

Venue:

The course will be conducted at Muhimbili University of Health and Allied Sciences Dar es salaam, Tanzania from 7th June to 18th June 2010.

**Fees:**

The course will cost a total of 1500 USD out of which 1100 USD will cover for the tuition and learning materials and USD 400 for cost of living for 10 days. Applicants are encouraged to find sponsors.

Mode of application:

Applications should be sent to the Course coordinator by mail or through email using the address provided below including;

- * a letter expressing the interest to participate and expectation from this course,
- * a current CV
- * an indication of potential sources of funds.

The deadline for submission of application is

20th May 2010

Only successful candidates will be notified within a week after the deadline.

Course Coordinator

P. O. Box 65015,

Dar-Es-Salaam, TANZANIA.

Tel: 255 22 2153371

Fax: 255 22 2151238

Email: mphadmin@muhas.ac.tz

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QUALITY IMPROVEMENT & LEADERSHIP IN HEALTH SYSTEMS & SERVICES COURSE

**Muhimbili University of Health & Allied
Sciences**



**School of Public Health and
Social Sciences**



7th to 18th June 2010

Introduction

The need for quality management in the face of growing customer and other stake holder demands for improved and cost effective services is a reality that needs no overemphasis. In view of this demand, the School of Public Health and Social Sciences at Muhimbili University of Health and Allied Sciences (MUHAS) through Edulink EAR – HEALTH Project support is organizing a 10 days course in **Quality Improvement and Leadership in Health Systems and Services**.

Course Objectives:

The overall goal of the course is to equip managers and other service providers in health and health related sectors with knowledge, skills, and appropriate customer orientation to lead teams and organizations in improving services.

By the end of the course participants will be able to:

- Describe and apply customer orientation and advocacy techniques in their healthcare setting
 - Adopt relevant staff motivation approaches in their health care setting
 - Analyze ethical issues within a healthcare setting
 - Interpret and employ standards for evaluating quality in a healthcare setting
- Examine and modify key processes impacting quality in a healthcare setting

Course contents:

- Customer orientation and advocacy techniques in health care settings
- Motivation theories and approaches
- Ethical issues in health and health care services
- Standards and evaluation of quality in health care setting
- Key processes impacting on quality in health care setting
- Concepts of management and leadership critical to quality improvement
- Overview of essential features of health care policies and practices
- Field visits to selected health care institutions.



Target Group profile

- Managers in MOH, district health programs, NGOs, hospitals, etc.
- Policy makers for health related programs and organizations
- Health professionals in training institutions and in service delivery
- People involved in health management
- Students who may wish to take the course as part of their main (long) courses.

Eligibility Criteria

The course target Health and Health related professionals or Managers with a minimum of two years of working experience. Proficiency in English language is Mandatory.

Duration:

The course covers two weeks (ten working days) approximately 90 hours of full time attendance.

Method of Teaching:

The course is composed of individual teaching units constituted of lecture time and directed group work. The course uses participatory methods, including exercises, role-plays, and case studies mainly from Tanzania and other developing countries. Materials will be available for facilitating self-directed learning.

Assessment:

Participants are expected to attend all sessions. Assessment is through a short written assignment, a peer and lecturer evaluated group presentation and a written examination.

This Course is equivalent to 4 ECTS under TROPED Accreditation.