

HMI Advanced Certificate in Healthcare Management

16 day programme: October 2010 – May 2011

Leading to FETAC Major Level 6 Management Certificate

Programme overview

The time for effective management has never been more important than in today's challenging healthcare environment. The HMI Advanced Certificate in Healthcare Management is targeted at newly appointed managers and existing managers who wish to update their skills. This practical and interactive programme is tailored specifically for managers working in the health services and is delivered by experienced facilitators with a healthcare background. It covers a wide range of topics including understanding the organisation context, key management competencies and personal effectiveness. Small classes (maximum size 25) ensure high levels of student-facilitator engagement and learner support throughout the programme.

This FETAC accredited programme is aligned to Level 6 on the National Framework of Qualifications.

About FETAC

This programme is delivered by shrc limited on behalf of the Health Management Institute. shrc limited have been quality assured by FETAC to deliver programmes. FETAC registered providers' programmes and services are continuously evaluated and monitored. Under section 43 of the Qualifications (Education and Training) Act 1999 Learner Protection arrangements have been put in place with two other FETAC Quality Assured providers. All FETAC awards are part of the National Framework of Qualifications. This ensures that your award is nationally and internationally recognised and that the award can create further learning opportunities for you.

Who should attend?

This programme has been designed for:

- Those wishing to progress to a management role
- Newly appointed managers
- Experienced managers who wish to update their skills



Programme content areas

Business Management: focuses on aspects of understanding the make-up of organisations and the complexities of managing culture and change. Key topics:

- The internal organisation
- The external environment
- Change management
- The behaviour of organisations

Strategic and Service Planning: provides guidance on the different types and levels of planning as it applies to the health service. Key topics:

- Types of plans
- The health service planning process
- Developing strategic and service plans
- Plan implementation and evaluation

Financial Management: is aimed at helping managers understand the fundamentals of finance and budgeting as it applies to their workplace. Key topics:

- Understanding financial statements
- Budget management
- Capital budgeting
- The health service budgeting process

People Management: provides a framework for managing basic to complex people issues, policies and procedures with particular focus on their preferred management style. Key topics:

- Leadership
- Managing people
- Performance management
- Employee relations: policies and procedures

Employment Law: covers the fundamental aspects of Irish employment law that managers need to know. Key topics:

- Contracts of employment
- Equality
- Employment rights
- HR policies and procedures
- Dignity at work
- Discipline and dismissal
- Industrial relations institutions

Coaching: will help managers to develop skills in coaching using the GROW model through a practical and hands-on approach. Key topics:

- Using the GROW model of coaching
- Building the coaching relationship
- Building personal effectiveness as a coach
- Using coaching at work

Conflict Management: gives participants the knowledge and skills to understand and handle complex conflict situations. Key topics:

- The role of conflict in groups
- Understanding your style
- Strategies for managing conflict
- Practical approach to managing conflict

Governance and Risk Management: will provide a grounding in this increasingly complex area within the healthcare environment. Key topics:

- The role of governance in the health service
- Understanding risk
- Risk management principles
- Developing a risk management framework

Planning for Personal Development: will help participants to reflect and plan their career and personal development. Key topics:

- Personal development planning
- 360 degree feedback
- Recognising stress
- Stress management
- Personal effectiveness

Entry requirements

Participants must be currently working as a supervisor/manager/team leader in a health service environment.

Certification

To successfully complete the HMI Advanced Certificate in Healthcare Management, programme participants must complete all assessments as required for each component certificate. Participants will receive a component certificate for each FETAC module completed. Assessments will include: assignments; projects; a learner journal; practical exercises to be completed during the programme; and two written examinations.

Methodology

The training methods and techniques employed during this programme will be based on best practice in adult learning. The methods used include:

- Short lectures: to impart required background information/knowledge
- Facilitated discussions: to allow for open debate, airing concerns and enhanced participation
- Case studies: to assist with the practical application of learning
- Role-plays: to gain experience of using the acquired skills
- Guest speakers: to bring a contemporary perspective to current health service issues

Support materials

Participants will be provided with comprehensive support material including manuals, reference material and further reading guides for use during and after the programme.

HMI membership

Programme participants will be granted student membership of the HMI for 2010/2011 on commencement of the programme.

Location: Dublin

Start date: 8 October 2010

Duration: 8 months (1 Friday and 1 Saturday per month)

End date: 14 May 2011

Times: Friday 2pm-8pm, Saturday 9.30am-4.30pm

Dates:

8, 9 October 2010

5, 6 November 2010

10, 11 December 2010

14, 15 January 2011

11, 12 February 2011

11, 12 March 2011

8, 9 April 2011

13, 14 May 2011

Cost:

€1,995 per person

Group discounts available

To book a place on this programme or to learn more about any of our programmes please do one of the following:



Call us on 01 2974070



Email us at training@hmi.ie



Visit our website www.hmi.ie

Register for our free bi-monthly journal at <http://journal.hmi.ie> to keep up with all contemporary health service matters.

Terms & Conditions

Fee is payable in advance. Refunds are not available where cancellations are received less than 10 working days before the programme. Delegates will be charged in full where there is non-attendance on any programme. HMI reserves the right to reschedule courses and/or venues.

Programme faculty

Programme director:

Keith McCarthy BA, MBS (HR Strategies), MIITD. An experienced management consultant, trainer and facilitator, Keith works extensively across the health services on training and organisational development projects.

Programme tutors:

Conor Hannaway BCL, BL, MSc (Mgmt) CFIPD. Conor is Managing Director of shrc limited. A trained barrister and experienced consultant, Conor works across the health service on high level strategy development projects and provides executive coaching to senior managers.

Willie Murphy MA Change Mgt, Pg Dip Bus Research, FCIPD. A former Assistant National Director of Human Resources with the HSE, Willie now provides services in the area of HR, training, personal and organisational development. During his long career in the health services he has held positions both in line management and corporate services.

Lily Murphy SRN, SCM, Dip Adult Education, Dip Management and Industrial Relations, MA Change Management, MA Supervisory Practice. Lily is an experienced consultant with many years of experience in the health service. She has coached individual managers and teams in the public, community and voluntary sectors in their aim to achieve effective organisational change.

Mary Dowling LL.M in Legal aspects of Medical Practice, Diploma in Safety, Health and Welfare, Diploma in Legal Studies. Mary, a qualified nurse, is currently the Clinical Risk Manager in St Luke's General Hospital, Kilkenny with a remit for all PCCC, hospital and community services in Carlow/Kilkenny. She was co-author of the Hospital Group South East Guidelines for Consent to Clinical Examination and/or Treatment (2008).

Moira Creedon MBA, BA Hons. in Mathematics. Moira is a teacher and consultant in Strategic Finance and has worked with both corporate and public sector clients worldwide helping decision makers at strategic level to understand finance and hence improve their ability to formulate and implement strategy.

Guest speakers will also be invited to address the programme.



Why choose the HMI for your training and education?

- We are the voice of health managers in Ireland.
- We understand the complexity of healthcare.
- We recognise the challenges that healthcare managers experience.
- We meet these challenges with training, education & ongoing network opportunities.
- We guarantee experienced facilitators.
- We provide best-in-class service.

HMI
Health Management Institute of Ireland



To book a place on this programme or to learn more about any of our programmes please do one of the following:



Call us on 01 2974070



Email us at training@hmi.ie



Visit our website www.hmi.ie

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