



**SCANDINAVIAN ACADEMY**  
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# Course: Human Resource Management for Healthcare Professionals

| Code | City                    | hotel              | Start      | End        | price  | Hours |
|------|-------------------------|--------------------|------------|------------|--------|-------|
| 569  | Zurich<br>(Switzerland) | Hotel Meeting Room | 2024-07-15 | 2024-07-19 | 5450 € | 25    |

## Introduction

Healthcare management is changing. Do you know which direction it's headed? If you need to find the answer, so this course is relevant to you, whether you're a student or currently working in healthcare. This comprehensive course is current, topical, and informative. No matter your status, this is about the human resources and healthcare that you need to stay ahead of the curve.

## Course Objectives

On completion of this course you should be able to:

- Identify the types of healthcare organizations.
- Explain the unique aspects of managing human resources in healthcare organizations.
- Discuss several of the human resource challenges existing in healthcare.
- Explain how healthcare HR planning contributes to the attainment of organizational strategies and objectives.
- Define HR planning in healthcare organizations.
- Describe the orientation, training, and staff development requirements of the joint commission.
- Explain the nature of safety, health, and security in the healthcare workplace.
- Identify the various aspects of occupational safety and health administration compliance.
- Discuss the challenges that confront healthcare employers in providing benefits and variable pay programs.

## Course Outline

### The Nature and Challenges of Healthcare HR Management

- Healthcare HR Insights
- Nature of Healthcare Organizations
- The Current State of Healthcare
- The Future of Healthcare
- HR Challenges in Healthcare
- Joint Commission on Accreditation of Healthcare Organizations
- The HR Function in Healthcare



- HR Management Activities

#### **Healthcare HR Competencies, Structures, and Quality Standards**

- Healthcare HR Insights
- Competencies for Healthcare Management and HR
- HR Departments and Healthcare Organizational Charts
- Measuring Healthcare HR Management
- Joint Commission (JCAHO) and Healthcare Management

#### **Strategic HR Management**

- Healthcare HR Insights
- Management of Human Assets in Organizations
- HR Management Roles
- The HR Strategic Planning Process
- Elements of Successful HR Planning
- HR Management Challenges

#### **Legal Issues Affecting the Healthcare Workplace**

- Healthcare HR Insights
- Equal Employment Opportunity
- Affirmative Action
- Gender Discrimination and Sexual Harassment
- Age Discrimination
- Americans with Disabilities Act
- Other Bases of Discrimination
- Enforcement Agencies
- Uniform Guidelines on Employee Selection Procedures
- Elements of EEO Compliance

#### **Job Design and Analysis**

- Healthcare HR Insight
- Accomplishing Strategic Objectives through Job Design
- Nature of Job Analysis in Healthcare Organizations
- Uses of Job Analysis
- Work Schedules and Job Analysis
- Job Analysis and Legal Issues
- Human Reactions to Job Analysis
- Job Analysis Methods
- The Job Analysis Process
- Job Description Components



### **Healthcare Recruitment and Selection**

- Healthcare HR Insights
- Recruiting and Labor Markets
- Planning and Strategic Decisions Regarding Recruiting
- Internal Recruiting
- External Recruiting
- Internet Recruiting
- Other Sources for Healthcare Recruitment
- Recruiting Evaluation and Metrics
- Nature of Selection
- Selection Testing
- Selection Interviewing
- Making the Job Offer

### **Organizational Relations and Employee Retention in Healthcare**

- Healthcare HR Insights
- Individual/Organizational Relationships
- Job Satisfaction and Organizational Commitment
- Retention of Human Resources
- Work/Life Balance
- Retention Management Process

### **Training and Development in Healthcare Organizations**

- Healthcare HR Insights
- Nature of Training in Healthcare Organizations
- The Training Process
- Types of Training
- Developing Human Resources
- Choosing a Development Approach
- Special Issues in Healthcare Employee Development

### **Performance Management in Healthcare Organizations**

- Healthcare HR Insights
- Performance Management
- Performance Appraisal
- Conflicting Roles of Performance Appraisal
- Who Conducts Appraisals
- Methods of Appraising Performance
- Rater Errors
- Appraisal Feedback



- Effective Performance Management

#### **Employee Relations in the Healthcare Industry**

- Healthcare HR Insights
- Nature of Employer Employee Relations
- Rights and Responsibilities
- Employee Relations and Rights of Employees
- Balancing Employer Security and Employee Rights
- HR Policies, Procedures, and Rules
- Employee Discipline
- Employee Relations Programs

#### **Labor Relations and Healthcare Organizations**

- Healthcare HR Insights
- Unions in the Healthcare Industry
- Labor-Relations Philosophy
- Legal Framework for Union-Management Relations
- The Unionization Process in Healthcare
- Collective Bargaining and the Negotiating Process
- Contract Administration

#### **Healthcare Compensation Practices**

- Healthcare HR Insights
- Healthcare Compensation Responsibilities
- Nature of Compensation
- Legal Requirements for Pay Systems
- Development of a Base Pay System
- Issues Involving Pay Increases
- Executive Compensation

#### **The Management of Benefits and Variable Pay in Healthcare**

- Healthcare HR Insights
- Strategic Perspectives on Benefits
- Types of Benefits
- Security Benefits
- Retirement Security Benefits
- Healthcare Benefits
- Financial, Insurance, and Other Benefits
- Benefits Administration
- Variable Pay: Incentives for Performance



### **Safety, Health, and Security in Healthcare Organizations**

- Healthcare HR Insights
- Nature of Safety, Health, and Security
- The Joint Commission and Safety, Health, and Security
- Legal Requirements for Safety and Health
- Occupational Safety and Health Act (OSHA)
- Safety Management
- Health
- Security



**The Scandinavian Academy 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 buffet sessions for light meals during lectures.