



## HEALTHCARE QUALITY EXCELLENCE DIPLOMA

*ADOPT A PRACTICAL JOURNEY TO HEALTHCARE ACCREDITATION*

**APPLY NOW** 

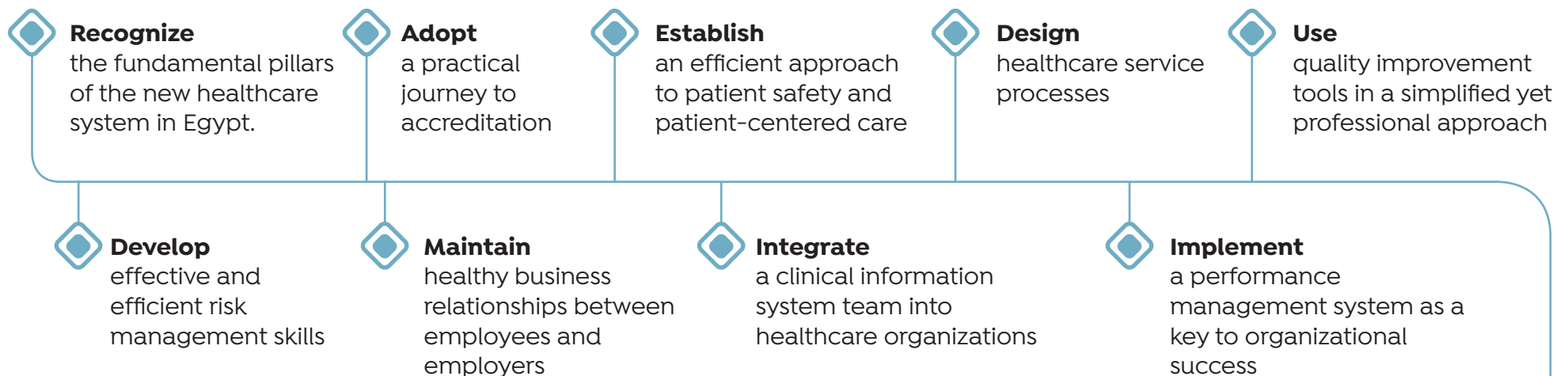
## Program Overview

The healthcare industry has one of the most complex infrastructures compared to other global industries. It is characterized by intertwining and ever-changing relationships between patients, physicians, hospital administrators, insurers, communities, and governments. Dynamic competition, increased expectations of demanding consumers, the evolvement of healthcare accreditation and regulatory bodies and the changing healthcare quality and patient safety standards, have generated an increasingly challenging healthcare environment.

The diploma addresses the current challenges and provides aspiring healthcare professionals with innovative techniques and approaches to creatively refine the provision of healthcare services.

Field visits to renowned hospitals will cover the practical aspects of how to master continuous improvement methodologies, patient safety techniques as well as the latest in risk management expertise.

## Key Benefits



# Program Outline

## Once per week

### **Healthcare Systems (12hrs)**

This module focuses on the importance of the partnership between payer, provider and patients. It addresses the new health care ecosystem in Egypt, which aims to achieve high-quality patient care in a cost-effective manner.

### **Operations Management (12hrs)**

Quality doesn't happen by chance, it needs to be systematically developed with objective planning, stakeholders' involvement and considering patients' needs.

It takes clear understanding of the operations and integration between clinical and non-clinical processes. This module will provide you with the needed tools to manage hospital's operations while applying quality management system efficiently.

### **People Management (12hrs)**

Develop skills in managing people in organizations to maximize their performance through active learning and hands-on activities.

This approach guarantees knowledge acquisition and skills development in alignment with the best practices in People Management.

### **Information-Driven Healthcare (12hrs)**

Dive deep into a detailed explanation of the modern concept of information systems in healthcare. This module discusses different types and methodologies related to the development of such systems and covers various ethical, technical and legal issues. All of the previous concepts are discussed in the context of the Electronic Medical Record (EMR) and associated clinical information systems.

## Twice per week

### Accreditation Systems (24hrs)

Determine the best accreditation system that fits your organization most and how to implement it. Measure, score and evaluate your organization against accreditation standards.

This module will enable you to understand and explain the standards, develop the documents required for accreditation, and deploy different quality functions needed to implement accreditation systems.

### Patient Safety and Risk Management (24hrs)

Acquire the needed knowledge, skills and attitude to promote a culture of safety in your healthcare organization.

Develop effective and efficient risk management skills, enabling you to establish an effective safety program, conduct a review of workplace issues and support care-givers after major errors.

### Healthcare Performance Management (18hrs)

Performance management is a key to the long-term success of healthcare organizations.

This module emphasizes that good performance management is a process, not an event. Plan a multidisciplinary process that occurs continuously and not just once a year. This performance management process creates a work environment in which employees are enabled to reach their maximum potential performance through alignment with the healthcare organization's strategic directions.

### Continuous Improvement Methodologies (30hrs)

Improving the quality of processes and maintaining acceptable levels of performance are critical factors in the success of any organization.

This module is designed to prepare attendees to develop the required knowledge, skills and practices necessary to efficiently influence and continuously improve the multiple elements of care delivery within a healthcare organization. Acquire a solid foundation of the different improvement and evaluation methodologies through mini-project models following FOCUS-PDCA, Six Sigma or Lean methodologies.



## **Hospital Visits** **(8 visits/5hrs each)**

Observe and appreciate the best practices in the provision of healthcare services and become familiar with implementing the appropriate tools through well-planned and structured hospital visits.

## **Business Acumen** **Self-Paced Online** **(3 Courses)**

Effectively operating within a business setting and making a positive impact requires a certain set of skills and competencies. Explore critical 21st-century skills needed for today's business world, enabling passion and speed in dealing with different business situations.

\* For the most updated list of Business Acumen courses [CLICK HERE](#)

*Participants are advised to complete their certificate within the same cohort to maximize the value of group dynamics and program coherence.*

## Program Highlights



- Real-world case studies and applications
- Dynamic group and peer-to-peer discussions
- Healthcare oriented assignments and projects

*A full schedule will be shared upon registration*

## Who Should Attend?

- **Healthcare professionals**

currently working in quality teams and seeking to sharpen their knowledge and skills.

- **Healthcare professionals**

with clinical experience who aim to improve the quality of healthcare services and patient safety standards offered in their healthcare organizations.

- **Healthcare professionals**

who seek to embark on a journey towards accreditation and performance management program implementation.

## Admission Criteria

- Bachelor's degree in Medicine, Pharmacy, Dentistry, Science, Nursing, Business Administration or equivalent
- Proficiency in written and spoken English
- A minimum of 1 year of relevant work experience (excluding training that is part of a degree e.g. the house-officer year for physicians)

## Program Fees

- Core program courses fees:
  - **EGP 3,600** per 12hrs course
  - **EGP 5,400** per 18hrs course
  - **EGP 7,200** per 24hrs course
  - **EGP 9,000** per 30hrs course
- Business Acumen online course fees: **EGP 2,000** per course
- Hospital visits: **EGP 750** per visit (Total of 8 visits)
- Total program investment: **EGP 55,200**

[CLICK HERE](#) for payment options

## Certificate

Certificate of Completion from the School of Business will be granted to participants who complete at least 75% of the program's total hours



## Our Commitment

No matter where you are in your professional journey, at the AUC School of Business Executive Education, we design programs that support you every step of the way. There's always something to learn at every stage of your career lifecycle. From the moment you start your journey, and throughout your career trajectory, we design our programs to enrich your knowledge and extend the horizons of your vision. At the AUC School of Business Executive Education, our mission is to help you reach your growth goals of self-fulfillment and actualization.

Our programs provide a world-class experiential learning experience in a collaborative environment of like-minded individuals. You will learn from acclaimed faculty members who deliver uniquely designed programs that offer practical solutions to business challenges. Ultimately, you will emerge with a new perspective that disrupts the status quo and generates creative solutions.

## AUC School of Business

Acting as a knowledge bridge between Egypt and the rest of the world, the AUC School of Business boasts an unrivaled reputation as the top private business school in Egypt and one of the best in Africa and the Arab world. Belonging to the 1% of business schools worldwide endowed with a “triple-crown” accreditation (AACSB, AMBA, and EQUIS), the School is dedicated to shaping the business leaders, entrepreneurs, and change agents of tomorrow by harnessing leadership, integrity, ambition, and excellence.

## AUC School of Business Executive Education

The AUC School of Business Executive Education was established In 1977 as a center of excellence to provide Egypt and the wider region with specialized executive education programs.

We offer a range of open enrollment programs and business solutions to individuals and corporates. The hallmark of our mission is constant evolution and reinvention, as we drive ourselves to maximize our impact, maintain our relevance, and stay ahead of the ever-changing business environment.

Since 2013, the School of Business has been ranked by the Financial Times (FT) as one of the best 75 business schools worldwide offering open enrollment executive education programs. In 2020, the AUC School of Business Executive Education ranked 67th, maintaining its position regionally as a platform for world-class education and globally as the only ranked school in the Arab region and one of only three in Africa.







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