

Postgraduate Certificate

Humanization of Health Care





Postgraduate Certificate Humanization of Health Care

- » Modality: Online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedicated: 16 hours a week
- » Schedule: at your own pace
- » Exams: online

Website: www.techtute.com/us/medicine/postgraduate-certificate/humanization-health-care

Index

01

Introduction

p. 4

02

Objectives

p. 8

p. 8

03

Course Management

p. 12

04

Structure and Content

p. 18

05

Methodology

p. 22

06

Certificate

p. 30

01

Introduction

Personalized and empathic treatment in health care has become a necessary and important issue in all health care centers worldwide, as patients and their families need to feel listened to and supported at all times during their medical treatment. That is why TECH has designed a program that aims to train health care professionals in person-centered care techniques, communication and empathy, as well as in the management of the well-being of both the patient and the health care staff. Through a practical and completely online methodology, students will be able to acquire useful tools to humanize health care and improve the quality of the service provided.



“

Do you want to know how to create a care culture focused on patient experience? Are you interested in learning about the humanizing tools of care? Enroll in this Postgraduate Certificate and become an expert in patient and family wellness and comfort management!"

The Humanization of Health Care has become a topic of great importance nowadays, since it not only seeks to treat the physical ailments of patients, but also to meet their emotional and psychological needs. Patients are looking for a closer and more empathetic treatment by health professionals, which has led to the need for expert professionals in this area.

In response to this need, TECH has developed a Postgraduate Certificate in Humanization of Health Care with a focus on medicine. This program will train health professionals to comprehensively address the needs of patients, not only on a medical level, but also on an emotional and psychological level.

This program will address topics such as the management of the well-being and comfort of patients and their families, the model of person-centered care, tools to humanize communication and empathy, the humanized care of the terminally ill, the management of the well-being of professionals, the management model based on values and humanization in the care of special patients.

The methodology of the Postgraduate Certificate will be based on a combination of theoretical and practical classes, so that students can apply the knowledge acquired in daily patient care. Additionally, teamwork will be promoted and the active participation of students will be encouraged to enrich learning in a 100% online format. What makes this program an excellent opportunity for health professionals to be trained in a topic of great relevance today and to improve the quality of care they provide to their patients.

This **Postgraduate Certificate in Humanization of Health 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 medical experts focused on Humanization of Health Care
- ◆ 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
- ◆ The practical exercises where the self-evaluation process can be carried out to improve learning
- ◆ Its special emphasis on innovative methodologies
- ◆ Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- ◆ Content that is accessible from any fixed or portable device with an Internet connection



If you want to learn about care systems and the evolution of the Person-Centered Care model, or if you want to learn about new roles and care teams this program is for you”

“

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

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

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

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

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

With this program, you will have the opportunity to access multiple job opportunities in the health sector, where the demand for highly trained professionals is constantly growing.



02 Objectives

The main objective of the Postgraduate Certificate in Humanization of Health Care is to promote humanization in health care. To this end, it addresses the analysis of the fundamental pillars that make humanized care possible, paying special attention to the role of the patient and their family, the health care personnel and the organizational structure. Additionally, humanization in the care of particularly vulnerable patients is studied in depth and the knowledge necessary for the development of a Humanization Plan is updated. This academic program therefore becomes a fundamental tool for those professionals who seek to improve the quality of health care from a humanized perspective.





“

Don't miss the opportunity to train yourself as an ethical professional committed to the integral health of your patients!"



General Objectives

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





Specific Objectives

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

“

*Don't waste any more time
and become an expert in
Humanization of Health Care
thanks to this academic program
offered by TECH”*

03

Course Management

TECH has recruited the most outstanding professionals from its team of experts in Medicine to establish a faculty of excellence. These specialists have extensive experience and an outstanding trajectory, which has allowed them to reach successful positions in the health care field. In this way, the student will have the opportunity to make the most of a process in which they will have the constant support of these medical experts in Humanization of Health Care, this from didactic and easy to understand resources.





“

With this program, you will have the opportunity to access multiple job opportunities in the health sector, where the demand for highly trained professionals is constantly growing”

Management



Dr. Paredes Esteban, Rosa María

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

Professors

Mr. Ruz López, Antonio Jesús

- ◆ Industrial Technical Engineer (specializing in Electricity) from the Polytechnic School of the University of Cordoba
- ◆ Postgraduate Specialization in Explosive Atmospheres by the Polytechnic University of Madrid
- ◆ Prevention of Occupational Risks Specialty Occupational Safety. Esculapio Foundation

Ms. Ruiz Palomino, Aurora

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

Mr. López Guijo, Carlos Javier

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

Dr. Morán Fernández, Eduardo

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

Dr. Aguilar Romero, María del Carmen

- ◆ Specialist in Preventive Medicine and Public Health in the Reina Sofía University Hospital of Córdoba
- ◆ Specialist in Psychiatry by the University Hospital of Fuenlabrada
- ◆ Professor in the course "International protection and human rights in the social and health context" by the Andalusian School of Public Health
- ◆ Teaching collaborator of the Preventive Medicine and Public Health Service of the Faculty of Medicine of Córdoba UCO)
- ◆ Associate Professor of Psychiatry at the Alfonso X El Sabio University
- ◆ Honorary Collaborator of the Department of Medicine and Surgery teaching theory classes in Psychiatry at the Rey Juan Carlos University (URJC)
- ◆ Master's Degree in Public Health and Health Management by EASP
- ◆ University Diploma in Mental Health in Situations of Political Violence and Catastrophes by the Complutense University of Madrid
- ◆ Degree in Medicine from the Autonomous University Madrid

Ms. López Luque, Sonia

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

Mr. Raya Serrano, Antonio Luis

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



Ms. Yuste Bustos, Francisca

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

04

Structure and Content

TECH has designed a comprehensive syllabus for the program, created by an experienced team of industry professionals. The syllabus includes dynamic and innovative didactic tools that allow their knowledge to be interactive and therefore easier to remember, and has a specific module for pediatric care. The syllabus focuses on Humanization in Health Care, which covers topics such as the management of patient and family wellbeing and comfort, the person-centered care model, communication and empathy, the humanized care of the terminally ill, the management of the wellbeing of professionals, and humanization in the care of special patients. Additionally, the syllabus is updated with the latest international regulatory frameworks.



“

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

Module 1. Humanization of Health care

- 1.1. Humanization in Health Care
 - 1.1.1. Humanization in Health Care
 - 1.1.1.1. International Regulatory Framework
 - 1.1.2. Starting Elements. Steps to Action
 - 1.1.3. Humanization Strategic Plans
- 1.2. Patient and Family Well-Being and Comfort Management
 - 1.2.1. Care Culture Centered on the Patient Experience
 - 1.2.2. Infrastructure, Resources and Technology
 - 1.2.3. Humanizing Care Tools
 - 1.2.3.1. Personalization of Care
 - 1.2.3.2. Intimacy
 - 1.2.3.3. Autonomy
 - 1.2.3.4. Shared Decision Making
- 1.3. Person-Centered Care Model
 - 1.3.1. Systems of Care. Evolution
 - 1.3.2. PCA Model
 - 1.3.3. Professionals. New Roles and Care Teams
 - 1.3.4. Support and Consensus Groups
- 1.4. Tools to Humanize. Communication Empathy
 - 1.4.1. Values to Humanize the Health Care Environment
 - 1.4.2. Interpersonal Relationships. Holistic and Integral Care
 - 1.4.3. Communication and Empathy
 - 1.4.4. Measuring the Degree of Humanization. Control systems
- 1.5. Humanization of an Intensive Care Unit
 - 1.5.1. How to Humanize an Intensive Care Unit
 - 1.5.2. Staff Care
 - 1.5.3. Patient, Family, Citizenship
 - 1.5.4. Humanizing the Architecture of an Intensive Care Unit
- 1.6. Humanized Care of the Terminally Ill
 - 1.6.1. Humanization of Health Care at the End of Life
 - 1.6.2. Care at the End of Life, at Home
 - 1.6.3. Palliative Care in the Hospital. How to Humanize this Care





- 1.7. Management of Professional Welfare
 - 1.7.1. Well-Being of Professionals
 - 1.7.1.1. Factors that Alter the Well-Being of Professionals
 - 1.7.1.2. Disorders Present in the Alteration of Professional Well-Being
 - 1.7.1.3. Leader and Group Relationship in the Work Environment
 - 1.7.1.4. Techniques to Improve the Well-Being of Professionals
 - 1.7.1.5. Tools for Measuring Professional Well-Being
- 1.8. Values-Based Management Model
 - 1.8.1. Values-Based Management
 - 1.8.2. Phases of the Values-based Management Implementation Process
 - 1.8.2.1. Phase I. Definition of Values
 - 1.8.2.2. Phase II. Communication
 - 1.8.2.3. Phase III. Alignment
 - 1.8.3. Benefits of Management by Values
 - 1.8.4. The Pillars of Value-Based Management in Health Care Institutions
- 1.9. Humanization in the Care of Special Patients
 - 1.9.1. International Normative Framework
 - 1.9.2. Recognition of the Principle of Personal Autonomy
 - 1.9.3. Strategic Lines and Humanizing Actions
 - 1.9.3.1. Humanized Spaces
 - 1.9.3.2. Humanizing Actions in Consultations and Emergencies
 - 1.9.3.3. Humanizing Actions in Hospital Admissions
 - 1.9.3.4. Humanizing actions for Companions and Family Members
 - 1.9.4. Humanization syllabus for Professionals: Care for the Professional
 - 1.9.5. Models of Humanization Syllabus and Guidelines
- 1.10. Impact of Covid-19 on the Humanization of Health Care
 - 1.10.1. Impact and Transformation in the Organizational and Care Structure of the Health Care System
 - 1.10.2. Impact of Covid-19 on Communication
 - 1.10.3. More Humanized Infrastructure. Main Strategic Lines of Action

05

Methodology

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

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





“

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

At TECH we use the Case Method

What should a professional do in a given situation? Throughout the program, students will face multiple simulated clinical cases, based on real patients, in which they will have to do research, establish hypotheses, and ultimately resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Specialists learn better, faster, and more sustainably over time.

With TECH you will experience a way of learning that is shaking the foundations of traditional universities around the world.



According to Dr. Gérvas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching power or because of its uniqueness or rarity. It is essential that the case is based on current professional life, trying to recreate the real conditions in the physician's professional practice.

“

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

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

1. Students who follow this method not only achieve the assimilation of concepts, but also a development of their mental capacity, through exercises that evaluate real situations and the application of knowledge.
2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

This university is the first in the world to combine the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, a real revolution with respect to the mere study and analysis of cases.

Professionals will learn through real cases and by resolving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.



At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology, more than 250,000 physicians have been trained with unprecedented success in all clinical specialties regardless of surgical load. Our pedagogical methodology is developed in a highly competitive environment, with a university student body with a strong socioeconomic profile and an average age of 43.5 years old.

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

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by TECH's learning system is 8.01, according to the highest international standards.



This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Surgical Techniques and Procedures on Video

TECH introduces students to the latest techniques, the latest educational advances and to the forefront of current medical techniques. All of this in direct contact with students and explained in detail so as to aid their assimilation and understanding. And best of all, you can watch the videos as many times as you like.



Interactive Summaries

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

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



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



Classes

There is scientific evidence on the usefulness of learning by observing experts. The system known as Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.



06 Certificate

The Postgraduate Certificate in Humanization of Health Care guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Technological University.





“

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

This **Postgraduate Certificate in Humanization of Health Care** contains the most complete and up-to-date scientific 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 Humanization of Health Care**

Official N° of Hours: **150 h.**



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

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



Postgraduate Certificate
Humanization of
Health Care

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online

Postgraduate Certificate

Humanization of Health Care

