

## Management of medical institutions

Module # 1 - Types and levels of management of medical institutions, organizational culture - Duration: 4 hours

Module # 2 - Important Aspects of Human Capital Management, Employee Motivation - Duration: 4 hours

Module # 3 - Marketing - Duration: 4 hours

Module # 4 - Integrated Communication - Duration: 2 hours

Module # 5 - Quality of Medical Care and Patient Satisfaction - Duration: 2 hours

Module # 6 - Risk Management, Crisis Management in Medical Institutions - Duration: 4 hours

(Module # 1- # 6) - Trainer - Sopho Khajomia - Hospital Management Expert Consultant, Assistant Professor at Caucasus University

Module # 7 - Health System and Economics, Challenges for Medical Facilities, Purpose and Types of Medical Facilities. Duration: 4 hours

Module # 8 - Medical Facility Financing Methods, Revenues and Expenditures - Duration: 4 hours

- The module will discuss the purpose and functions of the healthcare system; Healthcare systems and the Georgian healthcare system;
- Peculiarities of market relations in the healthcare sector;
- Limited competition in the healthcare market and its causes, criteria for evaluating competition in the medical market;
- Medical institutions as economic entities of healthcare, state, municipal, commercial and non-commercial medical institutions in the medical market, models of medical institutions' competition;
- Healthcare costs, reasons for the increase in health care costs and mechanisms for its containment;
- Economic status of medical institutions, costs of medical institutions;
- Methods of financing outpatient services: method of voluntary remuneration, method of remuneration according to services, targeted remuneration, method of remuneration with a fixed salary;
- Methods of financing inpatient care: reimbursement according to the costs actually incurred per patient, funding for diagnosed groups (DRG), reimbursement based on the average cost of the case, funding of the hospital from the global budget;
- Methods of economic evaluation of medical services

Trainer - Tengiz Verulava Doctor of Medicine, Professor at Caucasus University

Module # 9 - Regulations for Medical Institutions - Duration: 4 hours

Module # 10 - Infection Control, Role of Epidemiologists and Waste Management in a Medical Facility - Duration: 4 hours

The aim of the module is to provide a safe environment and safe medical services in the medical facility by training and strengthening the capacity of clinic managers in the field of infection prevention and control.

- Basic documents regulating infection control in a medical facility
- Administering infection control requirements at a medical facility
- Medical waste management
- COVID-19 pandemic and current regulations
- National Infection Control Guidelines

Trainer - Marine Baidauri Epidemiologist, Infection Control Specialist, Doctor of Medicine. Chief Specialist of the Health Policy Division of the Policy Department of the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia

Module # 11 - Fundamentals of Financial Management in Medical Institutions - Duration: 2 hours

Trainer - Ioseb Mamukelashvili - Associate Professor at Caucasus University, Doctor of Business Administration

Module # 12 - Legal Issues in a Medical Facility - Duration: 4 hours

- Legal aspects of managing a medical facility;
- Protection of patient rights in a medical institution;
- Informing the patient about the medical service or refusal to provide the service, the importance of signing informed consent;

- The rights of the patient's legal representative in case of refusal to treat the patient;
- An overview of patient data protection issues;
- Legal issues of organ transplantation;
- Artificial insemination and their legal basis (gaps in existing legislation);
- Special conditions for issuing a hospital certificate;
- Case law - from the patient's side against the doctor and the medical institution; Review of decisions of the European Court of Human Rights, including the case where the defendant was Georgia (the case concerns the violation of existing regulations by a medical institution and the death of a patient).
- Existing case law on compensation for moral and material damage to the patient or legal representatives of the patient.
- We will briefly touch upon the issue of obtaining the right to independent medical practice by a person, the issues of suspension, seizure of certification and the receipt of a written remark from the Board. The issue of obtaining a temporary medical activity by a foreign citizen. We are considering the decision made by the Supreme Court of Georgia, by which the decision of the Council to suspend medical activity for a person with independent medical activity for 3 months was revoked.

Trainer - Natia Kakhetelidze Master. Assistant Professor at Caucasus University.

Module # 13 - Basic Aspects of Occupational Safety - Duration: 2 hours

- Review of Occupational Safety Legislation
- Risk factors characteristic of a medical institution
- Preventive measures of labor safety

Trainer - Shota Nizharadze Dean of Caucasus School of Technology

Module # 14 - Team and Leadership - Duration: 4 hours

- Team building in the field of healthcare, peculiarities and differences with other fields
- Stages of building a team and steps to build a successful team,
- Leadership - its forms.
- The essence of conflicts and their management – the peculiarities and difficulties in this regard in medical institutions.
- Motivation and its essence - how to "force" employees to be better.

Trainer - Giorgi Makharashvili - MD Dean of Caucasus School of Medicine and Healthcare.