



## 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

 $We bsite: {\color{blue} www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-health-center-health-services-management-nursing} \\$ 

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# 01 **Welcome**

The new challenges of the sector, such as relations between professional groups, the development of new health technologies or the need to increase efficiency in the use of resources are challenges to be addressed in daily practice, for which TECH has prepared this complete program. The medical professional who wants to give a more distinctive approach to their career, directing it towards management and direction, must be familiar with all the intricacies involved in the administration of health centers, as well as the coordination of their services. In this way, graduates of this course significantly increase their chances of gaining access to management positions in the medical industry.







## tech 08 | Why Study at TECH?

#### At TECH Technological University



#### Innovation

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

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



#### The Highest Standards

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

95%

of TECH students successfully complete their studies



#### Networking

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

+100000

+200

executives prepared each year

different nationalities



#### **Empowerment**

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

+500

collaborative agreements with leading companies



#### **Talent**

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

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



#### **Multicultural Context**

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

TECH students represent more than 200 different nationalities.



#### Learn with the best

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

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case analyses in academia"

### Why Study at TECH? | 09 tech

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



#### **Analysis**

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



#### **Academic Excellence**

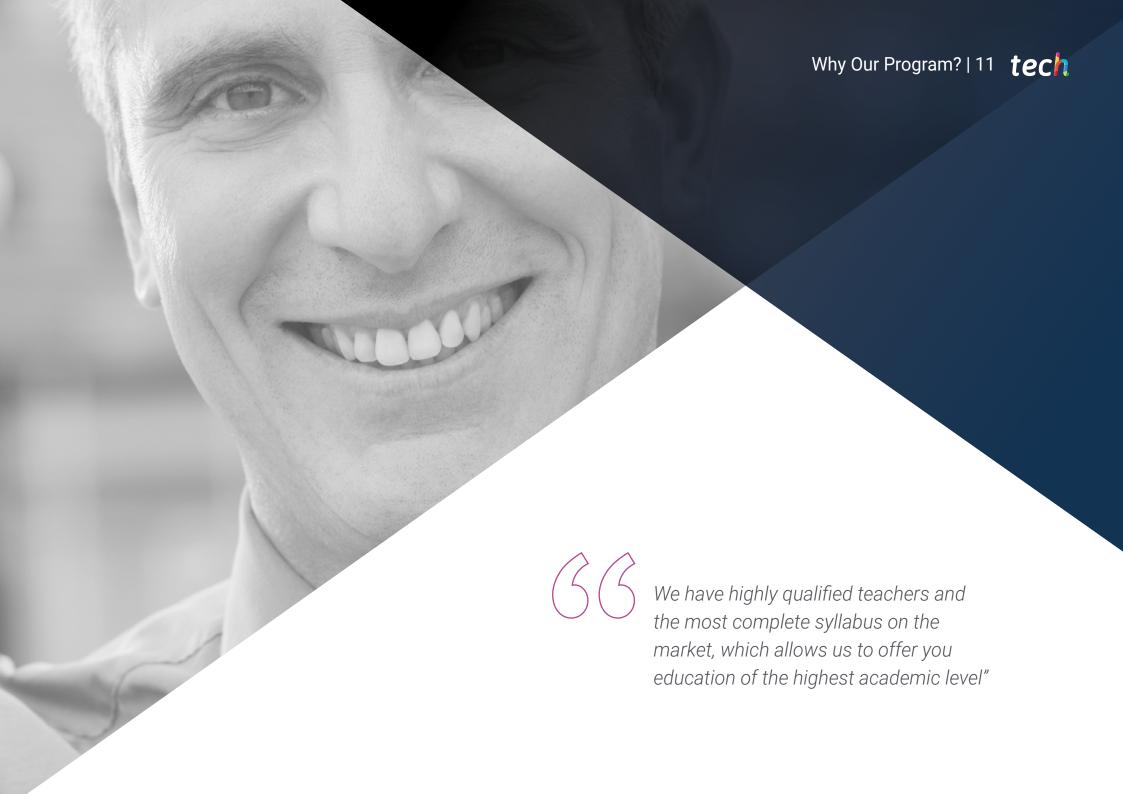
TECH offers students the best online learning methodology. The university combines the *Relearning* methodology (the most internationally recognized postgraduate learning methodology) with Harvard Business School case studies. A complex balance of traditional and state-of-the-art methods, within the most demanding academic framework.



#### **Economy of Scale**

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





## tech 12 | Why Our Program?

This program will provide you with a multitude of professional and personal advantages, among which we highlight the following:



#### A Strong Boost to Your Career

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

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



## Develop a strategic and global vision of the company

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

Our global vision of companies will improve your strategic vision.



#### Consolidate the student's senior management skills

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

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



#### You will take on new responsibilities

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

45% of graduates are promoted internally.



#### Access to a powerful network of contacts

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

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



#### Thoroughly develop business projects

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

20% of our students develop their own business idea.



#### Improve soft skills and management skills

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

Improve your communication and leadership skills and enhance your career.



#### You will be part of an exclusive community

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

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





## tech 16 | Objectives

TECH makes the goals of their students their own goals too. Working together to achieve them.

The Postgraduate Diploma in Health Center and Health Services Management for Nursing will qualify you to:



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



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



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





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



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



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



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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



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



Develop the ability to analyze different health benefits





### tech 20 | Structure and Content

#### Syllabus

TECH's Postgraduate Diploma in Health Centers and Services Management is an intense program that prepares students for the many challenges they will face when managing a health center.

Therefore, the content of the TECH Postgraduate Diploma in Health Center and Services Management is designed to promote the development not only of direct health competencies in terms of management, but also of the student's leadership skills to give a complete approach to his or her role as a director.

Over the course of 575 hours, the student analyzes a plethora of practical cases through individual and team work. It is, therefore, a real immersion in complex medical situations that require multi-skilled command figures.

A plan that meets the most urgent needs of its students in terms of health center management, since its teaching material is written by professionals who have already assumed this role and know first-hand what it is like to coordinate an entire healthcare team.

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

Module 1	Planning and Control in Health Organizations
Module 2	Health Systems and Policies
Module 3	Medical and Welfare Management Department in the Health System
Module 4	Clinical Management
Module 5	Chronicity and Telemedicine Management
Module 6	Leadership and People Management



#### Where, When and How is it Taught?

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

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

### tech 22 | Structure and Content

#### Module 1. Planning and Control in Health Organizations

#### 1.1. The Process of Strategic Planning

- 1.1.1. Mission, Vision, and Values
- 1.1.2. The Cycle of Strategic Planning. Strategic Plan and Strategic Lines
- 1.1.3. Planning and Continuous Quality
  Improvement. Advantages of Planning
- 1.1.4. Internal and Competitive Analysis of the Environment. Benchmarking

## 1.2. Management by Values and Objectives

- 1.2.1. Operative Planning. Obtaining Objectives from Strategic Lines of Action
- 1.2.2. Types of Objectives Goals
- 1.2.3. Management by Values and Objectives: Management Plans
- 1.2.4. Assessment of the Strategic and Operational Plan

## 1.3. Organizational Theory Applied to Healthcare

- 1.3.1. Types of Organization
- 1.3.2. Organizational Behavior Studies
- 1.3.3. Characteristics of the Public Organization
- 1.3.4. New organizational models Liquid and matrix organizations

#### 1.4. Future Organization

#### 1.5. Management and Directing

- 1.5.1. The Management Process
- 1.5.2. Collegiate Management Bodies
- 1.5.3. Management Styles

#### 1.6. Actors in the National Health System

- 1.6.1. Planners, Funders, Suppliers and Managers, Relationships and Differences
- 1.6.2. Control and Inspection
- 1.6.3. Citizens: Clients and Patients. Patient Associations
- 1.6.4. Professionals: Trade Unions and Professional Societies
- 1.6.5. Activists: Citizen Platforms and Pressure Groups

#### Module 2. Health Systems and Policies

#### 2.1. Health Systems

- 2.1.1. Main Health System Models. Comparison and Results
- 2.1.3. Beverige SMS Health Systems Model: Example
- 2.1.4. Health Systems Biskmark Assurance Model: Examples
- 2.1.5. Evolution of the Different Health Systems

#### 2.2. Health Financing and Provisioning

- 2.2.1. Financing of the Health Systems. Public Contributions
- 2.2.2. The Right to Health Care: Basic and Complementary Services
- 2.2.3. Different Provision Models in a NHS. Private Provision
- 2.2.4. Co-payment and User Financing

# 2.3. The Care Health Care System in Spain. Relationships and Differences Between Autonomous Communities, Regulatory Framework

- 2.3.1. General Health Law and Basic Health Structures
- 2.3.2. Health Services of the Autonomous
  Communities and Territorial Coordination.
  The Interterritorial Health Council
- 2.3.3. Comparison of the Autonomous Communities' Health Service Organization and Resources

## 2.4. Evolution and Other Aspects of Health Systems

- 2.4.1. Complexity and Chronicity Care
- 2.4.2. Information Technology as a Driver for the Transformation of Healthcare Systems
- 2.4.3. Promotion of Health and Heath Education Prevention
- 2.4.4. Traditional Public Health and Its Evolution
- 2.4.5. Health Coordination or Integration. The Concept of a Public Health Space

## 2.5. Alternatives to the Traditional Management Models

2.5.1. Evaluation of New Management Models. Results and Experience

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

## 3.1. Classical Medical Management VS. Health Care Management

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

## 3.2. Management Information Systems and Electronic Medical Records

- 3.2.1. Control Panels
- 3.2.2. Electronic Clinical History
- 3.2.3. Assisted Prescription Systems
- 3.2.4. Other Useful Information Systems in Health Management

#### 3.3. Care Continuity: Primary Care, Hospital Care and Social Health Care Integration

- 3.3.1. Welfare Continuity in the Care Process. Integrated Healthcare Processes
- 3.3.2. Moving Towards a Model of Social and Health Care

## 3.4. Bioethics and Humanization in Medical Practice

- 3.4.1. Bioethical Principles
- 3.4.2. Ethics Committees in Health Organizations
- 3.4.3. Humanization of Health Care

## 3.5. Medical and Healthcare Management: Relations with the Nursing Division

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

## 3.6. Public Health, Promotion of Health and Health Education for Welfare Directorates

- 3.6.1. Public Health Concept and Scope
- 3.6.2. Promotion of Health and Heath Education
- 3.6.3. Prevention Programs Types

#### Module 4. Clinical Management

#### 4.1. Regulating Clinical Management

- 4.1.1. Different Definitions and Visions of Clinical Management
- 4.1.2. Different decrees and Regulations on Clinical Management
- 4.1.3. Levels of Autonomy

## 4.2. Processes and Protocols in Clinical Management. Handling Scientific Evidence

- 4.2.1. Types and Classification of Scientific Evidence
- 4.2.2. Protocols, Clinical Practice Guidelines, Clinical Pathways: Differences
- 4.2.3. Grade and Care Routes

#### 4.3. Patient Classification Systems

- 4.3.1. Patient Classification Systems
- 4.3.2. Patient Dependency Analysis. Dependency Scales and Classification
- 4.3.3. Calculation of Staffing/Cash Flow Based on Patient Classification. Workload Distribution

## 4.4. Models and Clinical Management Units: Inter-hospital Units

- 4.4.1. Types of Clinical Management Units
- 4.4.2. Mixed Primary and Specialized Care Units
- 4.4.3. Interservice Units
- 4.4.4. Inter-hospital Units

## 4.5. Prudent Drug Prescription. Electronic Prescription

- 4.5.1. Prudent Prescribing: Choosing Wisely
- 4.5.2. "Non-action" Strategies

#### 4.6. Prescription Complementary Tests

- 4.6.1. Prudent Prescription Vs. Defensive Medicine
- 4.6.2. Prescription Audits and Prescription Monitoring: Results

### tech 24 | Structure and Content

#### Module 5. Chronicity and Telemedicine Management

#### 5.1. Complex and Chronic Patient Management

- 5.3.1. Chronic Care Model and Population Stratification. Kaiser Permanente
- 5.3.2. Management of Population Groups at Risk. Management of Complex and/or Chronic Diseases at Home
- 5.3.3. Chronicity and Social and Health Care

#### 5.2. Experiences in Patient **Empowerment:** Active Patients, School of Patients

- 5.2.1. Active Patient Model. Stanford University
- 5.2.2. Self-care Education Program. International and Spanish Experiences
- 5.2.3. Patient Schools
- 5.2.4. Patient Empowerment and Nursing Input

#### 5.3. Telemedicine

5.3.1. Services Currently in Place and Future Perspectives

#### Module 6. Management and Economic Assessment

#### 6.1. Cost Calculation

- 6.1.1. Weighting and Calculation of Health Costs 6.1.1.1. Cost/Benefit 6.1.1.2. Cost/Utility

  - 6.1.1.3. Cost/Productivity

#### 6.2. Budget and Accounting

- 6.2.1. General Accounting Principles
- 6.2.2. What is a Budget? Types of Budgeting and Financial Management
- 6.2.3. Retrospective Income and Expenses Budget
- 6.2.4. Prospective Public Budget by Chapters

#### 6.3. Purchasing, Contracting and Supplies

- 6.3.1. Purchasing Management. Purchasing and **Procurement Commissions**
- 6.3.2. Integrated Procurement Systems. Centralized Purchasing
- 6.3.3. Management of Public Service Contracting: Tenders and Agreements
- 6.3.4. Hiring in the Private Sector
- 6.3.5. Supply Logistics

#### 6.4. Efficiency and Sustainability of Health Systems

6.4.1. Financial Situation of the Public Health System, Sustainability Crisis

#### 6.5. Funding Models

- 6.5.1. Financing Based on Historical Budget and Activity
- 6.5.2. Capitation Funding
- 6.5.3. Financing by DRGs and Processes, Payment
- 6.5.4. Incentives for Professionals Based on Funding

#### 6.6. Clinical and Economic Management Agreements and Contracts

- 6.6.1. Management Agreements. Definition and Models
- 6.6.2. Development and Assessment of a Management Agreement

- 6.4.2. Spending for Health Benefits. Comparison of Investments for Further Health Benefits
- 6.4.3. Expenditure Control in the Public Health System



# 06 **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.





## tech 28 | Methodology

## TECH Business School uses the Case Study to contextualize all content

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





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



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

#### A learning method that is different and innovative

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



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

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

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

## tech 30 | Methodology

#### Relearning Methodology

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

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

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

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

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



### Methodology | 31 **tech**

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically. With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

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

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

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

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



#### **Study Material**

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

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



#### **Classes**

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

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



#### **Management Skills Exercises**

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



#### **Additional Reading**

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





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



#### **Interactive Summaries**

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



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

#### **Testing & Retesting**

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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.

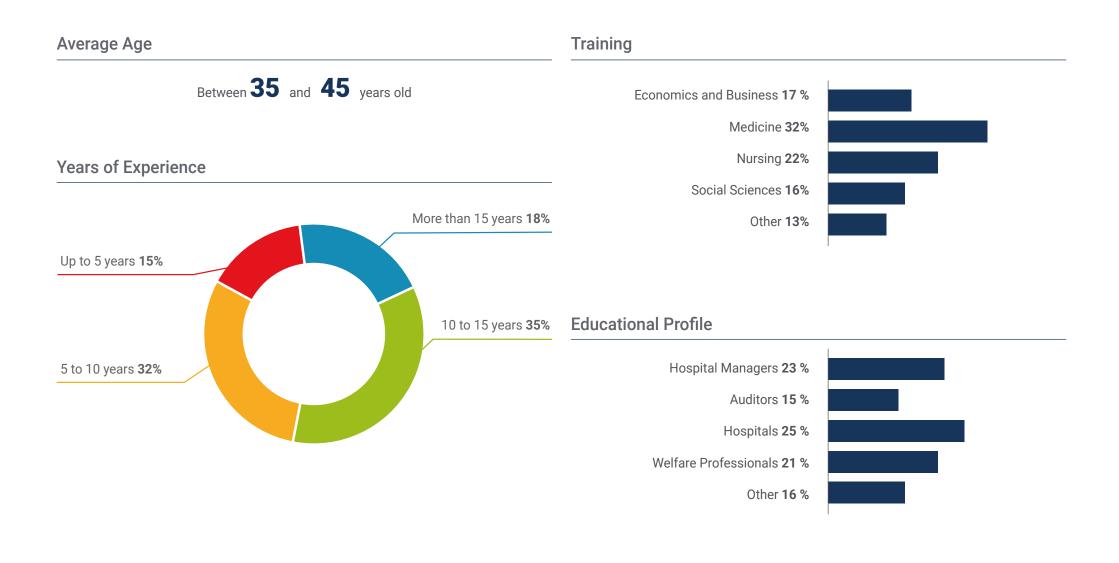


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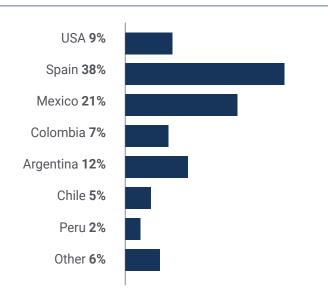




### tech 36 | Our Students' Profiles



#### **Geographical Distribution**





# Susana González

#### **Hospital Manager**

As much as one might wish it, considering a Postgraduate Diploma in Corporate Communication and Health Management is not a simple matter and, even more so, when you have to balance it with your professional activity and family life. However, the Postgraduate Diploma in Health Centers and Services Management at TECH Technological University offered me the possibility to achieve this. The quality teaching staff made the experience and learning even more enriching"





If you want to make a positive change in your profession, the Postgraduate Diploma in Management of Health Centers and Services will help you achieve it.

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

TECH Technological University's Postgraduate Diploma in Health Centers and Services Management is an intense program that prepares you to face business challenges and decisions both nationally and internationally. The main objective is to promote your personal and professional growth. Helping you achieve success.

If you want to improve, make a positive change at a professional level and network with the best, then this is the place for you.

**Generating Positive Change** 

Do not miss the opportunity to train with us and you will find the improvement you were looking for.

#### Time of Change

During the program

21%

During the first year

57%

After 2 years

22%

#### Type of change

Internal Promotion 30%
Change of Company 45%
Entrepreneurship 25%

### Salary increase

This program represents a salary increase of more than 25.22% for our students

\$57,900

A salary increase of

25.22%

\$72,500





# tech 44 | Benefits for Your Company

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



#### Growth of talent and intellectual capital

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



# Retaining high-potential executives to avoid talent drain

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



#### Building agents of change

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



#### Increased international expansion possibilities

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







## Project Development

The professional can work on a real project or develop new projects in the field of R & D or business development of your company.



#### Increased competitiveness

This program will equip students with the skills to take on new challenges and drive the organization forward.





## tech 48 | Certificate

This **Postgraduate Diploma in Health Center and Health Services Management for Nursing** contains the most complete and up-to-date program 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 career evaluation committees.

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

Official No of Hours: 575 h.



<sup>\*</sup>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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» Duration: 6 months

» Certificate: TECH Technological University

» Dedication: 16h/week

» Schedule: at your own pace

» Exams: online

