



POSTGRADUATE DIPLOMA IN HEALTHCARE QUALITY EXCELLENCE

HOW TO PAVE THE WAY TOWARD HEALTHCARE EXCELLENCE

Program Overview

The healthcare industry has one of the most complex infrastructures compared to other global industries, characterized by ever-changing relationships between patients, physicians, hospitals, insurers, communities, and governments.

Dynamic competition, increased expectations of demanding consumers, and the involvement of healthcare accreditation and regulatory bodies, as well as healthcare quality and patient safety associations, have generated an increasingly challenging healthcare environment.

This new postgraduate diploma considers the current challenges and provides aspiring healthcare professionals with innovative techniques and approaches to creatively refine the provision of healthcare services.

The program is particularly designed for participants who aim to develop and enhance their knowledge and experience in healthcare quality management. The initial modules are an essential part of the diploma, providing a solid base that allows participants to acquire a state-of-the-art perspective of quality improvement, accreditation, as well as patient safety and performance management.

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, forming the cornerstone to ensuring the provision of reliable and reputable healthcare services in the 21st century.

Learning Outcomes



- Recognizing the fundamental pillars of the new healthcare system in Egypt
- Adopting a practical journey to accreditation
- Establishing an efficient approach to patient safety and patient-centered care
- Designing healthcare service processes
- Using quality improvement tools in a simplified yet professional approach
- Developing effective and efficient risk management skills
- Maintaining healthy business relationships between employees and employers
- Integrating a clinical information system team into healthcare organizations
- Implementing a performance management system as a key to organizational success

Program Overview

Learning Outcomes

Program Highlights



- 8 courses
- 40 hours of well-planned and structured hospital visits
- 3 online business acumen courses
- Real-world case studies and applications
- Dynamic group and peer-to-peer discussions
- Healthcare oriented assignments and projects

Participant Profile



- Healthcare professionals currently working in quality teams and seeking to sharpen their knowledge and skills as well as acquire a practical approach to establishing continuous quality management programs
- Healthcare professionals with considerable clinical experience who aim to make use of their wealth of knowledge and skills to improve the quality of healthcare services and patient safety provided in their organizations
- Healthcare professionals who aim to upscale the services provided in their healthcare organizations by seeking to embark on a journey towards accreditation or establishing their own performance management program

Program Highlights

Participant Profile

real-world case studies



Program Outline



A. Hospital Management Courses

- Healthcare Systems (12hrs) **(BHQE 520)**

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) **(BHQE 521)**

The lack of resources, bottlenecks, backlog and the lack of a service-oriented culture are challenges healthcare facilities and hospitals face everywhere. Operations Management is at the heart of all these challenges.

Acquire the knowledge, skills and attitudes needed to better manage hospitals using planning, organizing and control tools.

- People Management (12hrs) **(BHQE 522)**

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) **(BHQE 523)**

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.

B. Healthcare Quality Excellence Courses

• Accreditation Systems (24hrs) **(BHQE 526)**

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) **(BHQE 527)**

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.

• Continuous Improvement Methodologies (24hrs) **(BHQE 528)**

Develop the required knowledge, attitudes, skills and practices necessary to efficiently influence and continuously improve the multiple elements of care delivery within a healthcare organization.

• Healthcare Performance Management (24hrs) **(BHQE 529)**

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.

C. Hospital Visits

(BHQE 501, 502 & 503)

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.

* D. Business Acumen (Online)

Effectively operating within a business setting and having a positive contribution require a certain set of skills and competencies.

The business acumen courses explore critical 21st-century skills needed for today's business world, enabling passion and speed in dealing with different business situations.

In addition to the core program of ten courses, participants need to choose three courses out of a dynamic list of business acumen topics.

- Design Thinking **(BOBA 501)**
- Emotional Intelligence **(BOBA 502)**
- Crisis Management **(BOBA 503)**

**The list of topics is dynamic; participants will need to check available courses at the time of admission.*

Admissions Criteria



- Bachelor's degree in Medicine, Pharmacy, Dentistry, Science, Nursing, Business Administration or equivalent
 - A minimum of 3 years of relevant work experience (excluding training that is part of a degree e.g. the house-officer year for physicians)
 - Proficiency in written and spoken English. As proof of English proficiency, applicants must attain satisfactory results in one of the following English tests:
 - Online English Placement Test (OEPT), offered by the AUC, with a minimum level of B1C. For test registration, [click here](#).
- N.B.: Click on "New Student - Apply Here", create your own username and password and choose the "English Courses" application type.*
- TOEFL iBT® with a minimum total score of 57
 - Academic IELTS with a minimum total score of 4.5

Exemptions from these English examinations are allowed, if any of the following conditions are met:

1. The applicant is an AUC graduate.
2. The applicant has earned degrees from an accredited university that is classified in the World Higher Education Database (WHED) as an institution where English is the "sole" language of instruction.

Program Fees

- Core program courses fees:
 - **3,600 EGP** per 12hrs course
 - **7,200 EGP** per 24hrs course
- Business Acumen online course fees: **2,000 EGP** per course
- Hospital visits: **6,000 EGP** for the total 40hrs
- Total program investment: **55,200 EGP**

Online Registration



Registration for Fall semester will close on August 29, 2020.

For online registration, please click on the following link:

<https://bit.ly/33oxe0D>

Program Logistics

- All core courses are split into 3hrs sessions, the first four core courses (the 12hrs courses) are conducted once per week and the rest are conducted twice per week.
- The 8 core courses are conducted sequentially one after the other.
- The 40hrs of hospital visits are split into 3 phases, parallel to the course's progression:
 - 15hrs scheduled visits in the Spring and Fall semesters
 - 10hrs scheduled visits in the Summer semester
- Participants need to complete one business acumen course per semester, in order to complete the required three courses throughout their academic year.
- Optimum program length: a total of 32 weeks spread over a full academic year.

Semester	Fall			Spring			Summer	
Course (BHQE)	520	521	522	523	526	527	528	529
Duration	4w	4w	4w	4w	4w	4w	4w	4w
Hospital Visits	15 hrs			15 hrs			10 hrs	
Business Acumen	1 Course			1 Course			1 Course	

Days and hours

- Sundays from 6:00pm to 9:00pm

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

Locations



AUC NEW CAIRO CAMPUS



AUC TAHRIR CAMPUS



OFF-CAMPUS

As a response to the health and safety requirements of the current pandemic, the AUC School of Business Executive Education will be temporarily transitioning all its programs to online delivery until in-class, face-to-face delivery is safe again. To ensure that your learning experience is not disrupted, we will be offering all our programs through live-online (real-time/virtual classroom) sessions, allowing for in-program interaction and networking.

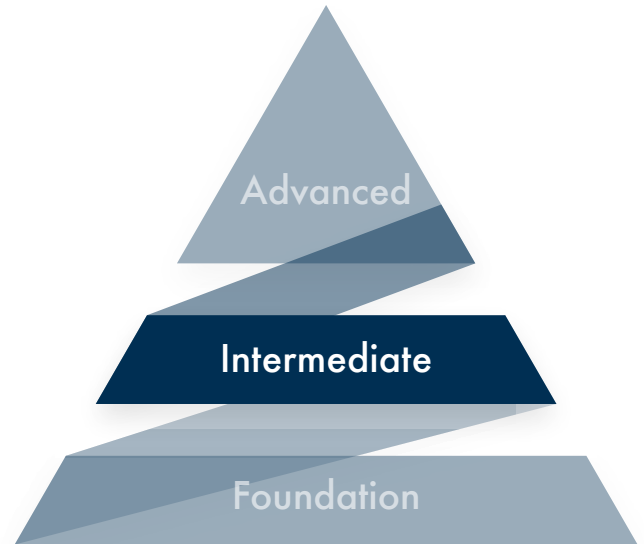
To stay up-to-date with AUC's actions in response to the spread of COVID-19, visit the dedicated COVID-19 webpage. <https://www.aucegypt.edu/coronavirus>

Our Commitment



The AUC School of Business is committed to empowering all those in search of knowledge, growth and excellence. No matter where you might be in your journey, we will strive to support you through each and every step.

At every stage of your professional career, there's something to learn. From the start of your journey as a young professional to the apex of your career as an expert, we've tailored programs that will enrich your knowledge and extend the horizons of your vision.



knowledge, growth and excellence



The AUC School of Business Experience

In line with our new slogan “BUSINESS RECONFIGURED” and with a commitment to quality, excellence and innovation, the AUC School of Business acts as a catalyst for organizational change and excellence. Our executive education programs are a key channel to serve, connect and support our corporate stakeholders and society at large.

The School of Business is firmly committed to quality, the crest of the AUC. To offer the “Best in Class” programs, we are in a dynamic pursuit to regularly update content and teaching methods, as well as introduce new programs that reflect the changing requirements of the job market, all while leveraging the AUC quality brand.

Our programs stem from real-life needs and are developed to complement each stage of the participants’ learning journey, adding distinct value and knowledge to each and every applicant.

Top-tier Facilities

Extending over 260 acres, our state of the art New Cairo campus was crafted as an inclusive space encompassing everything from technologically advanced study areas and pioneering research centers to fully equipped training rooms and office spaces.

A Knowledge Hub

Home to the largest English language collection in Egypt, the AUC library is the hub of study, research and exploration on campus. Expert research librarians are always available to assist you in hunting down information, whether in a book, online, or in a document in another library across the world.

** ExecEd participants have access to both the library and e-library while on campus.*

Prominent Faculty

Home to some of the most notable scholars in the region, members of the AUC faculty provide a wealth of professional experience, international qualifications and specialized expertise making their contributions of unparalleled value to our programs.

** School of Business Faculty design and/or deliver ExecEd programs.*

Influential Graduates

The AUC School of Business fosters communities of forward-thinking individuals, eager to interact, connect and exchange knowledge. ExecEd participants gain access to an impressive network of Alumni, all committed to self-development, organizational excellence and impact.



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