Course Directors: Diana Bowser, Brandeis University; and Pedro Saturno, University of Murcia, Spain

Purpose: This course has been designed to improve the conceptual and practical skills of senior officials and health care managers who are trying to assess and improve the quality of health services. Participants attending this course will learn an effective conceptual framework for the design of an overall health improvement system; and learn to plan strategically for health system improvement.

Course Topics

- Health Sector Reform and Its Relationship to Quality
- Developing and Implementing Clinical Practice Guidelines
- Strategic Planning for Quality
- Human Resources
- Performance Contracting
- Management Reform
- Overview of Quality
- Accreditation
- Organizational Change
- Negotiation and Conflict Resolution

Participants will be learning from experience gained in the United States, as well as many other countries of the world.