



SCANDINAVIAN ACADEMY
For Training and Development

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Course: Developing the Health System and Quality of Service

Code	City	Hotel	Start	End	Price	Language - Hours
752	Zagreb (Croatia)	Hotel Meeting	2025-02-17	2025-02-21	5450 €	En - 25

Objective

Understanding the health system and spreading knowledge and modern management concepts; Developing and raising administrative capabilities and skills, managing change in the health system and raising administrative performance in order to achieve increased work efficiency and effectiveness, achieving outstanding performance, continuous improvement and quality of service.

content

Self and professional development

Continuous learning and the practice of reflective thinking and self-review and relying on feedback

Analyzing strengths and weaknesses, identifying basic abilities and skills, and roles required to achieve goals, and developing plans for professional and self-development

Concepts, goals and functions of the health system



Mapping the health system Active members and limits of the health system

Financing structures and their sources for health systems

Performance and delivery of health services

Determinants and effective coverage and methods of measurement

Managing and leading change

Change management tools and means to achieve change Concepts of change

Challenges and analysis of the influencing forces and the reasons for resistance to change and ways to deal with them

Leadership skills and assessment methods:

- Planning and setting goals
- Authorization
- Counseling and guidance
- Effective communication
- Team building
- Conflict management and negotiation
- Effective decision making
- Leadership in the center and periphery of team work and in organizations that pursue systems management and strategic management
- Operations Management

Concepts of quality and continuous improvement



Choose a topic for improvement

Tools for group decision making

Information, data and methods of collecting, analyzing and presenting data

Analyzing problems and opportunities for improvement

Develop plans, solutions, evaluation and follow-up



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.