POSTGRADUATE DIPLOMA
IN HEALTHCARE QUALITY
EXCELLENCE

ADOPT A PRACTICAL JOURNEY TO HEALTHCARE ACCREDITATION
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 evolution 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 Highlights

- 8 courses
- 40 hours of well-planned and structured hospital visits
- 3 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

real-world case studies
Program Outline

Core Courses

- 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)

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)

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.
• **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.

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• **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.

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• **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.

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• **Continuous Improvement Methodologies (30hrs)**

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

This module is designed to prepare attendees to develop the required knowledge, skills and practices necessary to effectively and 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 and Lean methodologies.
Hospital Visits

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)

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
• Crisis Management
• Personal Branding
• Organizational Change

*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 1 year 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

Program Fees and Registration

• Core program courses fees:
  - 3,600 EGP per 12hrs course
  - 5,400 EGP per 18hrs course
  - 7,200 EGP per 24hrs course
  - 9,000 EGP per 30hrs 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*

*For payment options, please refer to the payment section FAQs on our website or contact us on 15592
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.

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

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.

Consecutively 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. Ranking at 67 in 2020 and maintaining a leading position as a regional platform for world-class education, the School further imprints its international positioning on the world map as the only ranked school in the Arab region and one of only three in Africa.
About AUC School of Business

Acting as a knowledge bridge between Egypt and the rest of the world, the AUC School of Business boasts an unrivalled 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.

Executive Education

Established in 1966, the School of Business Executive Education has cemented its position as a pioneer in the area of management development, supporting the development needs of professionals and executives in private and public sector organizations. The programs are fuelled by a commitment to excellence and a sense of responsibility towards developing the community’s business leaders, entrepreneurs, policy makers, and society at large.

The AUC School of Business Executive Education is also equipped with a full-fledged business solutions unit. With off-the-shelf and customized training programs, as well as coaching and assessment services, the unit works to facilitate, enable and partner with businesses striving to achieve organizational excellence.

knowledge, growth and excellence