



**Healthcare
Training Provider**



Shine by Improving your Healthcare Knowledge & Skills

Osten Healthcare

Osten Healthcare is a specialized training provider based in Ireland, created to provide holistic healthcare trainings and development courses to enhance the knowledge and skills of healthcare professionals, consultants, and other stakeholders in the field.

Whether, online and onsite, Osten Healthcare's course objectives are unique. We use systematic methods in transferring technical and managerial skills to participants and meticulously design our workshops to encompass the multifaceted experience of our consultants and experts.

Our team is made up of international teaching experts, characterized by their practical experience, specialized



knowledge, and skills in designing high-quality courses, that focus on providing participants with a fruitful and tailored learning experience. This would improve

participants' competencies and equip them with valuable practical skills allowing them to thrive in their profession.

Osten healthcare headquarters is in Ireland and has multiple branches located in European and the MENA region.

Our aim is to give equal opportunities to people around the world to have access to our specialized educational platform, enhancing global knowledge in the healthcare field.

Osten health care is driven by several principles including uniqueness, reliability, creativity, and integrity.

We proudly reflect on these through the quality of our courses and innovation of our services that are designed and developed to solve common problems encountered in today's world.

Osten Healthcare is unique when it comes to the follow-up and personalized support offered after the course completion, ensuring participants are satisfied with their learning outcomes. In fact, our service extends beyond the workshop as our experts are always ready to answer any question or clarification over a zoom call or a cup of coffee!

Our Driving Principles are:

Uniqueness Reliability Creativity Integrity

Target Audience



- Attending Physicians
- Medical Staff Officers
- Hospital Management Staff
- Pharmacists
- Regulatory Managers, Purchasers and Procurement Managers
- Government Staff Employed in Healthcare Agencies
- Quality/Performance Improvement Coordinators



- Utilization and Case Managers
- Patient Safety and Risk Managers
- Health Information Managers
- Patient Relations Officers
- Infection Control Professionals
- Healthcare Professionals Employed in Health Insurance Agencies
- Survey Coordinators
- Healthcare Consultants



HOSPITAL ACCREDITATION - EFFECTIVE IMPLEMENTATION & EFFICIENT SUSTAINABILITY

Ten Days' Onsite or 30 Online Hours Training Course

DESCRIPTION

Ensuring quality is a critical component of high-performing health systems. Having access to health care is not enough: patients who enter the health care system - whether a clinic, a hospital, or another venue—need to be confident that they will receive care that is safe, effective, and consistent with the latest clinical evidence. This is particularly important for hospitals, where patients are acutely and often severely ill, but all the data suggest that the quality of care is far from optimal. There are large variations in complications and mortality rates across hospitals. The concerns about level and variations in hospital quality are not new. We have known for decades that hospitals differ in their ability to provide high-quality care for patients—and our national strategy for ensuring and improving care has been accreditation. The notion is simple: using an external, independent body that applies objective criteria to ensure that hospitals are implementing evidence-based practices to maximize patient outcomes.

LEARNING OBJECTIVES

- Provide and overall and holistic knowledge related to the Accreditation of hospitals.
- Be able to choose what is the suitable and optimum type of accreditation program.
- Learn how Accreditation programs are implemented, what the related action plans are and how monitor the implementation of the standards.
- Be able to acquire necessary competencies and tools on how to make the necessary changes starting with the structural needs up to ensuring effective sustainability.
- Ensure how to meet the highest standards to ensure Patient, Staff and Physician safety.
- Be able to use the accreditation programs to improve the organization image and ensure efficient services provision.



TARGET AUDIENCE

- Hospital Directors
- Quality Directors and Managers
- Medical Directors and Chief of Departments
- Nursing Directors and Managers
- Accreditation and Quality Consultants and Experts
- All hospital Heads of Departments who are involved in accreditation standard implementation.

BENEFITS

- Have the essential basic knowledge and skills to understand accreditation program components.
- Be able to start a project about healthcare accreditation program in any healthcare setting.
- Be able to read standards and find the related evidence.
- Acquiring the accreditation.



OUTLINE FOR ONLINE COURSE OVER 10 DAYS

The course is divided into 2 parts with 2 weeks apart, during which a mini action research project will be implemented by each participant.

DAY 1

6:00 - 9:00 - Accreditation Definition and History

- Evolution of the concept
- Historical background
- International Experiences
- Economic Benefits

DAY 2

6:00 - 9:00 - Healthcare Accreditation Programs

- Description of programs by type of health care service provider: primary, secondary, tertiary
- Types and differences between the most common international accreditation programs
- Processes differences between the most common accreditation programs

DAY 3 & DAY 4

6:00 - 9:00 - Accreditation programs managerial prerequisites: brief overview of the 4 Management Functions

- Organizing
- Controlling
- Leading
- Planning



DAY 5

6:00 - 9:00 - Accreditation Program Project Management

- Organizational Diagnosis
- Implementation Steps
- Continuous Monitoring

After the first five days, each participant will have to work on an action project about a topic of choice regarding accreditation. This will be presented after 2 weeks in the next part of the training course.

DAY 6 & 7

6:00 - 9:00

Presentation of the cases by each participant regarding their action research

DAY 7 & DAY 8

6:00 - 9:00 - Accreditation Program Resources Needed

- Staff Development
- Financial Resources
- Physical Structural needs

DAY 9 & DAY 10

6:00 - 9:00 - Accreditation Sustainability

- Challenges
- Importance of Leadership
- Change Management

Contact & Registration

Osten Healthcare

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