## Improving the Quality of Health Services and

## Implications for Pandemic Preparedness and Response

**Online Host: Harvard T. H. Chan School of Public Health**

**October 4 – 14, 2021**

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| ***Purpose***Around the world governments are trying to assess and improve the quality of health services -- now even more relevant in the age of COVID and other potential pandemics.These tasks are of even greater importance in those countries where the responsibility for providing health care is being decentralized and the private sector in taking a steadily larger role. This course has been designed to improve the conceptual and practical skills of senior officials. Specifically, participants attending this course will:* Learn an effective conceptual framework for the design of an overall health improvement system;
* Learn to plan strategically for health system improvement;
* Learn about the components of the “Quality Toolkit;”
* Learn about specific methods for quality improvement including clinical practice guidelines; and
* Learn how to strengthen the people aspects of the quality improvement process.

Participants will be learning from experience gained in the United States, as well as many other countries of the world. ***Who Should Attend***Persons committed to improving the quality of health services in resource-constrained environments, including both policy makers and senior health care managers, will find this workshop helpful. This course will be useful for country or regional leaders engaged in health sector reforms, especially those contracting for health services with private or quasi-governmental institutions. Managers with strategic authority are appropriate from health care institutions including hospitals. An international perspective will be stressed. This course is not appropriate for people solely focused on work in the United States, or for individuals new to the health care field.***Online Educational Approach***This interactive, online course offers a blend of theory and practice, geared to an audience focused upon implementation rather than research. Included throughout the course are both prerecorded and synchronous lectures, polling, online Q&A, breakout groups, case studies, problem sets, and preparation of group and individual case presentations. Virtual classroom points will most often be made through interactive learning methods, rather than through lectures. Facilitated online discussion among experienced participants is expected throughout. Participants are encouraged to have on hand their own country material and resources on health systems related to Quality Management; and useful in responding to the COVID-19 and other pandemics.**Course Topics****Content**: This two-week course will cover a number of topics related to improving the quality of care in health systems. While both theory and practice will be included, the emphasis will be on practical skill building.Topics to be Addressed:

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| * COVID-19 and other pandemics
* Health Sector and Management Reforms and Their Relationships to Quality
* Overview of Quality
* Accreditation
* Strategic Planning for Quality

  | * Developing and Implementing Clinical Practice Guidelines
* Human Resources
* Organizational Change
* Performance Contracting
* Negotiation and Conflict Resolution
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 |  | ***About the Course Co-Directors*****Dr. Diana Bowser** has her primary academic appointment is at Brandeis University. She is associate professor and director of the Masters in Science Program in Global Health Policy and Management. She has 19 years of experience in health system analysis related to health economics, health policy, and using econometric methods to evaluate health system changes in Latin America, Africa, and the United States. She has provided technical assistance and conducted research with funding from USAID, DFID, WHO, the Global Fund, Save the Children, Bill and Melinda Gates Foundation, IADB, NIH, and the World Bank. She has worked closely with the following governments on these policy issues: Nigeria, Rwanda, Ethiopia, Ghana, Namibia, Swaziland, El Salvador, Nicaragua, Honduras, Belize, Saint Lucia, Dominica, Ukraine, Kosovo, Bangladesh, and Malaysia. **Dr. Pedro Saturno** is a physician, AXA Professor in Improvement of Healthcare Quality at the National Institute of Public Health in Mexico, and Honorary Professor of Public Health at the School of Medicine in the University of Murcia (Spain). Saturno is also Director of a distance-learning Master in Quality Management in Health Services, currently in its 14th edition in Murcia (Spain), 2nd in Mexico and 1st in Brazil. Previously he has served as Deputy Director General for Health Planning and Education at the Spanish Ministry of Health. He has also extensive experience as a consultant in Quality Management for international agencies such as WHO and USAID, and participated in several international Task Forces and Committees on Quality Management, Health Prevention and Education over the last 20 years. In 2008 he received Spain’s National Quality Award for his contribution to quality in health services.***Costs***  Tuition: US$ 1,995\***Note: Teams of four or more representing the same organization will receive a $200 discount off each tuition payment.****\*Please Note: We are planning to offer this course as an online course unless the University changes its March 2021 policy, and we can offer it on campus or possibly as a hybrid course. On-campus course tuition is $4,300.****Financial** **Assistance** may be obtained from your employer or a funding organization. Applicants are encouraged to make these contacts. Suggested organizations are the World Bank, USAID (*United States Agency for International Development*), Sida (*Swedish International Development Authority*) and the World Health Organization. Please note that Harvard University and the School of Public Health do not provide scholarships or financial assistance for workshops. ***Online Platform***Canvas and Zoom platforms will be used to deliver course content, video and audio conferencing. Daily start time is 8:00 am (USA).***Application***Please complete and email this application form, a recent *CV*, and a statement of personal benefit **no later than August 4, 2021,as online space is limited**. Applications are reviewed on a rolling basis. You should receive information regarding your acceptance within three weeks of submitting your application. **Please note that in order to guarantee your place in the course, payment in full is due by September 4, 2021.** |

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**APPLICATION FOR ADMISSION**

**Instructions**

1. Please TYPE or PRINT.
2. Applicants should provide all information requested.
3. Applications should be received no later than **August 4, 2021**.
4. We encourage all applicants to secure their financial sponsorship as early in the application process as possible.

**Name**

**(as it appears on your passport:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Gender:**

Dr./Ms./Mrs./Mr. First Middle Last

**Business Title/Designation** (Director of . . ., Manager of . . ., etc.):

**Business Address (#, street, city, country):**

**Country: Telephone:**

**Fax: Email:**

**Mobile Phone: Alternate email:**

# **English Language Ability**

\_\_\_ English is my native language. \_\_\_ My previous training has been in English.

\_\_\_ A copy of my TOEFL score is enclosed. \_\_\_ An English-speaking member of my organization will certify my ability in English.

**Financial Support (please check one) Please Note: We plan to offer this course as an online course unless the University changes its March 2021 policy, and we can offer it on campus or possibly as a hybrid course. On-campus course tuition is $4,300.**

## Tuition payment is due in full on or before September 4, 2021.

I will be funding myself: ***Upon admission to the course, I will provide evidence of sufficient funds to cover required fees and living expenses. (Self-funded participants are financed by funds***

***from personal savings, friends and/or relatives.)***

I will be funded**: *I will provide a letter of commitment from my sponsor detailing the level of support provided.* *(Funded participants are financed by funds from agencies, organizations, or employers.)***

Funding Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Funding Address (#, street, city, country):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Funding Contact Name: Contact’s Email:

Contact’s Telephone: & Fax:

*Improving the Quality of Health Services . . . page 2 APPLICATION FOR ADMISSION*

**Required Information *– your application will not be reviewed with out these materials***

* A current **curriculum vitae** that details your work experience.
* A **brief statement (250 words)** outlining how you would benefit from attending this workshop.

**How did you hear about this workshop?**

\_\_\_\_ Colleague. His/Her Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ Professional Association. Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ On the Internet/ Web site: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ Other. Please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Special accommodation for a disability**

\_\_\_\_ I have a disability that will require an accommodation during the workshop. (Please explain below.)

I verify that all statements in this application are true and correct. If accepted, I agree to pay the tuition as described on page one of this application brochure. My typed name below shall have the same force and effect as my written signature.

Signature of Applicant Date

**Please email the completed application, curriculum vitae and statement to:**

**Betty McNally, Program Manager**

**Harvard T. H. Chan School of Public Health Email:** **ihsg@hsph.harvard.edu**

**International Health Systems Program**

**665 Huntington Avenue, Building 1-1206 Internet:** [**http://www.hsph.harvard.edu/ihsg/training.html**](http://www.hsph.harvard.edu/ihsg/training.html)

**Boston, Massachusetts 02115 USA**

**If you have not heard from us within three weeks of sending this application,**

**please contact our office.**

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