



**Health, Safety  
Security & Environment**



**SCANDINAVIAN ACADEMY**  
Training and Development



# Course: Developing the Health System and Quality of Service

Code	City	hotel	Start	End	price	Hours
752	Yerevan (Armenia)	Hotel Meeting	2024-05-06	2024-05-10	4950 €	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 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.