



**Healthcare
Training Provider**

Shine by Improving your Healthcare Knowledge & Skills



Osten Healthcare

Osten Healthcare is a specialized training provider based in Ireland, created to provide holistic healthcare trainings and development courses to enhance the knowledge and skills of healthcare professionals, consultants, and other stakeholders in the field.

Whether, online and onsite, Osten Healthcare's course objectives are unique. We use systematic methods in transferring technical and managerial skills to participants and meticulously design our workshops to encompass the multifaceted experience of our consultants and experts.



Our team is made up of international teaching experts, characterized by their practical experience, specialized knowledge, and skills in designing high-quality courses, that focus on providing participants with a fruitful and tailored learning experience. This would improve

participants' competencies and equip them with valuable practical skills allowing them to thrive in their profession.

Osten healthcare headquarters is in Ireland and has multiple branches located in European and the MENA region. Our aim is to give equal opportunities to people around the world to have access to our specialized educational platform, enhancing global knowledge in the healthcare field.

Osten health care is driven by several principles including uniqueness, reliability, creativity, and integrity. We proudly reflect on these through the quality of our courses and innovation of our services that are designed and developed to solve common problems encountered in today's world.

Osten Healthcare is unique when it comes to the follow-up and personalized support offered after the course completion, ensuring participants are satisfied with their learning outcomes. In fact, our service extends beyond the workshop as our experts are always ready to answer any question or clarification over a zoom call or a cup of coffee!

Our Driving Principles are:

 Uniqueness  Reliability  Creativity  Integrity

Target Audience



- Attending Physicians
- Medical Staff Officers
- Hospital Management Staff
- Pharmacists
- Regulatory Managers, Purchasers and Procurement Managers
- Government Staff Employed in Healthcare Agencies
- Quality/Performance Improvement Coordinators



- Utilization and Case Managers
- Patient Safety and Risk Managers
- Health Information Managers
- Patient Relations Officers
- Infection Control Professionals
- Healthcare Professionals Employed in Health Insurance Agencies
- Survey Coordinators
- Healthcare Consultants



WRITING EFFECTIVE POLICIES AND PROCEDURES IN HEALTHCARE

Five Days' Onsite or Two Days Online Training Course

DESCRIPTION

The policy and procedure workshop will allow participants to write policies and translate it into a detailed series of actions that should be followed in any organization to achieve compliance. This interactive training will help participants to acquire the skills needed to develop clear policies and procedures, which are one of the foundation elements of any system in which individuals and units are held accountable for adherence to these policies, to achieve quality. Participants will learn that procedures are tied to policies and will learn how procedure evolve over time as new tools emerge, new processes are designed, and the risks associated with an area changes in response to internal or external environmental changes. If you want to help your organization grows and flourishes, empower its people with the knowledge and operating procedure that they need to be able to properly do their job and achieve organizational success.

LEARNING OBJECTIVES

- Differentiate between Policies and Procedures.
- Identify elements of policies and existing categories and functions.
- Design the format to keep the policy organized and user friendly.
- Identify stages of policy development.
- Provide guidelines on how to write policies and procedures.
- Educate about the process of implementing policies and checking for compliance.
- Inform participants about policy automation.
- Keep your policies and procedures updated to minimize risks, increase operational excellence, and ensure your employees have the information to do their jobs.



TARGET AUDIENCE

- Managers or individuals responsible for drafting policies and procedures
- Quality management professionals
- Infection control practitioners
- Human resources professionals
- Clinical administrators
- Departments Heads/ Managers
- Administrative staff
- Staff in private and public organizations
- Case managers
- Third party payers

BENEFITS

- Comply with standards, regulatory requirements, and applicable laws and regulations
- Ensure that policies follow the evidence-based practices and standards
- Increase productivity and efficiency
- Reduce risks and improve operations
- Ensure accuracy of the policy, ease of use and compliance





OUTLINE FOR ONLINE COURSE OVER 2 DAYS

DAY 1

6:00 - 6:30

- Welcome Notes & Introduction

6:30 - 8:00 - Policy vs Procedure

- Policy and procedure definition
- Purpose
- Difference between a policy and procedure
- Who is responsible for developing policy and procedures
- Why/When do we develop
- Stages of Policy Development
- Content, Format, and Index
- Categories of policies and examples
- Real life examples
- Activity

8:00 - 9:30 - Develop a Policy

- Develop/review a policy: when?
- Initiation and preparation:
 - Team formation
 - Literature review/standards/laws/policies
 - Prepare a Draft
- Review and concurrence
- Approval
- Indexing
- Circulation and security
- Tracking
- Activity



POLICIES

PROCEDURES

DAY 2

6:30 - 9:30 - Implementing New Policies

- Review and revision
- Education, Training and Competency
- Compliance
- Effective date/Issue date
- Management
- Automation of Policies
- Real policies examples
- Activity
- 8:30 - 9:30 - Closing Remarks





The Specialists



Ms. Zeina Mneimneh

Ms. Zeina Mneimneh was the Utilization Review and Quality Manager within the Quality, Utilization, Accreditation and Risk Management Program at the American University of Beirut Medical Center (AUBMC).

Ms. Mneimneh Tayara has 27 years of work experience in Healthcare Management and, Accreditation, Quality and Utilization Management in hospitals.

She is extensively involved in Quality and Utilization Management, education, and research.

She was also the Toxicology officer for the Emergency Department Clinical Toxicology Service.

She served as a secretary on several AUBMC committees including, the Performance Improvement Committee for 12 years, the Utilization and Case Management Review Committee and the Critical Care Committee.

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Ms. Mneimneh Tayara participated in the AUBMC initiative toward change and offered several workshops on Service Excellence. She also worked closely with several departments and assisted them in developing Balanced Scorecards.



Upon Completion of the Writing Effective Policies & Procedures in Healthcare Training Course, Accredited by CPD, Trainees Will Receive their Certifications, through ARAMEX Worldwide



Contact & Registration

Osten Healthcare

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