

Postgraduate Certificate

Process Management and Decision Making





Postgraduate Certificate Process Management and Decision Making

Course Modality: Online

Duration: 6 weeks

Endorsed by: TECH - Technological University

5 ECTS credits

Hours 125 hours.

Website: www.techtute.com/us/medicine/postgraduate-certificate/process-management-decision-making

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01 Introduction

The current socio-economic context, together with the other factors influencing people's health, is making it all the more necessary to improve the managerial skills of those responsible for healthcare procedures. This Postgraduate Certificate is aimed at training Heads of Service and those responsible for the medical management of hospital centers, developing skills and techniques that encourage the promotion of their leadership.



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If you are a doctor, head of service or section, assistant, coordinator, director or manager in a hospital or outpatient care center, and you want to update and develop your management skills to respond to the current reality and context in your professional future, this is the perfect postgraduate program for you"

In the health structure, the medical division is fundamental in the development of these processes, where the paradigm of Clinical Management is increasingly imposed, making it necessary to training in this area for physicians who develop or may reach positions of responsibility for care, either as middle management, care or medical management.

The new challenges of the sector, such as the approach to complexity and chronicity, the relationships between professional groups, citizens (as users, – patients, – clients) and providers, the development of new health technologies, the need to increase efficiency in the use of resources, assuming the new leadership, participative and transparent, or gaining its position in the interdisciplinary team, are challenges to be addressed.

This **Postgraduate Certificate in Process Management and Decision Making** contains the most complete and up-to-date scientific program on the market. The most important features of the course are:

- ♦ Analyze practical cases developed by experts in health management and other specialties. Its graphic, schematic and eminently practical contents, with which they are conceived, gather scientific and assistance information on those situations that occur on a regular basis in the hospital environment.
- ♦ Presentation of practical workshops on procedures and decision making.
- ♦ Algorithm-based interactive learning system for decision-making in the situations which are presented to the student.
- ♦ Action protocols, where you can find the latest trends in health management.
- ♦ All this will be complemented by theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments.
- ♦ With a special emphasis on scientific methods and research methodologies in health management.
- ♦ Content that is accessible from any fixed or portable device with an Internet connection.



This Postgraduate Certificate will qualify you to occupy a position of responsibility as head of service or section"

“ *This Postgraduate Certificate may be the best investment you can make in the selection of a refresher program for two reasons: in addition to updating your knowledge in Process Management and Decision Making, you will obtain a certificate from TECH - Technological University”*

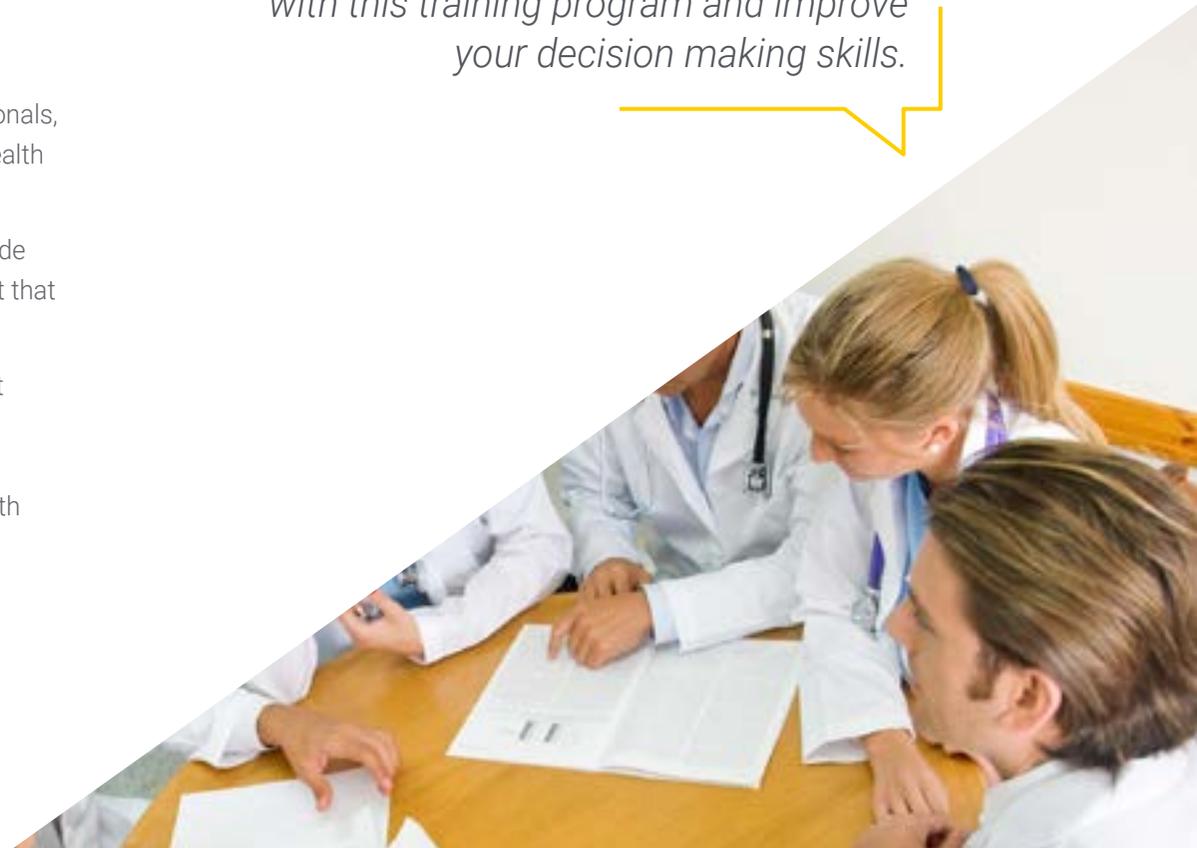
It includes, in its teaching staff, a team of prestigious health management professionals, who pour into this training the experience of their work, in addition to recognized health specialists who complement the program in an interdisciplinary way.

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 an immersive training program to train in real situations.

Problem-Based Learning underpins this program design, and the doctor must use it to try and solve the different professional practice situations that arise throughout the University Course. This will be done with the help of an innovative interactive video system developed by renowned experts in the field of health management with extensive teaching experience.

You will be able to take the Postgraduate Certificate 100% online, adapting it to your needs and making it easier for you to take it while you carry out your full-time healthcare activity.

Increase the quality of your management with this training program and improve your decision making skills.



02 Objectives

The Postgraduate Certificate in Process Management and Decision offers in detail a cutting-edge training program, from an eminently practical point of view, at a time when the accreditation of knowledge, including the latest trends in Leadership for Healthcare Services Managers, plays a fundamental role.



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This training program will generate a sense of confidence in the performance of Process Management and Decision Making and will help you grow professionally”



General Objective.

- Improve knowledge and professional skills in health management from a clinical management perspective, while becoming familiar with the practical methodological tools to be applied in the critical areas of health management, both institutional and everyday.

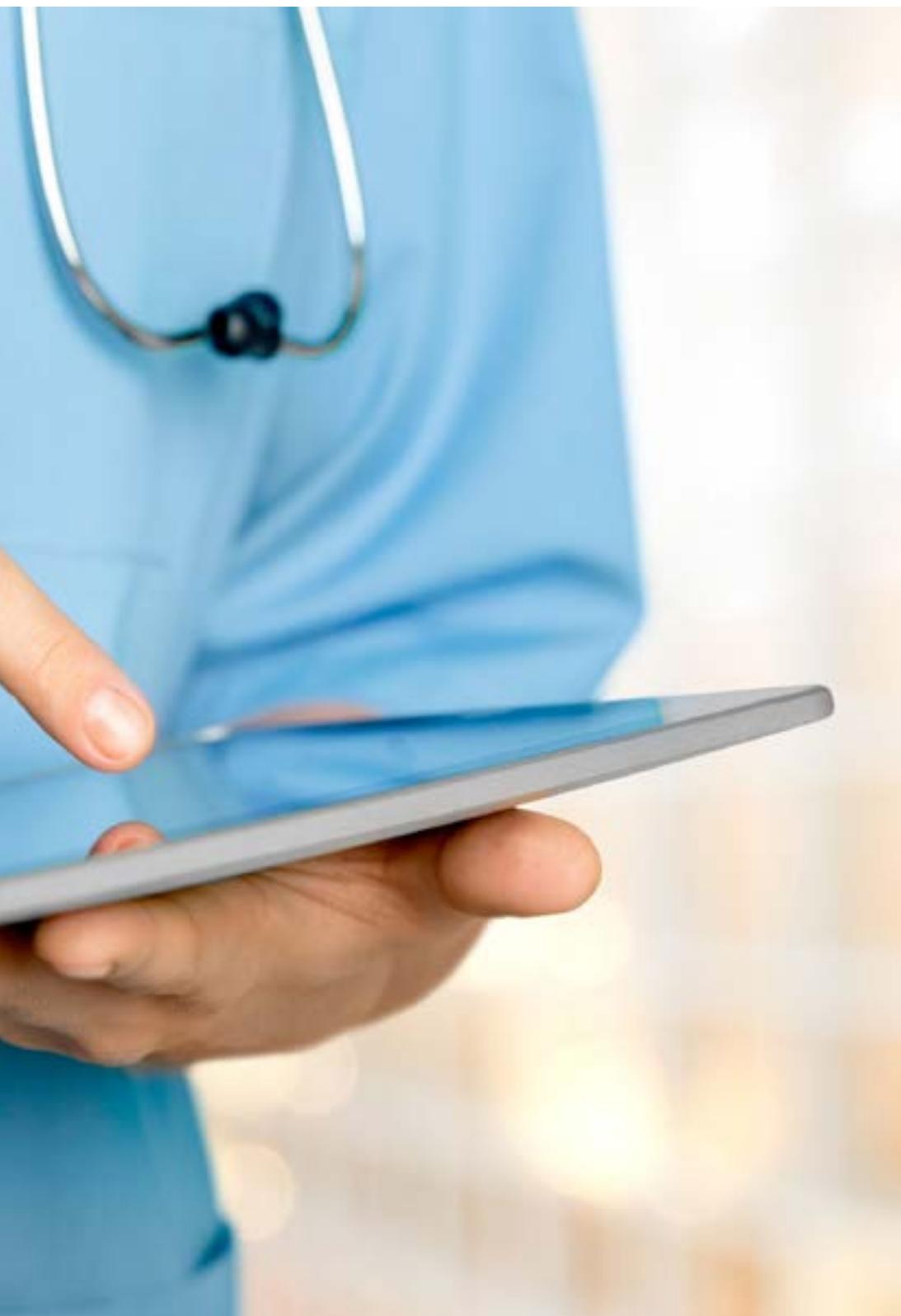


Specific Objectives

- Approach clinical management using the criteria of efficacy, efficiency, effectiveness, equity, performance and profitability, and problem solving through the appropriate use of information systems.
- Describe the principles of change management in organizations.
- Define the Cost Effectiveness and Efficiency in the Decision-Making Process.
- Apply Techniques for Managing Time, Personal Agenda and Work-Life Balance.



Make the most of this opportunity and take the step to get up-to-date on the latest developments in Process Management and Decision Making”



03

Structure and Content

The structure of the contents has been designed by a team of professionals knowledgeable about the implications of clinical and care management training, aware of the relevance of current training and committed to quality teaching through new educational technologies.





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This Postgraduate Certificate in Process Management and Decision Making contains the most complete and up-to-date scientific program on the market”

Module 1. Managerial Decision-making

- 1.1. Change Management.
 - 1.1.1. Change Management in Organizations: Cultural, Structural and Scientific Changes.
 - 1.1.2. Growth, Transition or Transformation. Is Change Permanent in the World of Health Care?
 - 1.1.3. Resistance to Change: How can we Overcome it and Convince People Change is Good?
- 1.2. The Decision Process.
 - 1.2.1. Centralized Decision-Making Process, Individual Decision-Making Process, Group Decision Making Process.
 - 1.2.2. Limiting Factor Principle. Cost Effectiveness and Efficiency in the Decision-Making Process.
 - 1.2.3. Choosing the Best Solution. Prioritization. Decision Tree.
- 1.3. Time, Stress and Personal and Professional Happiness Management.
 - 1.3.1. Techniques for Managing Time, Personal Agenda and Work-Life Balance.
 - 1.3.2. Stress Management Techniques and Techniques to Promote Personal and Professional Happiness.

Module 2. Creating a Personal Brand

- 2.1. Public Profile.
 - 2.1.1. Presenting Ourselves to the World. Our Digital Footprint.
 - 2.1.2. Professional Profile in Professional Social Networks.
 - 2.1.3. Digital Reputation. Positive References.
 - 2.1.4. Cover Letter.
- 2.2. The Interview Process to Apply for a Managerial Position.
 - 2.2.1. How to Face an Interview.
 - 2.2.2. Body Language During an Interview. Kinesics.





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A unique, key and decisive training experience to boost your professional development”



04

Methodology

This training program provides you with a different way of learning. Our methodology uses a cyclical learning approach: ***Re-learning***.

This teaching system is used 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 Re-learning, 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

In a given situation, what would you do? Throughout the program, you will be presented with multiple simulated clinical cases based on real patients, where you will have to investigate, establish hypotheses and, finally, 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 can experience a way of learning 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 potential 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 professional medical 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 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 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.



Re-learning Methodology

At TECH we enhance the Harvard case method with the best 100% online teaching methodology available: Re-learning.

Our 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, which represent a real revolution with respect to simply studying and analyzing cases.



The physician 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 Re-learning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best Spanish-speaking online university (Columbia University).

With this methodology we have trained more than 250,000 physicians with unprecedented success, in all clinical specialties regardless of the surgical load. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

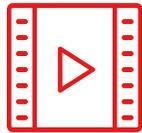
Re-learning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

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

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



In this Postgraduate Certificate you will have access to the best educational material, prepared with you in mind:



Study Material

After a complex production process, we transform the best content into high-quality educational and audiovisual multimedia. We select the best syllabus and make it available to you. Everything you need to acquire in-depth knowledge of a discipline, from A to Z. Lessons written and chosen by specialists in each of the disciplines.



Surgical techniques and clinical procedures on video

We bring you closer to the newest techniques, to the latest scientific advances, to the forefront of doctor news. All this, in first person, with the maximum rigor, explained and detailed for your assimilation and understanding. And best of all, you can watch them as many times as you want.



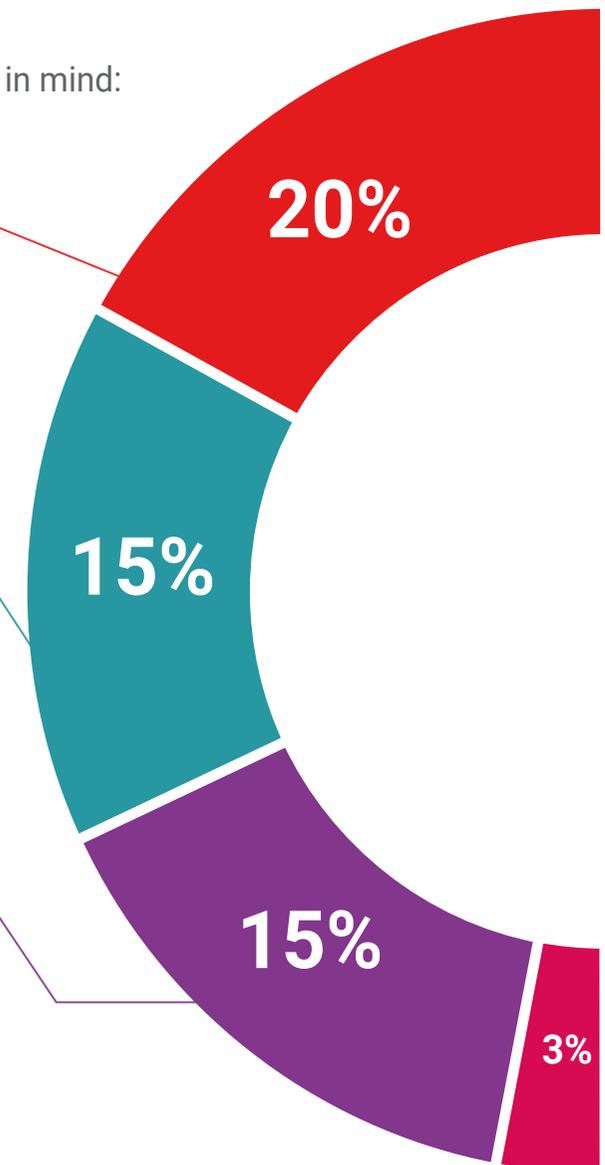
Interactive Summaries

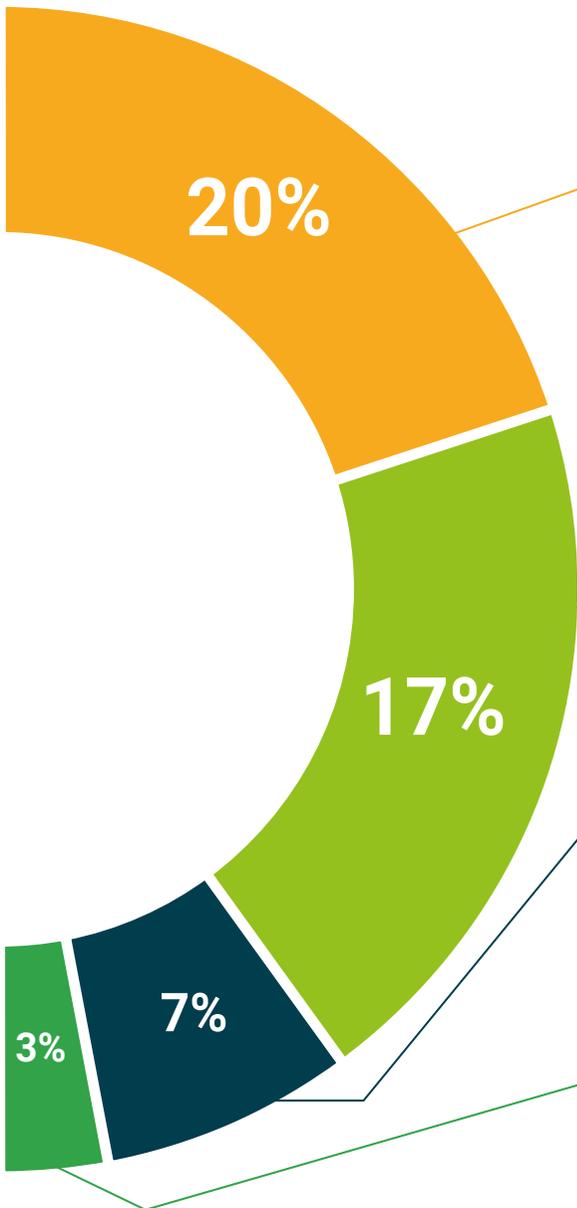
We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge. This unique training system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents, international guides... in our virtual library you will have access to everything you need to complete your training.





Expert-Led Case Studies and Case Analysis

Through the narratives of expert professionals, it is possible to acquire a high degree of understanding of the most frequent problematic situations. The professional's healthcare practice is not alien to the context in which it takes place. If we want to train ourselves to improve our professional practice, this training must be situated within the context in which it takes place.



Testing & Re-Testing

We periodically evaluate and re-evaluate your knowledge throughout this program through activities and evaluative exercises.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful. Learning from an expert strengthens knowledge and recall, and generates confidence in our future difficult decisions.



Quick Action Guides

One of the most important functions of our team is to select those contents considered essential and present them in the form of worksheets or quick action guides to facilitate their understanding.



05 Certificate

The **Postgraduate Certificate in Process Management and Decision Making** guarantees you, in addition to the most rigorous and up-to-date training, access to a certificate issued by **TECH - Technological University**.



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Successfully complete this training and receive your certificate without the hassle of travel or paperwork”

This Postgraduate Certificate in Process Management and Decision Making contains the most complete and up-to-date scientific program on the market.

After the student has passed the evaluations, they will receive their corresponding certificate issued by TECH - Technological University via tracked delivery.

The certificate issued by TECH - Technological University will specify the qualification obtained through the Postgraduate Certificate, and meets the requirements commonly demanded by labor exchanges, competitive examinations, and professional career evaluation committees.

Title: Postgraduate Certificate in Process Management and Decision Making

ECTS: 5

Nº Hours: 125



*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 quality
development languages
virtual classroom



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