

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Developing the Health System and Quality of Service

Code	City	hotel	Start	End	price	Language - Hours
HS-752SA	Riyadh	Hotel Meeting Room	2027-03-28	2027-04-01	12950 SR	En - 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 for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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