◆ Review medical legal and bioethical aspects of emergency care

# 03

# Course Management

The design and creation of the theoretical and multimedia materials has been carried out by a team of leading professionals in the area of emergency medicine, who carry out their professional activity in the main hospitals in the country. They will be in charge of training you, transferring all their practical experience, so you will be able to efficiently manage an emergency department, always prioritizing excellence as the basis for any patient treatment.





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*The best University has best professionals. Don't miss the opportunity to study with the best"*

## International Guest Director

Dr. Ugo Ezenkwele is an eminent expert in the field of emergency medicine and managerial leadership in healthcare. His extensive experience in healthcare is coupled with his clinical and academic management skills. In this regard, his deep medical knowledge has led him to become **Head of Emergency Medicine at Mount Sinai Queens**. With his arrival in the position, innovative programs such as the ED Observation Unit, ED Geriatric Certification, Telemedicine, Emergency Management and Disaster Preparedness were launched to improve performance and patient experience.

In 2021, Dr. Ezenkwele received recognition for his outstanding work with the Crains New York award for Notable Black Leader and Executive. He has also earned numerous prestigious recognitions such as the **Vituity Award in Executive Leadership**, the National Medical Association's Service Excellence Award and the Visionary Educator Award from the Academic Society of Emergency Medicine.

His excellent management skills have led him to assume leadership roles in major medical organizations, serving as **president of the National Medical Association's Section of Emergency Medicine** and **vice president of the Society for Academic Emergency Medicine's Academy of Diversity and Inclusion in Emergency Medicine**. In both positions, he worked to implement policy changes with the goal of positively impacting the next generation of physician leaders and the communities they serve. In addition, he is an advisor to the American College of Emergency Physicians (ACEP) and an oral examiner for the American Board of Emergency Medicine (ABEM), responsibilities that demonstrate his commitment to continuous improvement in medical practice and his dedication to training skilled physicians.



## Dr. Ezenkwele, Ugo

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- Head of the Department of Emergency Medicine at Mount Sinai Queens, Astoria
- Attending Physician at Woodhull Medical and Mental Health Center an NYU Langone Affiliate Hospital
- Vice Chair of Emergency Medicine at Woodhull Medical and Mental Health Center an NYU Langone Affiliate Hospital
- Physician Liaison for Clinical Faculty Recruitment - NYULMC Clinical Affairs Department
- M.D. from Johns Hopkins University
- MPH International Health Johns Hopkins University
- BS in Biology Johns Hopkins University
- Vituity Wes Curry Award for Executive Leadership
- Crains New York Business Notable Black Leader & Health Executive
- Excellence in Leadership - Woodhull Medical and Mental Health Center
- National Medical Association's Emergency Medicine Section Leadership Award
- National Medical Association Excellence in Service Award (2013 and 2014)
- President of the American College of Emergency Physicians (ACEP) Diversity, Equity and Inclusion Committee
- ABEM Oral Board Examiner



*Make the most of this opportunity to surround yourself with expert professionals and learn from their work methodology”*

## Management



### **Dr. Torres Santos-Olmo, Rosario María**

- ◆ Area Specialist in the Adult Emergency Department at La Paz Hospital, Madrid
- ◆ Degree in Medicine and Surgery
- ◆ PhD in Medicine and Surgery
- ◆ Specialist in Family and Community Medicine
- ◆ Master's Degree in Palliative Care and Supportive Neoplastic Patients Care
- ◆ Life Support Instructor (BLS, ALS, ILS, ATLS)
- ◆ Master's Degree in Palliative Care and Supportive Neoplastic Patient Care
- ◆ Master's Degree in Patient Safety and Health Risk Management
- ◆ Clinical Collaborator at the Autonomous University of Madrid



### **Dr. Rivera Núñez, María Angélica**

- ◆ Assistant Coordinator in the Emergency Department at La Paz University Hospital, Madrid
- ◆ Surgeon at Universidad de Chile, Santiago de Chile
- ◆ PhD in Medicine and Surgery from the Autonomous University of Madrid
- ◆ Specialist in Internal Medicine from the Catholic Pontificia University, Chile
- ◆ Certificate in Emergency Medicine
- ◆ Specialist Physician in Emergency Medicine at La Paz University Hospital, Madrid



## Professors

### Dr. Calvin García, Elena

- ◆ HULP Emergency Department Attending Physician
- ◆ Degree in Medicine
- ◆ Specialist in Family and Community Medicine
- ◆ Master's Degree in Emergency Medicine, Complutense University, Madrid
- ◆ Clinical Reference in Emergency Services HULP

### Dr. Cancelliere, Nataly

- ◆ HULP Emergency Department Specialist
- ◆ Doctorate in Medicine from the Autonomous University Madrid
- ◆ Specialist in Ophthalmology at University Hospital La Paz
- ◆ Master's Degree in Emergency Medicine, SEMES

### Dr. González Viñolis, Manuel

- ◆ HULP Emergency Department Attendant
- ◆ Degree in Medicine and Surgery from La Laguna University
- ◆ Master's Degree in Clinical Unit Management from the University of Murcia

### Dr. Martínez Zarza, Ana María

- ◆ Quality and Teaching Coordinator in the HULP Emergency Department
- ◆ Graduate in Medicine and Surgery from the University of Valladolid
- ◆ PhD in Medicine and Surgery from the Autonomous University of Madrid
- ◆ Master's Degree in Medical and Clinical Management from the National University of Distance Education, Spain
- ◆ Medical - Surgical Emergencies Expert
- ◆ HULP Emergency Department Attending Physician

### Dr. Maroun Eid, Charbel

- ◆ Attending Emergency Physician at HULP
- ◆ Degree in Medicine and Surgery from Gallegos Rómulo University
- ◆ Master's Degree in Cardiovascular Risk Prevention from Alcalá University

### Dr. Martín Quirós, Alejandro

- ◆ HULP Emergency Department Attending Physician
- ◆ Degree in Medicine and Surgery from the University of Cadiz
- ◆ PhD from Universidad Autónoma de Madrid within the Program in Medicine

### Dr. Mayayo Alvira, Rosa

- ◆ Head of the Toxicology Unit in the HULP Emergency Department
- ◆ Degree in Medicine from Rovira i Virgili University
- ◆ HULP Emergency Department Attending Physician

### Mr. Rubio Bolivar, Javier

- ◆ HULP Simulation Technician
- ◆ CEASEC Simulation Technician

# 04

## Structure and Content

The structure of the curriculum has been designed by a team of medical professionals, who are fully aware of the importance of university studies in hospital and out of hospital emergencies, especially in the area of comprehensive service management. This team, aware of the relevance and timeliness of programs, and committed to quality teaching through the use of innovative formats, has created this training program specially designed for physicians to learn how to correctly manage daily challenges that may arise in the emergency department.





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*A comprehensive teaching program, structured in well developed teaching units, oriented towards efficient and swift learning that is compatible with your personal and professional life"*

## Module 1. Current Challenges in Modern Emergency Department Management

- 1.1. Basic and Advanced Concepts in Emergency Medicine
  - 1.1.1. Management Challenges in Times of Pandemics
  - 1.1.2. Quality Challenges in the Emergency Department
    - 1.1.2.1. Quality Care in the Emergency Department Indicators
  - 1.1.3. Patient Safety Challenges in the Emergency Department
    - 1.1.3.1. Clinical Safety in the Emergency Department Indicators
  - 1.1.4. Biosafety in Emergency Medicine and Emergency Care
  - 1.1.5. Integrating the Emergency Department into the Rest of the Hospital
  - 1.1.6. Urgent Care Services and the Problem of Gender Violence
  - 1.1.7. Clinical Research in the Emergency Department: Is It Possible?
  - 1.1.8. Teaching in the Emergency Department: Beyond Assistance
  - 1.1.9. Humanizing Management in Emergency Departments





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*Welcome, you are just one click away from taking your professional career to the next level. Don't let this opportunity slip away"*

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 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.



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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. 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.



07

# Certificate

The Postgraduate Certificate in Current Challenges in Emergency Services Management guarantees students, in addition to the most rigorous and up to date education, access to a Postgraduate Certificate issued by TECH Technological University.





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

This **Postgraduate Certificate in Current Challenges in Emergency Services Management** contains the most complete and up to date scientific program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery\*.

The diploma issued by **TECH Technological University** will reflect the qualification obtained in the **Postgraduate Certificate**, and meets the requirements commonly demanded by labor exchanges, competitive examinations and professional career evaluation committees.

**Title: Postgraduate Certificate in Current Challenges in Emergency Services Management**

**Official N° of hours: 150 h.**





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



## Postgraduate Certificate

Current Challenges in  
Emergency Services  
Management

Course Modality: Online

Duration: 6 weeks

Certificate: TECH Technological University

Official N° of hours: 150 h.

# Postgraduate Certificate

## Current Challenges in Emergency Services Management