

# Postgraduate Diploma

## Health Center and Health Services Management for Nursing



## Postgraduate Diploma Health Center and Health Services Management for Nursing

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

Website: [www.techtute.com/us/nursing/postgraduate-diploma/postgraduate-diploma-health-center-health-services-management-nursing](http://www.techtute.com/us/nursing/postgraduate-diploma/postgraduate-diploma-health-center-health-services-management-nursing)

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# 01

# Introduction

Studying how to manage institutions and organizations can bring a higher degree of quality to the organization of healthcare processes. This Postgraduate Diploma aims to train managers by developing skills, techniques, methodologies and tools that promote their leadership drive, activity management, and team management in a more efficient way using the latest educational technology.





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*With the Postgraduate Diploma in Health Center and Health Services Management for Nursing you have the opportunity to update your knowledge conveniently and without sacrificing the utmost scientific accuracy”*

In the health system, the nursing department is fundamental in the workings of Clinical Management making it necessary for nurses to train in this area so that they can advance or be able to reach positions of responsibility within the field of care, either as middle management, care management or medical management.

There are many new challenges in the sector which must be addressed, such as the approach to complex and chronic diseases, the relationships between professional groups, citizens (as users - patients - clients) and providers and the development of new health technologies. There is also the need to increase efficiency in the use of resources, to assume the new participative and transparent form of leadership, and to gain a position in the interdisciplinary team.

The practical nature of the topics makes it easy for each of them to transmit their experience and professional background, making each session before the program an opportunity to expand knowledge and put it into action.

This program is focused on deepening the understanding in all aspects which make hospital management unique. It also demonstrates the weaknesses and future opportunities we have ahead of us, making the most of the new educative technology available.

The syllabus is presented in a rigorous way with practical cases in which we can develop our knowledge with the aim of sharing experiences and new techniques that are already being used by some professionals in different health services around the world.

This **Postgraduate Diploma in Health Center and Health Services Management for Nursing** contains the most complete and up-to-date scientific program on the market. Its most notable features are:

- ◆ Practical cases presented by experts in Health Center and Health Services Management for Nursing
- ◆ Its graphic, schematic and eminently practical contents, with which they are conceived, gather scientific and care information on those disciplines that are essential for professional practice
- ◆ New developments in the management of health centers and services
- ◆ Practical exercises where self-assessment can be used to improve learning
- ◆ The interactive learning system based on algorithms for making decisions on the situations posed
- ◆ Its special emphasis on research methodologies in the management of health centers and services
- ◆ 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



*You will be able to complete the Postgraduate Diploma 100% online, adapting it to your needs and making it easier for you to study while you carry out your full-time healthcare work”*

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*This Postgraduate Diploma may be the best investment you can make when selecting a refresher program, for two reasons: in addition to qualifying you as a clinical manager, you will obtain a qualification from TECH Technological University”*

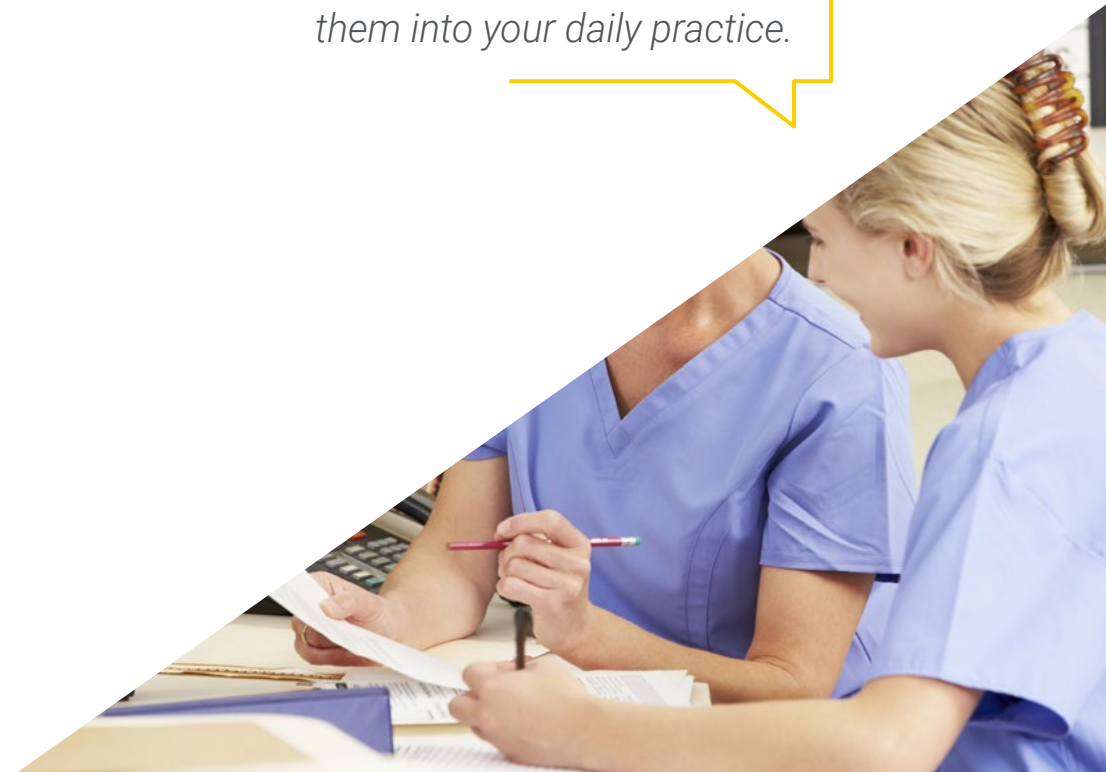
*Get qualified through the Postgraduate Diploma program in Management of Health Centers and Services for Nurses.*

*Don't miss the opportunity and get up to date on the advances in Health Center and Health Services Management for Nursing to incorporate them into your daily practice.*

It includes, in its teaching staff, a team of prestigious health management professionals, who bring to 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 program designed 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 this purpose, the specialist will be assisted by an innovative interactive video system created by renowned and experienced experts in the field of Health Center and Health Services Management.



02

# Objectives

The Postgraduate Diploma in Health Center and Health Services Management for Nursing, offers a cutting- Update program, from a highly practical perspective, at a time when knowledge accreditation plays a fundamental role, and it includes the latest trends in *Leadership for Healthcare Services Managers*.







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*With this program, you will be able to better manage people and resources, and improve processes in the healthcare services”*



## General Objectives

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- ♦ Analyze the theories and models regarding the organization and functioning of Healthcare Systems, focusing on their political, social, legal, economic and organizational structure
- ♦ 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 problem-solving through the appropriate use of information systems
- ♦ Describe the principles of clinical management that allow for planning, organization, management and evaluation of a center, service or care unit
- ♦ Showcase and evaluate advanced clinical and health management initiatives and experiences



*Take the step to get up-to-date on the latest developments in Health Center and Health Services Management for Nursing”*



## Specific Objectives

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### Module 1. Planning and control of health organizations

- ♦ Describe, compare and interpret features and performance data of different Healthcare Models and Systems
- ♦ Apply the essential concepts and methods of planning, organization and management of health institutions
- ♦ Explore the care and health division in the interdisciplinary team and learn about new challenges in the healthcare sector
- ♦ Explore the concept of sustainability in Public Healthcare and the factors that contribute to it or detract from it
- ♦ Describe the conflicts of interest that exist between the different professionals of the health care system

### Module 2. Health Systems and Policies

- ♦ Describe the Main Health System Models
- ♦ Know and differentiate the entities and professionals in the healthcare system, as well as the established forms of health financing
- ♦ Understand the right to health care and know about the portfolio of basic and complementary services
- ♦ Define user co-payment and financing, as well as the consequences of its use
- ♦ Integrate new information technologies to drive transformation of health systems

**Module 3. Medical and Welfare Management Department in the Health System**

- ♦ Describe how to achieve the aforementioned transformation of the healthcare system and of the current healthcare model, to ensure excellent care that is sustainability in the medium to long term
- ♦ Overcome care fragmentation with more integrated care, not only between primary care and hospitals, but also between hospitals and social services
- ♦ Develop mechanisms for effective patient participation in the healthcare system
- ♦ Integrate ICT as a fundamental driver of transformation, which supports a clinical information sharing strategy

**Module 4. Clinical Management**

- ♦ Facilitate the necessary coordination between units and patient monitoring
- ♦ Make this a clear management priority because, if properly developed, it is the basis for true continuous quality improvement
- ♦ Get to know and understand the models and key features of interhospital clinical management units (ICMUs)
- ♦ Explore the features of interhospital clinical management units and be aware of the importance of leadership and organizational structure in ICMUs
- ♦ Identify patient needs
- ♦ Know the fundamentals of human resources management
- ♦ Know how processes are organized in the ICMU: Learn about the control panel Identify and integrate synergies
- ♦ Know how to implement management by objectives and a vision for improvement

**Module 5. Chronicity and Telemedicine Management**

- ♦ Explore the definition and origins of telemedicine, its evolution over the years and the different types of telemedicine that are currently available
- ♦ Know the key considerations when introducing telemedicine projects into healthcare organization, studying both the aspects most valued by patients and those that can guarantee success in the implementation of a telemedicine project
- ♦ Examine examples of telemedicine services currently in place around the world, with a final reflection on the advantages and risks that may be involved in the large-scale implementation of a healthcare system that knows no geographical boundaries

**Module 6. Management and Economic Assessment**

- ♦ Understand, interpret, transmit and apply regulatory norms for the activities and functions of health professionals in Clinical Management, in accordance with the legal framework of the health sector
- ♦ 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
- ♦ Carry out an economic analysis of the functioning of health institutions and the economic behavior of the agents involved in health systems
- ♦ Apply the fundamental concepts of economic evaluation techniques and tools applied in management practice within health systems
- ♦ Determine the techniques, styles and methods for defining, guiding and leading professional talent management policies in health institutions
- ♦ Recognize, apply and know how to evaluate the usefulness in the clinical context of the different management tools that can be applied to the context of healthcare practice

# 03

# Course Management

TECH is continually committed to academic excellence. For this reason, each of its programs has teaching teams of the highest reputation. These experts have extensive experience in their professional fields and, at the same time, have achieved significant results with their empirical research and fieldwork. In addition, these specialists play a leading role within the university qualification, as they are in charge of selecting the most up-to-date and innovative content to be included in the syllabus. In addition, they participate in the elaboration of numerous multimedia resources of high pedagogical rigor.



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

## International Guest Director

Dr. Leslie K. Breitner, Ph.D., is an internationally renowned specialist with a distinguished career in the fields of business administration, not-for-profit management, and health care. Her professional and research career has focused on analyzing the impact of initiatives that improve the quality of financial systems in healthcare organizations. In that sense, her main contributions have been related to education and leadership, collaborating with numerous educational institutions in the creation of training programs for managers.

She is also co-author of the popular accounting books “Essentials of Accounting, 10th Edition” and “Essentials of Accounting Review”. In these volumes, she reflects her extensive knowledge of financial management, budgeting and performance measurement in hospitals. In addition, many of the studies and contributions contained in her various publications have been supported by grants from the U.S. Department of Health and Human Services.

Dr. Breitner is a graduate of Boston University and collaborates as a specialist at McGill University in Montreal, Canada. At McGill University, she founded the International Master’s Degree in Healthcare Leadership (IMHL) program and served as Co-Academic Director of the Graduate Program in Healthcare Management. She also lectures frequently at Harvard University, Washington University and Seton Hall University.

Dr. Breitner’s professional experience has been recognized on numerous occasions, receiving awards from important organizations and university institutions around the world. Among other distinctions, she holds the Beekhuis Award from the Simmons College Graduate School of Management and is an honorary member of the Boston chapter of the Beta Gamma Sigma Society.



## Dr. Breitner, Leslie

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- Director of the International Professional Master's Degree in Healthcare Leadership.
- Co-Academic Director of the Graduate Program in Healthcare Management.
- Supervisor of the Mitacs-Accelerate graduate research internship program.
- Collaboration with UNICEF on Budget and Fiscal Analysis Training
- Doctorate in Business Administration (DBA) from Boston University Graduate School of Management
- Master's Degree in Business Administration (MBA), Simmons College Graduate School of Management

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*Thanks to TECH you will be able to learn with the best professionals in the world”*

# 04

# Structure and Content

The structure of the syllabus has been designed by a team of professionals with knowledge of the implications of training in healthcare management, who are aware of the relevance of the up-to-date training, and are committed to quality teaching using new educational technologies.







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*This Postgraduate Diploma in Health Center and Health Services Management for Nursing contains the most complete and up-to-date scientific program on the market”*

### Module 1. Planning and control of health organizations.

- 1.1. The Process of Strategic Planning
- 1.2. Management by Values and Objectives.
- 1.3. Organizational Theory Applied to Healthcare.
- 1.4. Management and Direction
- 1.5. BORRAR
- 1.6. Future Organization

### Module 2. Health Systems and Policies

- 2.1. Health Systems.
- 2.2. Healthcare Financing and Provision
- 2.3. National Health System
- 2.4. Evolution and Other Aspects of Health Systems.
- 2.5. Alternatives to the Traditional Management Models.

### Module 3. Medical and Welfare Management Department in the Health System

- 3.1. Classical Medical Management VS. Care Management
- 3.2. Management Information Systems and Electronic Medical Records
- 3.3. Continuity of Care: Integration of Primary Care, Hospital Care and Social Healthcare
- 3.4. Bioethics and Humanization in Medical Practice
- 3.5. Medical and Healthcare Management: Relations with the Nursing Division.
- 3.6. Public Health, Promotion of Health and Health EpS for Healthcare Directorates
- 3.7. Transformation of the Healthcare Model: The Triple Objective





#### Module 4. Clinical Management.

- 4.1. Definitions and Regulation of Clinical Analysis Management
- 4.2. Processes and Protocols in Clinical Management. Handling Scientific Evidence
- 4.3. Patient Classification Systems.
- 4.4. Models and Clinical Management Units
- 4.5. Prudent Drug Prescription. Electronic Prescription.
- 4.6. Prescription Complementary Tests

#### Module 5. Chronicity and Telemedicine Management

- 5.1. Complex and Chronic Patient Management
- 5.2. Experiences in Patient Empowerment: Active Patients, School of Patients
- 5.3. Telemedicine

#### Module 6. Management and Economic Assessment

- 6.1. Cost Calculation.
- 6.2. Accounting Basis
- 6.3. Budget and Purchasing
- 6.4. Efficiency and Sustainability of Health Systems.
- 6.5. Funding Models
- 6.6. Management Agreements.



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

# 05

# Methodology

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

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





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

## At TECH Nursing School we use the Case Method

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

*With TECH, nurses can experience a learning methodology that is shaking the foundations of traditional universities around the world.*



According to Dr. 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, in an attempt to recreate the real conditions in professional nursing practice.

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

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

1. Nurses who follow this method not only grasp concepts, but also develop their mental capacity, by evaluating real situations and applying their knowledge.
2. The learning process has a clear focus on practical skills that allow the nursing professional to better integrate knowledge acquisition into the hospital setting or primary care.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



## Relearning Methodology

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

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



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



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

With this methodology we have trained more than 175,000 nurses with unprecedented success in all specialities regardless of practical workload. Our pedagogical methodology is developed in a highly competitive environment, with a university student body with a strong socioeconomic profile and an average age of 43.5 years old.

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

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

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



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



### Study Material

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

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



### Nursing Techniques and Procedures on Video

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



### Interactive Summaries

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

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



### Additional Reading

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





### Expert-Led Case Studies and Case Analysis

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



### Testing & Retesting

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



### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



### Quick Action Guides

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



06

# Certificate

The Postgraduate Diploma in Health Center and Health Services Management for Nursing guarantees you, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Technological University.



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*Successfully complete this program and receive your university certification without traveling or complex paperwork”*

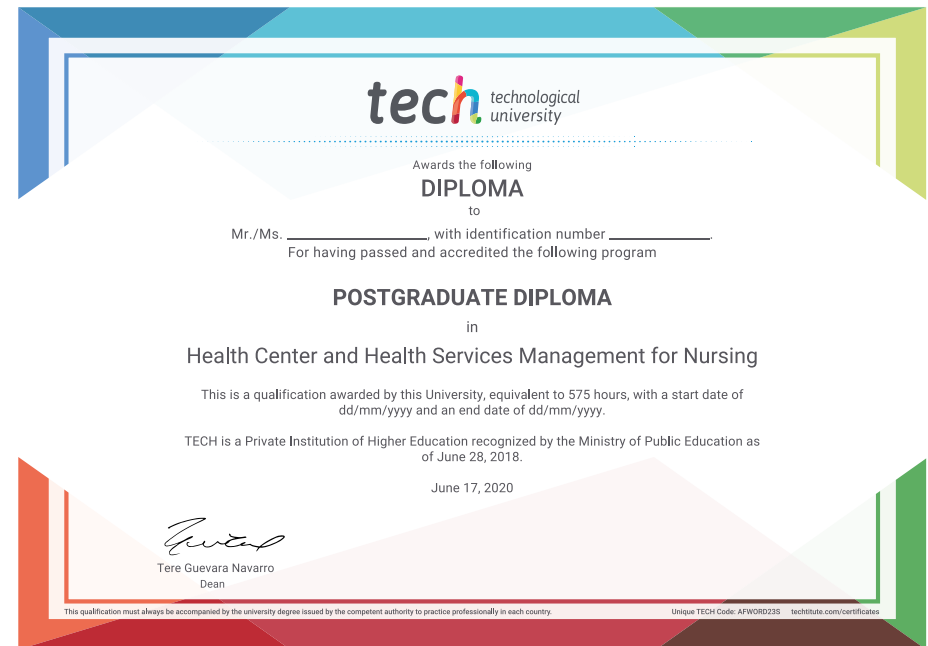
This **Postgraduate Diploma in Health Center and Health Services Management for Nursing** contains the most complete and up-to-date scientific on the market.

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

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

Title: **Postgraduate Diploma in Health Center and Health Services Management for Nursing**

Official N° of Hours: **575 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.



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Health Center and Health  
Services Management  
for Nursing

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