

# **HRODC Postgraduate Training Institute**

**A Postgraduate-Only Institution**

**234**

**Health Service Management and  
Administration**

**Programme**

**Leading To:**

**DIPLOMA – POSTGRADUATE IN  
Health Service Management and Administration**

**Progressing To *MSc*  
Health Service Management and Administration**

**Course Coordinator:**

**Prof. Dr. R. B. Crawford – Director of HRODC Ltd. and Director of HRODC Postgraduate Training Institute, A Postgraduate-Only Institution. He has the following Qualifications and Affiliations:**

- Doctor of Philosophy {(PhD) (University of London)};
- MEd. Management (University of Bath);
- Advanced Dip. Science Teacher Ed. (University of Bristol);
- Postgraduate Certificate in Information Systems (University of West London, formerly Thames Valley University);
- Diploma in Doctoral Research Supervision, (University of Wolverhampton);
- Teaching Certificate;
- Fellow of the Institute of Management Specialists;
- Human Resources Specialist, of the Institute of Management Specialists;
- Member of Academy of Management (MAoM), within the following Management Disciplines:
  - Human Resources;
  - Organization and Management Theory;
  - Organization Development and Change;
  - Research Methods;
  - Conflict Management;
  - Organizational Behavior;
  - Management Consulting;
  - Gender & Diversity in Organizations; and
  - Critical Management Studies.
- Member of the Asian Academy of Management (MAAM);
- Member of the International Society of Gesture Studies (MISGS);
- Member of the Standing Council for Organisational Symbolism (MSCOS);
- Life Member of Malaysian Institute of Human Resource Management (LMIHRM);
- Member of ResearchGate Community;
- Member of Convocation, University of London;
- Professor HRODC Postgraduate Training Institute.

**Prof. Crawford was an Academic at:**

- University of London (UK);

- London South Bank University (UK);
- University of Greenwich (UK); and
- University of Wolverhampton (UK).

### **For Whom This Course is Designed This Course is Designed For:**

- Health Care Managers and Supervisors;
- Health Care Administrators;
- Health Care Professionals;
- Medical Staff Services Professionals;
- Health Management Analysts;
- Medical Directors;
- Chief Medical Officers and Administrators;
- Medical Staff Officers;
- Managed Care Professionals;
- Nurse Manager;
- Physicians;
- Employees aspiring for health care manager position.

### **Duration:**

**3 Months Intensive Full-Time (5 Days Per Week) or  
6 Months Full-Time (2-2.5 Days Per Week)**

**Cost:£45,000.00Per Delegate**

### **Please Note:**

- V.A.T. (Government Tax) does not apply to Corporate Sponsored Individuals, taking Programmes or Courses in any location - within or outside the UK.
- It applies only to Individuals and Corporations based in the UK and to Non-UK Individual Residents taking courses in the UK.

### **Cost includes:**

- Free Continuous snacks throughout the Event Days;
- Free Hot Lunch on Event Days;
- Free City Tour;

- Free Stationery;
- Free On-site Internet Access;
- **Diploma – Postgraduate – in Health Service Management and Administration;**  
or
- Certificate of Attendance and Participation – if unsuccessful on resit.

**HRODC Postgraduate Training Institute's Complimentary Products include:**

1. HRODC Postgraduate Training Institute's **Leather Conference Folder;**
2. HRODC Postgraduate Training Institute's **Leather Conference Ring Binder/ Writing Pad;**
3. HRODC Postgraduate Training Institute's **Key Ring/ Chain;**
4. HRODC Postgraduate Training Institute's **Leather Conference (Computer – Phone) Bag** – Black or Brown;
5. HRODC Postgraduate Training Institute's **8GB USB Flash Memory Drive**, with Course Material;
6. HRODC Postgraduate Training Institute's **Metal Pen;**
7. HRODC Postgraduate Training Institute's **Polo Shirt.**

**\*\*Please see product images, as a separate file - Complimentary Products For Students and Delegates, from HRODC Postgraduate Training Institute.\***

**Daily Schedule:** 9:30 to 4:30 pm.

**Location:** **Central London and International Locations**

<b>Leading to Postgraduate Diploma and MSc in Health Service Management and Administration</b>				
<b>Current Module #</b>	<b>Module Title</b>	<b>Page</b>	<b>Duration</b>	<b>Credit Value</b>
234.M1	<b>The Health Service Organisations</b>	7	1 Week (5 Days)	Single Credit
234.M2	<b>The Practice of Management in Health Service Organisations/Health Systems</b>	10	4 Weeks (20 Days)	Quad Credit
234.M3	<b>Quality Management in the Health Care Reform</b>	16	4 Weeks (20 Days)	Quad Credit
234.M4	<b>Information Technology in the Health Sectors</b>	19	1 Weeks (5 days)	Single Credit
234.M5	<b>Health Care Record Management and Business Systems</b>	23	2 Weeks (10 Days)	Double Credit

## **Module 1**

### **The Health Service Organisations**

#### **M1 - Part1: Understanding the Health Service Organisations and the Role of Health Service Manager**

- Definition of Terms:
- Classification and Types of Health Service Organisations:
- Role of a Health Service Manager;
- Key Competencies of Health Service Managers
- Clinician Managers;
- Accountabilities of the Health Service Manager;

#### **M1 - Part2: Types and Structures of Health Services Organisations or Health Systems**

- Key Organisational Components:
- The Health Care Settings;
- Acute Care Hospitals:
- Nursing Facilities:

#### **M1 - Part3: Health Care Providers and Professions**

- Direct Care Providers;
- Doctors;
- Nurses;
- Licensed Practical Nurse;

## **Module 2**

### **The Practice of Management in Health Service Organisations or Health Systems**

#### **M2 - Part 1: The Functions of Management**

- Profiling Managers at Different Organisational Levels;
- Planning;
- The Planning Hierarchy;

- Difference between Strategic, Tactical and Operational Plans;
- Standing Plan;
- Organising;

## **M2 – Part 2: Managerial Problem Solving and Decision Making**

- Problem Analysis and Decision Making;
- Problem-Solving;
- Influencing Problem Solving and Decision Making:

## **M2 – Part 3: Management Model in Health Services Organisations**

- Resources;
- Mission and Objectives;
- Integration;

## **M2 – Part 4: Organisational Design: Designing Health Organisation Services**

- An Introduction to Organisational Design;
- The Importance of Designing an Organisation;
- Approaches to Organisational Design:
- Human Relations Movement;

## **M2 – Part 5: Strategic Management in the Health Organisations/Health Systems**

- Defining Strategic Management;
- Three Core Areas of Strategic Management:
- Three Elements of the Strategic Decision;
- Segmentation and Positioning;
- Analysing the Strategic Environment: The Ten Basic Analytical Tools;

## **M2 – Part 6: Marketing Health Organisations**

- Marketing Defined:
- Strategic Marketing Management and Analysis;
- The Marketing Mix:

## **Module 3**

### **Quality Management for Health Care Reform**

#### **M3 – Part 1: The Underlying Principles for Quality Management in Healthcare**

- Introduction to the Underlying Principles for Quality Management in Healthcare;
- Changing Healthcare Environment;
- Development of Quality Improvement in Healthcare;
- Integrated Healthcare Delivery Systems;

#### **M3 – Part 2: Group Practices in Healthcare Quality Improvement**

- Introduction to Group Practices in Healthcare Quality Improvement;
- The Concept of Teamwork;
- The Functions of Teams in Organisations;

#### **M3 – Part 3: Process Orientation in Healthcare**

- Introduction to Process Orientation in Healthcare;
- Process Analysis Tools;
- Failure Mode and Effects Analysis;
- Root Cause Analysis;

#### **M3 – Part 4: Statistical Process Control**

- Introduction to Statistical Process Control;
- Data Analysis Models;
- Process Problems and Statistical Process Control (SPC);
- Statistical Basis of Statistical Process Control (SPC).

#### **M3 – Part 5: Statistical Process Approaches**

- Introduction to Statistical Process Approaches;
- Overview of Data Types;
- Charts for Categorical Attributes;

#### **M3 – Part 6: Advanced Statistical Process Control**

- Introduction to Advanced Statistical Process Control;
- Utilising the Control Chart Selection Diagram.

### **M3 – Part 7: Advanced Statistical Applications in Continuous Quality Improvement**

- Introduction to Advanced Statistical Applications in Continuous Quality;
- Discrete Distributions;
- Statistical Inference;
- ANOVA;

### **M3 – Part 8: Clinical Processes**

- Introduction to Clinical Processes;
- Development of Clinical Practice Guidelines in Healthcare;
- Use of Clinical Practice Guidelines in Healthcare;

### **M3 – Part 9: Strategic Quality Improvement Implementation**

- Introduction to Strategic Quality Improvement Implementation;
- Deming's 14 Principles Applied to Healthcare;
- Approaches to Implementation;
- Phases of Organisational Change;
- Institutionalisation of Change;

### **M3 – Part 10: Care Management**

- Introduction to Care Management;
- Care Management: A Contemporary Approach;
- Care Management: A Theoretical Framework;
- Key Elements of Care Management Programme;

### **M3 – Part 11: Continuous Quality Improvement in Healthcare**

- Introduction to Continuous Quality Improvement in Healthcare;
- Improved Information Management;
- Healthcare System Integration;
- Consumerism;



## **Module 4**

### **Information Technology in the Health Sector**

#### **M4 – Part 1: Health Information Professionals**

- Evolution of Health Information Management;
- Health Information Technology and Health Information Management Professions;
- Job Descriptions and Organisational Structures;
- Health Information Management Manager or Director;
- Registered Health Information Administrator;
- Clinical Data Specialist;
- DRG Coordinator;

#### **M4 – Part 2: Health Care Technology**

- History and Background;
- Types of Technologies;
- Forces Affecting Development and Diffusion of Technology;
- Healthcare Technology Assessment;

#### **M4 – Part 3: Miscellaneous: Health Information Systems**

- Departmental Systems;
- LIS and Device Systems;
- Radiology Department;
- CAT, CT, PET, MRI Etc.;

## **Module 5**

### **Health Care Records Management and Business Systems**

#### **M5 – Part 1: Dealing with Health Care Records**

- Understanding Health Care Records;
- Functions of Health Care Records;
- Primary and Secondary Uses of Records;
- Types and Structure of Health Records;
- Transition from Paper to Electronic Records;

- Health Record Contents;
- Administrative and Demographic Data;
- Consent and Directives;
- Consent to Treatment;
- Informed Consent;

## **M5 – Part 2: Understanding Electronic Health Records**

- Electronic Medical Records;
- IOM;
- CPRI;
- HIPAA;
- EHR Defined;
- Social Forces Driving Adoption;
- Health Safety;
- Health Costs;
- Government Response;

## **M5 – Part 3: Health Records Organisation, Storage and Management**

- Organising Paper Charts;
- Source Oriented Record;
- Problem Oriented Record;
- Integrated Record;

## **M5 – Part 4: The Health Care Business Systems**

- Administration and Business Systems;
- Registration;
- Master Patient Indexes;
- Insurance Eligibility;
- Episode vs. Continuing Care;
- Admission/Discharge;

## **M5 – Part 6: Health Statistics, Research and Quality Improvement**

- Secondary Health Records;

- Using Data Analysis and Research;
- Health Care Statistics;
- Using Codified Data;

## **M5 – Part 7: Information Systems for Managerial Support**

- Administrative Records;
- Maintenance Records;
- Personnel Records;
- Training;
- Evaluations;
- Accreditation;
- Continuing Education Unit Records;
- Incident Records.

### **Service Contract, incorporating Terms and Conditions**

**Click, or copy and paste the URL, below, into your Web Browser, to view our Service Contract, incorporating Terms and Conditions.**

[https://www.hrodc.com/Service\\_Contract\\_Terms\\_and\\_Conditions\\_Service\\_Details\\_Delivery\\_Point\\_Period\\_Cancellations\\_Extinuating\\_Circumstances\\_Payment\\_Protocol\\_Location.htm](https://www.hrodc.com/Service_Contract_Terms_and_Conditions_Service_Details_Delivery_Point_Period_Cancellations_Extinuating_Circumstances_Payment_Protocol_Location.htm)

The submission of our application form or otherwise registration by of the submission of a course booking form or e-mail booking request is an attestation of the candidate's subscription to our Policy Terms and Conditions, which are legally binding.

**Prof. Dr. R. B. Crawford - Director HRODC Postgraduate Training Institute**