



UniversityHospital Heidelberg

FM

Department of Tropical Hygiene  
and Public Health  
Short Course Programme  
in International Health

## Facility Management

September 14 – 25, 2009



The overall objective of the course is to introduce participants to the major contemporary issues and debates of facility management in hospitals, with emphasis given to facility management within low income countries.

## Content Overview

The course includes the following topics:

- Introduction to strategic health care facility management
- Organization of facility management services in hospitals
- Planning and workflow management
- Infrastructural facility management
- Hygiene in hospitals and requirements of highly sensitive areas
- Computer aided facility management
- Facility management process design and implementation
- Cost allocation and accounting for facility management service in hospitals
- Planning and coordination of logistical processes in hospitals
- Methods for quality management in facility management
- Electrical power supply for hospitals
- Fire safety and emergency preparedness programs for hospitals, and
- Visitation of a hospital building service

## Learning Objectives

The overall objective of the course is to introduce participants to the major contemporary issues and debates of facility management in hospitals, with emphasis given to facility management within low income countries.

Through case studies and simulations, participants will develop specific skills in hospital logistics, outsourcing, and economic, infrastructural and technical facility management.

Specifically, upon completion of this course, participants will be able to:

- Identify the critical components of health care facility management and propose and implement

strategies for improving performance and integration in these areas,

- Utilize process-oriented software for computer-aided health care facility management and planning

## Learning Methods

The course uses interactive lectures in advanced theory and its contemporary practical application, workshops with case studies on the relevant subjects, and visitation of a hospital with tours of those areas most relevant to facility management.

The course is composed of individual teaching units that comprise 63 hours of lecture time and 12 hours of facilitated group practical exercises. An additional 12 hours of principles of self-directed learning is expected.

Each session has specific objectives and short key readings. Further readings are suggested, however, they are mandatory for the course.

Participants will work in groups on selected case studies and simulations. One case study will be presented for formal assessment of the learning objectives, as described

## Assessment Methods

Course participants are expected to attend teaching sessions and actively participate in class discussions, round tables and group work. There will be a continuous assessment of the participants during the course, as well as a peer and facilitator assessment of one case-study presentation. These criteria correspond with the learning objectives of the course.

There will be a formal one hour written exam at the end of the course including multiple choice and short –essay questions.

Assessment of participants' achievement: 20% for participant in class discussions, 40%

presentation of the case study and 40% for the final exam.

### **Duration / Accreditation**

2 weeks / 90 hours. Full time attendance required. tropEd students receive **3 ECTS**.

### **Target Group / Prerequisites**

Facility managers, hospital managers, public health professionals, civil engineers, architects, health facility project planners and managers, paramedical staff, social scientists, tropEd students, etc.

The course is held in English. Fluent English (Reading, Speaking and Writing) is required for the course.

### **Course Fee**

General Admittance: € 1.500,-  
tropEd students € 1.000,-

Unfortunately, the Department cannot offer any scholarships.

A non-refundable registration fee of € 200 is included in the course fee.

The course fee covers coursework, printed materials, coffee breaks and a pass for the Heidelberg public transportation system, but it does not include accommodation, insurance or other personal living costs during the stay.

### **Registration**

Please register as soon as possible as the number of participants is limited. First come, first serve.

Registrations are as such possible as long as seats are still available, but please keep in mind the time you need for travel and visa arrangements.

### **Course Coordination and Organisation**

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### **tropEd Coordinator**

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### **Master of Science in International Health**

The MSc. programme begins with a three month Core Module that introduces students to the field of International Health.

Students then enter either the fixed set of advanced modules at Heidelberg or choose among a wide range of courses within the tropEd network. A Masters Thesis must also be completed for the MSc. in International Health degree.

For more information please contact

[MSc\\_IH@uni-heidelberg.de](mailto:MSc_IH@uni-heidelberg.de)

### **tropEd**

TropEd is a network for higher education in international Health. It offers a flexible modular structure and the European-wide recognition of a Masters Degree in International Health.

ECTS credits towards the Masters in International Health will be provided for the accredited modules offered at Heidelberg,

More information on tropEd: [www.tropEd.de](http://www.tropEd.de)

### **Short Course in International Health tropEd Advanced Modules 2009**

**Reproductive Health Services and HIV/AIDS:  
New Evidence and Strategy**  
January 26 – February 6, 2009

**Disease Control: Strategies and Policies**  
February 9 – 20, 2009

**Using Research for Better Practice  
in International Health**  
February 23– March 6, 2009

**Leadership and Change Management**  
March 9 – 20, 2009

**Improving the Quality of Healthcare Services**  
March 23 – April 3, 2009

**Proposal Writing as a Consultancy Skill**  
April 20– 24, 2009

**Consultancy Skills in International Cooperation in Health  
Evaluation of Health Facilities, Projects and  
Programmes**  
April 27 - May 8, 2009

**Financing Health Care –  
Principles of Insurance**  
May 11 – 22, 2009

**Medical Anthropology  
as a Tool for Public Health**  
May 25 – June 5, 2009

**Health and Climate Change:  
Impact and Adaptation Strategies**  
June 8 - 19, 2009

**Quality Management  
in International Health**  
June 29 – July 10, 2009

**Health of Unstable Populations**  
August 31 - September 11, 2009

**Health and Human Rights**  
September 14 – 25, 2009

**Facility Management**  
September 14 – 25, 2009

Short description following

## **Reproductive Health Services and HIV/AIDS: New Evidence & Strategy**

January 26 – February 6, 2009

The core of the course is devoted to methods for improving and managing reproductive health in the health system with a particular focus on appropriate indicators, planning process and service provision. Implemental issues related to safe motherhood, family planning and STI programmes, as well as operational strategies of VCT, PMTCT and ART services will be dealt with.

## **Disease Control: Strategies and Policies**

February 9 – 20, 2009

This course deepens the understanding of principles and strategies in disease control and equips students with the skills to successfully establish, strengthen or to systematically review disease control programmes. Special emphasis is placed on how to strengthen multi-disciplinary and inter-sectoral collaboration and how to involve communities and patients effectively in disease control programmes.

## **Using Research for Better Practice in International Health**

February 23 – March 6, 2009

Building on basic knowledge of qualitative and quantitative research methods, the course aims to equip students with the skills to systematically assess and critically appraise existing information (literature, reports, websites, databases) as evidence, then to communicate and translate such evidence into improved policy and practice.

## **Leadership and Change Management**

March 9 – April 20, 2009

The overall objective of this course is to explore advanced topics in leadership as it pertains to change management in dynamic health care environments found in low and middle income countries. Through participatory learning exercises, students will be taught the skills necessary as an organisational leader to assess, plan, and implement organisational change under conditions of uncertainty and complexity.

## **Improving the Quality of Healthcare Services**

March 23 – April 3, 2009

Focusing on practical tools and methods, this course provides participants with skills to improve healthcare services in low and middle income countries. It will assist participants to adapt these to national and local settings with a special emphasis on managing and motivating people. Using case studies and experiences, approaches and tools for quality

improvement and their applicability in low and middle income countries will be compared.

## **Proposal Writing as a Consultancy Skill**

April 20 – 24, 2009

This course will enable health professionals and managers to understand and apply the concepts and principles of proposal writing within international health and to improve their personal and technical skills for this highly required skill. Using the Call for Proposals by the Global Fund as an example, effective proposal writing techniques, as well as analytical and design tools, are used to develop and write a proposal according to the rules and regulations of an international donor. To round up the learning experience, the proposals developed in class will be evaluated by the facilitators and peers against defined criteria.

## **Consultancy Skills in International Cooperation in Health: Evaluation of Health Projects and Programmes**

April 27 – May 8, 2009

The goal of this course is to enable the participants to evaluate a health service project or programme and write an evaluation report for a Ministry of Health and a funding agency. Topics include: description of the health care sector; application of effective writing techniques principles on evaluations; description of the basic principles and processes for the evaluation, basic skills to evaluate as a team and important steps to set up a consultancy unit.

## **Financing Health Care - Principles of Insurance**

May 11 – 22, 2009

The overall objective of this course is to learn from experiences and lessons learnt from different countries in the area of financing health care, which can then be applied to different contexts Discussion of case studies will enable participants to develop an analytic approach to problem solving and apply theoretical knowledge to a real life context.

## **Medical Anthropology as a Tool for Public Health**

May 25 – June 5, 2009

This course provides essential knowledge about the links between health and culture, and also imparts methodological tools that will help students to understand and use cultural categories in the context of health related work. It will explore the social and cultural determinants of health seeking behaviour, and investigate the relation between medicine and local healing systems.

## **Climate Change and Health: Impact & Adaptation Policies**

June 8 – 19, 2009

The potentially far-reaching adverse health effects of climate change, sometimes of irreversible nature, need to be understood by

researchers, practitioners and public health institutions in order to develop and implement practices and policies to counter them. The objective of this course is to provide participants with the ability to recognize the linkages between climate change and health and provide them with methods and tools to manage the impact of climate change on health.

## **Quality Management in International Health**

June 29 – July 10, 2009

In cooperation with GTZ

This course covers the general principles and frameworks for defining and promoting the quality of health systems and services including processes, models and tools for assuring and evaluating quality, using case studies from Germany and other countries. Included in the course is a two day training based on international quality management model.

## **Health of Unstable Populations**

August 31 – September 11, 2009

The goal of the course is to provide a better understanding of the issues related to the health care of refugees, internally displaced persons and the affected host population in developing countries and to the health care of migrants. Topics include: Disaster situations, disaster preparedness, development programmes, cross-cultural awareness, working relations in the field, donor coordination, from relief to development, applied epidemiology of unstable populations.

## **Health and Human Rights**

September 14 – 25, 2009

This course covers the general concepts and principles of human rights, their relationship to, and impact within the health sector. The course will use case studies from numerous countries, with a focus on low and middle-income countries, to examine the vital role of human rights within the health sector.

## **Facility Management**

September 14 – 25, 2009

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