GATES

HEALTHCARE MANAGEMENT & QUALITY (HMQ)

TPD.M.001

TABLE OF CONTENTS

PURPOSE & OVERVIEW

Leading a healthcare organization requires more than the ability to treat patients. In managerial roles, healthcare professionals must balance financial responsibilities, competitive pressure, workforce management, and resource planning to streamline the health delivery system. As the entities delivering health services have grown more complex, the need to acquire formal managerial and business skills has become critical for all professionals aiming to play leading roles in optimizing healthcare performance.

①

This program focuses on the development of managerial and leadership skills for health managers and professionals

②

This is a non-degree granting transformative online program, tailored to specific healthcare leadership needs for multidisciplinary knowledge & skills in healthcare organizations management

③

It contains more than 31 management tools to augment healthcare workers talents in an interactive environment with peers from across the globe

SCOPE

The Healthcare Management and Quality training program covers Healthcare Management concepts and tools needed by every healthcare leader which include:

- Management
- Leadership
- Organizational Development
- Quality Management
- Data Analysis
- Performance Improvement
- Patient Related Activities
- Accreditation
- Inception of Finance
- Digitalization in Healthcare

STRUCTURE

Management & Organizational Development

Leadership and Patient Safety

Healthcare Systems and Economics

Accreditation and Ethics

HC Technology and Innovation

1

MANAGEMENT & ORGANIZATIONAL DEVELOPMENT

- Management and Planning in Health

- Building Hospital's Organizational Structure

- Quality Management

- Workforce and Talent Management

- Organizational Development

2

LEADERSHIP AND PATIENT SAFETY

- Governance and Leadership

- Communication & Team Dynamics

- Healthcare Manager Interpersonal Skills

- Risk Management in HCO's

- Patient Safety & Infection Control

- Medication Management

- Quantum Leadership & Transformation

3

HEALTHCARE SYSTEMS AND ECONOMICS

- Healthcare Systems

- Economic Performance Management in HCOs

- Finance for Non-Financial Managers

- Clinical Resources Management in HCOs

- Revenue Cycle Management in HCOs

4

ACCREDITATION AND ETHICS

- Evidence-Based Design

- Medical Ethics and Patients & Family

  Rights

- Clinical Practice Management: Medical

  Practice and Nursing Administration

- Allied HC Professionals Management

- Accreditation Management

5

HC TECHNOLOGY AND INNOVATION

- Health Technology Management

- Health Promotion and Marketing

- Medical Professional Education and Simulation

- Healthcare Informatics

- HC Digital Vision and Transformation

PRACTICUM

- Conclusive Session (2 Hours)

- Dedicated Workshop for Applying the

  Learnt Tools (13 Hours)

CAPSTONE PROJECT

- Real Application of the Tools Learnt

  During the Practicum (1 Month)

LEARNING OUTCOMES

- Define and implement healthcare management processes in a systematic methodology for organizational development and a holistic performance model (GATES 5Ds & 7Ps)

- Identify the components and key factors of healthcare systems

- Acquire multidisciplinary knowledge in various healthcare management areas such as management, finance, safety, accreditation, and people-centered care to become more capable in these field

- Practice and implement mainstream tools used in healthcare management and organizational development, and apply some of them in simulated and real sites

- Identify different areas of international and local healthcare standards

- Acquire basic knowledge of technology, marketing, and innovation in healthcare

- Develop a quality, profitability, and patient-centered thinking

- Describe and classify the various leadership approaches used in healthcare setting

JOINING REQUIREMENTS

All participants have equal opportunity to participate in this program irrespective of their cultural diversity, race, social or economic status.

Audience

Healthcare workers aiming at improving their skills in healthcare management, quality, and leadership.

Qualifications

These pre-requisites are needed to help participants embark on the HMQ journey:
- Education Level: minimum is a Bachelor's degree in the domain of expertise (special cases may be applicable)
- Experience: not less than 1 year in the domain of expertise in a healthcare organization
- Professional conduct

PROGRAM TOOLKIT

1. SWOT Matrix
2. Strategic Goals
3. Operational Objectives
4. Indicators Identification Sheet
5. Performance Improvement Plans
6. Plans Economic Impact: CBA
7. Organizational Chart
8. Fishbone Analysis
9. Organization Health Record
10. Job Description
11. Orientation Checklist
12. LOREMA for Holistic Diagnosis
13. Competency Assessment Grid
14. 7Ps Performance System
15. Pareto Analysis
16. Goal-Path Situational Leadership Matrix

17. SBAR Tool
18. Failure Mode & Effects Analysis
19. Risk Heatmap
20. Financial Statements
21. Revenue Cycle Management 24 Steps
22. Quantum Leadership Model
23. Accreditation Survey Tool
24. Patient Experience Questionnaire
25. Healthcare Facility Checklist
26. Social Media Plan
27. HIS Requirements Sheet
28. SWOT by Listening
29. Indicators Dashboard
30. Policies & Procedures
31. Document Management Matrix

LEARNER EVALUATION

To get certified, trainees shall attend the modules' sessions, complete assignments, pass short exams, then prepare and defend an improvement application project. Grading is done on the following basis:

| Type of Evaluation	# of Evaluations/Program	Passing Grade	Evaluation Weight
Attendance			5%
Assignments	All	70%	20%
Exam	5	65%	35%
Practicum: Attendance and Tools Filling	1	100%	5%
Capstone Project	1	70%	35%

Absenteeism Policy: The participant acknowledges that he/she will receive a Certificate of Completion if he/she attends at least 80% of the sessions. For withdrawal requests, refunds are not offered.

TEACHING FACULTY

Dr. Adel Oleik
Healthcare Systems & Management Specialist
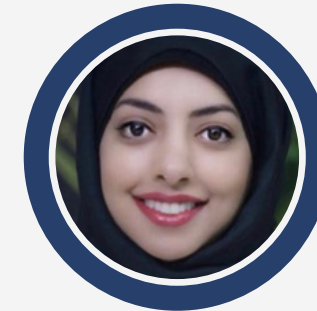
Dr. Selma Al Qattan
Clinical Practice Management Specialist

Dr. Mohammad Hasbini
Medical Practice Management Specialist

Mr. Mohannad Safi
Quality & Risk Management Specialist

Dr. Georges Yared
Medical Practice & Leadership Specialist

Dr. Mohammad Nasserdine
Biomedical Engineering Specialist

Dr. Michael Daher
Bioethics & Medical Research Specialist

Dr. Nader Nassif
Health Prevention Models Specialist

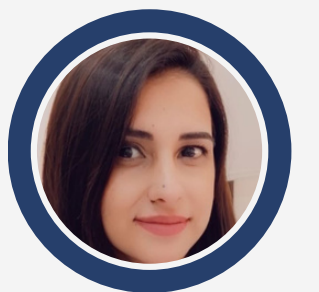**Mrs. Tina Barmakian**
Facility Commissioning Specialist

Mr. Mohammad Ftouni
Quality Management and Accreditation Specialist

Mr. Suleiman Al Kholeifi
Healthcare Marketing Specialist

Mrs. Faten Zbib
Business Development Consultant

Mrs. Nahida Jomaa
Patient Safety Specialist
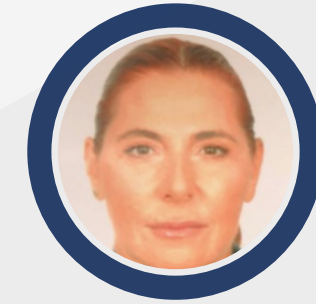
Ms. Mona Haddad
Healthcare Safety & Quality Specialist

Mrs. Sabah Skakini
Healthcare Talent Management Specialist

Mr. Rabih Kattar
Healthcare Information Systems Specialist

Mr. Samer Hanna
Organizational Development Specialist

CERTIFICATION

Upon completion of the program, trainees will receive a Certificate of Completion from GATES and the Syndicate of Hospitals in Lebanon and TRACCERT Canada.

For Programs Launched in Kuwait, an additional certificate of completion form the American University of Kuwait will be provided.

For Programs launched in Lebanon, an additional certificate of Completion from the Syndicate of Hospitals in Lebanon will be provided.

GATES shall not specify acronyms or letters in reference to the certificate for use after participants' names

CONTACT US

Our Team is ready to assist you

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Code to Express
Your Interest

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