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المركز الدولي للاستشارات الطبية Al Dawli Health Consultations Center



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LONDON - UK

Health Administration Diploma

Accredited program by Nottinghill College, London, UK

- Management and Planning functions of the Hospital
- Management of Strategic Hospital and Total quality Management
- Public relations

Duration

12 weeks full-time, 15 weeks part-time
or 7 comprehensive days



For more information

<http://www.cme4uae.com>

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**Al Dawli
Health Consultations Center
Accredited Course Provider
by
Notting Hill College-London-UK**

**HEALTH ADMINISTRATION
DIPLOMA**



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Program General Information

Program Title: -

Health Administration Diploma

Program level

Professional certificate diploma

Credits earn

28 credit hour

Duration

12 week full-time, 15 weeks part-time

Clock hours

1 credit hour equal to 1 contact hour theory, 1.5 contact hour lab skills

Class Hour

5 lecture per week, 15 contact hours weekly

Actual fees

5000 AED

Delivery format

Class-room based classes, lab sessions and practical

No of students enrolled in the last academic year

NA

Program Marketing

Target students

- Hospital Board of Directors, medical doctors, head of nursing staff and specialist nurses
- Administrative departments in the hospital including, admissions, accounting, data processing , purchasing, stores, personnel affairs, public relations, queries, reception. Professional and Technical Sections include pharmaceutical, nutritional, medical records, physical therapy (physiotherapy), and psychotherapy

Marketing Strategy

Advertisement at “newspapers, website, etc”, brochures, flayers and direct contact to the hospitals and health care facilities.

Program Admission

Minimum number of student per class

3 students

Maximum number of student per class

10 students

Enrolment procedures

Step 1: Complete the Application Form.

Step 2: Send application form together with the following items:

- a) Registration fees 250 AED
- b) Copies of your highest academic certificate and transcripts
- c) Copy of your passport
- d) 2 recent passport-sized photographs

Step 3:

Fees: can be paid by bank draft, cheque, bank transfer or cash in UAE Dirham's.

Deposits: Once you have received acceptance letter student are required to pay a deposit to reserve a place on the course. The deposit is applied towards tuition fees and is non-refundable except in case of course schedule time is changed by the center.

Early Payment Discounts: We have introduced Early Payment Discounts to help those applicants who need to plan ahead. If the students have been accepted onto a course and wish to receive this discount all he/she have to do is pay the course full amount and will then be guaranteed a reduction of 10% on the total tuition fees.

Installment Scheme: fees can be paid in two installments: 50% deposit before the beginning of the course, 50% before the second month.

Refunding policy

Refunds payable are subject to the following guidelines:

- **Registration Fee:** The Registration Fee is non-refundable except under the following circumstances: A 100% refund of AED 250 will be provided where an offer of admission is withdrawn; where we cannot deliver a unit/course.
- **Tuition Fees:** Tuition fees are non-refundable except under the following circumstances:
 - A 100% refund of tuition fees will be provided where an offer of admission is withdrawn; where we cannot deliver a unit/course.
 - A 50% refund of tuition fees will be provided where a student provides notification of withdrawal from a course/unit by submitting a completed and signed copy of the Change of enrolment/Withdrawal form to the Office within the first two weeks of the semester/trimester. Where a student withdraws from the course/unit after the second week of the semester/trimester, there will be no refund of tuition fees except as defined above. Where a student is required to withdraw from the university as a result of academic misconduct or violation of the Code of Conduct, all tuition and other fees remain payable without refund.



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Complaint Procedures

Our aim is to deal with any problems and difficulties quickly and fairly. We will do this by monitoring all complaints and suggestions to help us identify what is going wrong and how we can improve and by having a system which:

1. is easily accessible and well publicized.
2. is simple to understand and use.
3. is speedy, with established time limits for action, and keeps people informed of progress.
4. provides information to management so that services can be improved.

Our complaint procedures cover all aspects of our services including:

- the registration and provision of information.
- our services
- advice on company issues, and
- our general support of customers.

Our staff will do all they can to resolve the difficulty. If our staff fails to satisfy your concerns then please contact our Executive Director, at our main office. Mrs. Rania Alassam, Executive Director, Email: ralassam@aldawlihcc.com , or you may write to the CEO in our Main Office

Attendance policy

Students are expected to attend and fully participate in all classes. 80 percent attendance will be required in each course registered, or the student will be given "I" or an incomplete status in the official grade form and must repeat that particular course. If the student's absence reaches ten percent of the total scheduled lectures in individual subjects, he/she will be issued a first probation. If a student's absence record reaches 15 percent, s/he will be given a second probation, and if the student's absence reaches 20 percent, he/she will receive an "F" grade

Certificate procedures

A total of 28 Credits are required to graduate from the Program after passing the final exam of each course with minimum of 60%

Program mission

Train students in health care services, laws, ethics and project management. Other certificate studies include human resources and economics, and learn basic accounting and business communication skills. Specialties in health care management programs include hospital administration, systems administration, clinical administration and medical practice administration.



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Program Objectives

- Provide leadership for all areas of health services organization.
- Use effective verbal and written communication strategies in management.
- Demonstrate an understanding of the financial and managerial concepts of non-profit organizations.
- Effectively manage and allocate human, financial and information resources.
- Effectively assess and analyze problem-solving methods.
- Manage and supervise the human resources divisions of organizations.
- Develop strategies to work with government agencies.

Learning Outcomes

Upon program completion students will be able to:

- ▶ Improve understanding of the health care system
- ▶ Enhance management and leadership skills
- ▶ Increase efficiencies within the health care system

Program prerequisite

Basic knowledge in administrative work as well will as minimum experiences in health care system

Specific Courses Pre-requisite

High Secondary school Certificate

Program Content (Courses)

Course No	Course Title	Contact Hour		Credit hour
		T	P	
HA-001	Foundations of Healthcare Administration	3		3
HA -002	Healthcare Delivery System	3		3
HA -003	Health Policy and Economics	3		3
HA -004	Organizational Development and Leadership	3		3
HA -005	Financial Management	3		3

HA -006	Health Law and Ethics	3		3
HA -007	Human Resource Management	3		3
HA -008	Quality Assessment and Improvement	3		3
HA -009	Health Informatics and Technology	2		2
HA-010	Strategic Planning and Implementation	2		2

* T= theory, P=practical

1. Foundations of Healthcare Administration (3 Credit Hours)

This course must focus on the knowledge and awareness of key contextual and environmental factors affecting the practice of healthcare administration, including the importance of culture, communication, diversity, and an introduction to stakeholders in the health field in a variety of settings. An understanding of key health and medical terms must be facilitated, including basic knowledge of health, wellness, and disease. The development of critical thinking as well as written, verbal, and interpersonal communication skills must be addressed. The required professional behaviours, attitude, goal-setting, and motivation for success as a healthcare manager must be considered.

2. Healthcare Delivery System (3 Credit Hours)

This course must provide students with an understanding of the structure and components of health services and the health services delivery system. The components of the system must include patients, organizations, healthcare professionals, public and private third-party payers; regulators, reimbursement and reimbursement methods, and technology must be identified and described, including the continuum of health services, such as hospitals and hospital systems, ambulatory care services, long-term care services, wellness/prevention services, and community/public health services. In addition to the contextual factors and challenges that are linked to the healthcare delivery system must be addressed and the impact of these challenges on the delivery of services and healthcare management must be explored.

3. Health Policy and Economics (3 credit Hour)



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This course must provide students with an understanding of the structure and components of health services and the health services delivery system. The components of the system must include patients, organizations, healthcare professionals, public and private third-party payers; regulators, reimbursement and reimbursement methods, and technology must be identified and described, including the continuum of health services, such as hospitals and hospital systems, ambulatory care services, long-term care services, wellness/prevention services, and community/public health services. In addition to the contextual factors and challenges that are linked to the healthcare delivery system must be addressed and the impact of these challenges on the delivery of services and healthcare management must be explored.

4. **Organizational Development and leadership (3 credit Hours)**

This course must address the unique structures of healthcare organisations and organisational behaviors within these organisations that impact organizational performance. The roles and responsibilities of management within healthcare organizations must be addressed in this context and include the macro (organization-wide) perspective and micro (individual and team performance) perspective. Key concepts of management, including understanding organisational values, mission, and vision, must be addressed as are the key concepts of defining the work to be carried out as well as the arrangements to effectively deliver services within healthcare organisations. The course must address both the theory of organisational design and governance as well as alternative organisational structures. The theory and practice of managing individuals and groups through motivation, communications, teamwork, leadership, power, organisational change, coalition building, negotiation, and conflict management/ resolution must be considered. Development of student self-awareness and management style through group work and personal assessment is a key component of this course that had to be addressed.

5. **Financial Management (3 credit Hours)**

This course must introduce the terminology, theory, concepts, and techniques used in the accounting and finance functions in healthcare organisations. Students must gain an understanding of the important role of finance in healthcare organisations as well as learn various techniques to develop, manage, and control finances. The course must address the usage of an applied approach in learning about healthcare finance including how to develop, apply, and interpret various financial tools, including budgets, sources of revenue/reimbursement by payer, income statements, balance sheets, dashboards,

statements of cash flow, pro-formas, return-on-investment analysis, financial ratios, capital budgeting, debt service and borrowing, depreciation, and cost allocation and cost accounting.

6. **Health Law and Ethics (3 credit Hours)**

This course should provide students with an understanding of law, regulation, and court decisions that affect healthcare organisations as well as the ethical underpinnings and principles that healthcare organisations follow in the delivery of services. A review of key laws must be provided, including regulatory oversight and licensing of facilities and practitioners; credentialing requirements and processes; scope of practice for practitioners; admission and discharge processes; privacy and confidentiality of patient information; patient protection including advanced directives, right to die, informed consent, malpractice, content of and access to patient records; organisational liability; apparent agency liability; fraud and abuse; safe harbor; conflict of interest legislation; anti-trust law; contract law governing relationships with employed physicians and other providers; risk management; and organisational governance issues. Key ethical principles underpinning healthcare organisations must be considered as will recent court decisions that impact healthcare organisations and management roles.

7. **Human Resource Management (3 credit Hours)**

This course must address the role of human resources in healthcare organisations and the recruitment, retention, management, and development of these resources. Students must gain an understanding of the key roles of human resource personnel in establishing goals and expectations regarding organisational performance and how individuals contribute to effective performance in terms of controlling costs, improving quality, and providing excellent customer service. Particular attention must be given to managing clinical and direct-care practitioners whose perspectives and expectations differ from that of management. Employment and contract labor law must be reviewed as well as benefits, job pricing, and compensation strategies, pay for performance, staffing models, labor relations, designing and administering employee performance appraisals, approaches to managing employee turnover, and strategies for ensuring employee engagement, motivation, and satisfaction.



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8. Quality Assessment and improvement (3 credit Hours)

This course must provide an overview of healthcare quality, methods of assessing quality, and techniques for improving quality and safety. Key terminology and concepts must be addressed and include defining and measuring quality care; distinguishing between clinical quality and customer-service quality; identifying techniques to avoid adverse clinical events; and exploring customer-service quality in terms of defining, measuring, and improving patient satisfaction. Emphasis must be placed on the role of governmental agencies in promoting and reporting quality information regarding hospitals and other health organisations; agencies that review and accredit healthcare organisations and health plans; recent initiatives for governmental and private payers to pay healthcare providers and organisations for performance; and the role that interdisciplinary teamwork plays in achieving results. The utilisation of health information technology and other resources for improving clinical and service quality must also be addressed.

9. Health Informatics and Technology (2 credit Hours)

This course must address the importance of information systems and information technology in improving decision-making in healthcare organisations. The student must be exposed to the need for and uses of information technology in healthcare organisations, and how integrated, computer-based information systems can lead to decisions that improve and better coordinate care, allow for better management of medical records and orders, increase the timeliness of care, improve cost controls, enhance supply inventory and management, and improve vendor contracting and management. Specific aspects of health informatics must be addressed in this course include: electronic medical records and computerised physician order entry; linked information systems across episodes of care; integrated financial and clinical information systems, linkages among telephone, computer, and other electronic information access systems; Web-based systems for increasing consumer knowledge and relationship building within healthcare organisations; confidentiality and security of information systems; and organisational compliance with external reporting requirements related to cost and quality.

10. Strategic Planning and Implementation (2 credit Hours)

The purpose of this course should be to help students understand the importance and process of formulating, implementing, and evaluating a strategic plan for the healthcare organisation. It should be an applied course in which students should be involved in researching and developing components of a strategic plan for a specific healthcare

organisation. The role of strategic planning in achieving organisational performance must be reviewed as is the notion of planning as a cyclical process coordinated by planning and marketing professionals within the healthcare organisation.

Faculty teaching Qualifications

AI Dawli employs competent faculty members qualified to accomplish the mission and goals of the program. When determining acceptable qualifications of its faculty, an institution gives primary consideration to the highest earned degree in the discipline. The institution also considers competence, effectiveness, and capacity, including, as appropriate, related work experiences in the field, professional licensure and certifications, honors and awards, continuous documented excellence in teaching, or other demonstrated competencies and achievements that contribute to effective teaching and student learning outcomes. For all cases, the institution is responsible for justifying and documenting the qualifications of its faculty.

Faculty teaching general education courses at the diploma/course/certificate should have a minimum of master's degree in the teaching discipline.

Class room technology

AI Dawli Class room are equipped with an instructor's laptop connected to 50 inch plasma TV, a portable LCD projector, White board "240x120 cm", Computer lab contain 5 desktop. The Center connected with high speed network as well as wireless system.

Competencies developed during the learning process

There are several competencies will be developed through the courses to define the set of knowledge, skills and abilities these competencies include, **Business Knowledge and Skills, Knowledge of the Health Care Environment, Leadership and Professionalism**

Teaching methodology

Different teaching methodologies are used according to course content and outcomes such as:- Traditional teaching methods (lectures – presentation), Problem based learning (PBL), Team based learning (TBL), Laboratory practice, Training application.

Language of instruction

English language



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Recommended references (if applicable)

1. Health Care Administration: Managing Organized Delivery Systems, 5th Edition ,Lawrence F. Wolper
2. Ethics in Health Administration: A Practical Approach for Decision Makers ,Eileen E. Morrison
3. Fundamentals of Statistics in Health Administration, Robert W. Broyles
4. Health Care Administration, Fourth Edition: Planning, Implementing, and Managing Organized Delivery Systems, Lawrence Wolper
5. Essentials of Health Care Management, Stephen M. Shortell
6. Decision Making and Control for Health Administration: The Management of Quantitative Analysis
D. Micheal Warner