



Training Seminars & Conferences

An Intensive 5-Day Training Seminar On

# Excellence in Health Care Management

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13 - 17 Oct 2019, Dubai  
19 - 23 Apr 2020, Dubai  
11 - 15 Oct 2020, Dubai



 View Details

# Excellence in Health Care Management

## INTRODUCTION

The healthcare industry faces a vast array of complicated problems, including staff shortages, rising costs, and increasing government regulations. The healthcare industry is a high-stress, high-risk environment. Luckily, passionate workers have continued to take on the challenges of healthcare with grace and confidence.

The rapidly evolving nature of technology, information and medical management provides opportunities for employers to contain escalating costs and help manage the quality of care and the total health of employees. This training course will benefit healthcare leaders with knowledge and essential guidance necessary to participate actively in decision making that affects their hospitals/clinics.

**Participants attending EuroMaTech's Excellence in Healthcare Management training course will develop the following competencies:**

- Develop their skills in providing an improved service to the patients
- Become a change master who encourages innovative thought and behaviour
- Set the right vision for their team, department and entire hospitals
- Encourage effective decision-making skills in a variety of situations
- Update their knowledge on modern healthcare management and leadership
- Become aware of the latest developments in healthcare accreditation
- Help employees develop effective change management strategies
- Improve the competitive position of their hospital/clinics in the healthcare market

## WHO SHOULD ATTEND?

**The Excellence in Healthcare Management training course is specifically designed for those who seek to create the vision and the action plans of their organization for a better future business in healthcare and keep it safe from any future potential risk, specifically:**

- Senior Management Team
- Healthcare Centre Owners
- Healthcare Managers
- Healthcare HR Professionals
- Healthcare Strategic Planners
- Healthcare Departments Heads
- Other Healthcare Professionals

## PROGRAMME OBJECTIVES

**The objectives of EuroMaTech's Excellence in Healthcare Management training course are to enhance the healthcare management skills of the hospitals/clinics in terms of organisation, human resources management, strategy tools, risk management, healthcare technology assessment & finance performance management. These include:**

- Providing the participants with enhanced skills to manage and administer their hospitals/centres as well as prepare healthcare executives for executing related programs and overseeing improvement projects
- Assisting the participants to acquire advanced skills for organizational success, leadership, effectiveness and efficiency techniques, principles of management, creative problem solving, team building and financial management
- Gaining a better understanding of quality principles & management functions
- Providing training in the development & implementation of strategic planning

## TRAINING METHODOLOGY

The Excellence in Healthcare Management training course will combine presentations with interactive practical exercises, supported by video materials, activities and case studies. Delegates will be encouraged to participate actively in this unique healthcare management course and discuss the particular needs of their business future.

## PROGRAMME SUMMARY

By the end of this EuroMaTech training course on Excellence in Healthcare Management, delegates will be able to manage their hospital or clinics in an organisational manner. Additionally, they will be aware of all related healthcare strategy tools and will gain a better understanding of healthcare quality principles & management functions.

## IN-HOUSE TRAINING

EuroMaTech is capable of conducting this training programme exclusively for your delegates. Please e-mail us on [inhouse@euromatech.ae](mailto:inhouse@euromatech.ae) for further information and/or to receive a comprehensive proposal.

# PROGRAM OUTLINE

## DAY 01

### Fundamentals of Health and Hospital Administration

- Health Problems
- Components of healthcare system
- Functions of the HC System
- HC System Model
- Health System Key Players
- Environment and Health
- Core Public Health Functions
- World Health Systems
- Hot Topics in Global Health
- The Social Determinants
- Ten Tips for Better Health

## DAY 02

### Planning Quality in Organizations

- Strategic Planning Process
- Levels of Planning
- The Essentials for Good Relationships
- Relationships and Results
- 10-Step Model
- Operational Planning
- Required "Plans" for Hospital Accreditation
- Example of a PI Program Document in HCO
- Leadership in Health Care
- Focus on Followers
- Exceptional Leadership
- 16 Critical Competencies for Healthcare Executives

## DAY 03

### Management of Information for Healthcare Quality Leaders

- Scientific Credibility
- Hypotheses
- Steps of An Experiment
- Types of Data & Surveying
- Sampling and Sample Size
- HC Quality Tools
- Dead Horse Theory
- Quality and Evidence
- Based Health Management
- Health Care Quality
- Performance Measures
- Crossing the Quality Chasm

## DAY 04

### Health Care Standards

- Applications of Standards
- Clinical Settings
- Administrative Settings
- Types of Standards/Indicators
- Types of Standards
- Use of Standards
- Measuring Standards
- Measuring Indicators
- Methodology for Developing Indicators
- System Elements
- Quality Characteristics
- Classification of Indicators

## DAY 05

### Assess Appropriateness

- Assess Validity
- Assess Reliability
- Assess for Clarity
- Assess for Realistic and Applicability
- Examples of Indicators
- Healthcare Culture
- Intercultural Communication Strategies for Hospice Staff
- Ways to Strengthen a Corporate Culture!
- Programme Review

## QUALITY CERTIFICATIONS & ACCREDITATIONS



The PMI® Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.

# Excellence in Health Care Management

✓	Date	Venue	Fee(\$)
	13 - 17 Oct 2019	Dubai	US\$4,950
	19 - 23 Apr 2020	Dubai	US\$4,950
	11 - 15 Oct 2020	Dubai	US\$4,950

*This fee is inclusive of instruction materials, documentation, lunch, coffee/tea breaks & snack. All Fees are subject to 5% Value Added Tax (VAT).\**

## Your Details

Name (Mr/Ms):.....  
 Position:..... Organisation:.....  
 Address:.....  
 .....  
 City / Country: .....  
 Telephone / Fax: .....

## Mode Of Payment

- Please find enclosed a cheque made payable to EuroMaTech  
 Please invoice me  
 Please invoice my company as follows:

Contact Name: .....  
 Company Name: .....  
 Address:.....

### Documentation

High Quality material has been prepared by the Seminar Leader for distribution to delegates. In addition, a special note pad to facilitate note taking will be provided.

### Certificates

A Certificate of Completion will be issued to those who attend & successfully complete the programme.

### Schedule

Our Course timings commences at 08:30 and concludes at 14:00, followed by lunch on a daily basis.

### Hotel Accommodation

EuroMaTech has negotiated special rates for a limited number of rooms in the hotel. Early registration will help to secure a room at the reduced rate.

### Registration & Payment

Please complete the registration form on this page & return it to us indicating your preferred mode of payment. For Further Information, Contact Your Nearest EuroMaTech Office.

### Cancellation Policy

Request for seminar cancellation must be made in writing & received at EuroMaTech three weeks prior to the seminar date. A U.S.\$250/- processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.

### Disclaimer

EuroMaTech reserves the right to alter the content, location of the Seminar, or the identity of the speakers in case of events beyond our control.

**\*VAT Announcement:** The Government of UAE have introduced Value Added Tax (VAT) on goods and services from 01-January-2018. In compliance with the legislation issued by the UAE Government, we will be applying a 5% VAT on the fees for all our programs and services offered from January 2018 as applicable and stipulated in the FTA circulars.

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