

How to use the Training Package

To browse the Training Package you must be registered and Logged in.

The screenshot shows the Hippocrates Portal interface. On the left is a navigation menu with items: Homepage, The Project, Reports, Training Events, Training Package, Community, Utilities, Links, Contacts, Exploitation, and National Conferences. The main content area is titled 'Training Package' and contains several paragraphs of text and a list of six modules with links: Module 0 - Introduction, Module 1 - Health Systems, Module 2 - The Training Process, Module 3 - Learning/Teaching: Methods and Tools, Module 4 - Management Systems, and Module 5 - Health Methods and Tools to Improve Teaching Abilities and Skills among Health care Professionals. On the right side, there is a 'Reserved area' for login, featuring a language selection menu (EN, IT, CZ, DE, LT), input fields for Username and Password, and buttons for Login and Create account. Below the login area are logos for the European Union and the Regione Piemonte.

If you are not registered please go to the Home Page of the Portal and follow the related instructions.

If you are already registered please Login using the Username and Password in order to be able to access the Training Package.

The Hippocrates Portal allow the Users to Self Assess their knowledge, in order to identify their knowledge gaps, before accessing the Training Package contents.

The Self Assessment is important as it allows the user to better understand the Knowledge Management Method .

Self Assessment

The screenshot displays the Hippocrates website interface. At the top left is the Hippocrates logo, featuring a stylized globe and the word "HIPPOCRATES". Below the logo is a "New level" button. A left-hand navigation menu includes links for "Homepage", "The Project", "Reports", "Training Events", "Training Package", "Community", "Utilities", and "Links". The "Training Package" section is highlighted, showing a list of modules: "Self-Assessment", "Module 0", "Module 1", "Module 2", "Module 3", "Module 4", and "Module 5". The "Self-Assessment" link is highlighted with a red arrow and a callout box that says "You can click also here".

Training Package

From this section it is possible to access the Management for trainers working in the health sector.

Access to the training package is password protected. Please fill in the [On-Line Registration Form](#) to register to the Hippocrates Portal and to access the Training Package contents.

During the course, trainers may decide to self-assess their knowledge and knowledge gaps. To do so please go to the [Self Assessment section](#).


The training package is organised in 6 different Modules (click on the Module's title to access the related contents):

- [0 - Introduction](#)
- [Module 1 - Health Systems](#)
- [Module 2 - The Training Process](#)
- [Module 3 - Learning/Teaching: Methods and Tools](#)
- [Module 4 - Management Systems](#)

At the top right, there is a banner image of a group of healthcare professionals in a meeting. Below the banner is a "Traduzione" section with flags for EN, IT, CZ, DE, and LT. Below that is a "Personal details" section for "Andrea Peraldo" with a "Logout" button and a link to "Modify your personal details". At the bottom right, there is a logo for the European Union and the Italian Region of Piedmont, along with text about the "Lifelong Learning Programme" and funding from the European Commission.

Click here Access the Self Assessment Section

You can click also here



Click here Access the Self Assessment Grid

[Homepage](#)

[The Project](#)

[Reports](#)

[Training Events](#)

[Training Package](#)


- [Self-Assessment](#)
- [Final Knowledge Assessment Grid](#)
- [My report](#)
- [Module 0](#)
- [Module 1](#)
- [Module 2](#)
- [Module 3](#)
- [Module 4](#)
- [Module 5](#)

Self-Assessment

The trainers can self-assess their knowledge by filling in the [Final Knowledge Assessment Grid](#) that will guide the trainer in the identification of his knowledge gaps.

The knowledge gaps will be highlighted in the [My Report](#) document


Překlad



Personal details

Guest Guest [Logout](#)

► Modify your personal details



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[Homepage](#)

[The Project](#)

[Reports](#)

[Training Events](#)

[Training Package](#)

- [Self-Assessment](#)
- [Final Knowledge Assessment Grid](#)
- [My report](#)
- [Module 0](#)
- [Module 1](#)
- [Module 2](#)
- [Module 3](#)
- [Module 4](#)
- [Module 5](#)

[Community](#)

[Utilities](#)

[Links](#)

[Contacts](#)

[Exploitation](#)

[National Conferences](#)

Final Knowledge Assessment Grid

The Knowledge Assessment Grid is the tool used in the Hippocrates project to identify the existing knowledge of each trainer before they start the on line training.

Self assessment indeed is the first step of the Knowledge Management activity.

Using the Knowledge Assessment Grid trainers will carry out a self assessment activity to identify the existing skills in comparison with the skills to be reached (these were defined through the application of the [Knowledge Assessment Method](#) and formalised in 3 Ideal Knowledge Profile of trainers working in the health sector: [Junior](#), [Senior](#) and [Course Designer](#)).

Therefore the Grid will allow the identification of the knowledge gaps.

Instructions on how to use the Grid

Fill in the Grid by self assessing the level for each knowledge described (from 0 to 3)

... trainers can decide to use the [training](#) Hippocrates Portal, or choose one of the course courses available onto the market.


(3/5)

... about the main activities and responsibilities main indicators to measure the actions effectiveness as:

TRAINING PROCESS/PROCEDURES

Knowledge about	Level of Knowledge possessed at present
Context analysis where the training has to be provided.	0 ▾
Definition of the Training output users.	0 ▾
Classification of the Training output users , divided as context, needs, results to be achieved, etc.	0 ▾
Training need analysis.	0 ▾
Comparison/Benchmarks with similar courses available for users.	0 ▾
Training project design.	0 ▾


► Modify your personal details



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Final Knowledge Assessment Grid

The Knowledge Assessment Grid is the tool used in the Hippocrates project to assess the existing knowledge of each trainer before they start the on line training.

Self assessment indeed is the first step of the Knowledge Management activity.

Using the Knowledge Assessment Grid trainers will carry out a self assessment activity to identify the existing skills in comparison with the skills to be reached (these were defined through the application of the [Knowledge Assessment Method](#) and formalised in 3 Ideal Knowledge Profile of trainers working in the [Course Designer](#)).

Therefore the Grid will allow the identification of...

To overcome knowledge gaps identified, training [packages contents](#) available onto the Hippocrates Portal, selected as [best practices](#) or refer to other courses available onto the market.

Grid completed successfully

[Go to first page](#)

Once you have answered to all the questions click on My Report

My report

In this section trainers can find their Knowledge Assessment Report.

The report identifies each trainer knowledge gaps.

In order to overcome the identified gaps the trainers can exploit the [Training Package](#) available onto the Hippocrates Portal, one of the course selected as [Best Practices](#) or other courses available onto the market.

[Click on your Report to open it](#)

Grids compiled	Functions
Grid of 01/07/2009 10.20.41	

My report

In this section trainers can find their Knowledge Assessment Report.

The report identifies each trainer knowledge gaps.

In order to overcome the identified gaps the user can access the courses available onto the Hippocrates Portal, one of the other courses available onto the market.

HEALTH ORGANIZATION SYSTEMS

This is a managerial function that permits to manage the knowledge of the users consistently with the work processes, with the aim to reach the objectives defined, according to effectiveness and efficiency requirements. It is also the method used to divide work activity assigned, by defining aims, tasks, responsibilities, coordination and control tools. (source <http://www.careonline.it/dizionario/definizione.asp?ID=265>)

Knowledge about	Level of Knowledge possessed at present	Level of Knowledge to be possessed
The main aims of the Health National and local System.	0	3
The organization of the National and local Health Service such as public and private Health assistance, Hospital organizations, territorial health services, etc.	0	3
Community health needs : Individual or collective condition, defined by partial or total lack of one of more material goods (such as money) or immaterial as health, that should be perceived or not perceived, or by the wish to maintain the obtained levels.	0	3

The Report highlights the Knowledge Gaps of the users, comparing the Level of knowledge possessed (coming from the self-assessment made) and the Ideal level of Knowledge

Training Package

From the Training Package section it is possible to browse the training contents by choosing among the 6 Modules

HIPPOCRATES

Training Package

it is possible to access to the Training Package on Knowledge trainers working in the health sector.

ing package is password protected. To do so please go to the [On-Line Registration Form](#) to register to the Hippocrates Portal and to access the Training Package contents.

Before starting the course, trainers may decide to self-assess their knowledge and identify their knowledge gaps. To do so please go to the [Self Assessment section](#).

The Training Package is organised in 6 different Modules (click on the Module's title to access the related contents):

- [Module 0 - Introduction](#)
- [Module 1 - Health Systems](#)
- [Module 2 - The Training Process](#)
- [Module 3 - Learning/Teaching Methods and Tools](#)
- [Module 4 - Management Systems](#)

Navigation Menu: Homepage, The Project, Reports, Training Events, Training Package, Self-Assessment, Module 0, Module 1, Module 2, Module 3, Module 4, Module 5, Community, Utilities, Links.

Callouts:

- You can Click also here (points to Training Package)
- Click on Module Title to Access its contents (points to Module 0 - Introduction)
- Text summarizing the content of the module (points to Module 4 text)

Module Contents:

M#Module 4 Management Systems

Introduction

A management system is the framework of processes and ensure that an organisation can fulfil all tasks required, precisely, in the healthcare sector management systems healthcare organisations meet levels of safety and quality provide to patients as outlined in the standards for safety and quality.

This module gives an overview of a number of management systems which are relevant for the health sector.

It is divided in four chapters that will deliver you a comprehensive introduction into the following topics.

1. Introduction to quality management
2. Focus on patients – customer orientation
3. Focus on staff – human resources management
4. Security Management
5. Environmental management

chapter highlights the most relevant aspects that might be of importance for training activities in the healthcare sector.

Chapter Index

- ▶ **Chapter 1 - Introduction to Quality Management**
 - ▶ 1. Quality Improvement
 - ▶ 2. The ISO 9000 Family
 - ▶ 3. EFQM
 - ▶ 4. KTQ®
 - ▶ 5. Why Quality in Healthcare?
- ▶ **Chapter 2 - Focus on Patients – Customer Orientation**
 - ▶ 1. Contacting the Institution
 - ▶ 2. Reception of Patients

Navigation Menu: Homepage, The Project, Reports, Training Events, Training Package, Self-Assessment, Module 0, Module 1, Module 2, Module 3, Module 4, Module 5, Community, Utilities, Links, Contacts, Exploitation, National Conferences.

Callouts:

- You can click here to access another Module (points to Module 4)
- Text summarizing the content of the module (points to Introduction text)
- Click on the Title to access the chapter of interest (points to Chapter 1)

Chapter Contents

C#Chapter 3 - Focus on personnel - Staff Orientation

Introduction

In most enterprises qualification, motivation and operations play an important role for the success of the organisation. This is reflected in most quality management systems like EFQM or ISO 9.000 that attach much importance to this aspect. In the and possibly to an even higher extent) the personnel is of high healthcare institutions that, as service providers, produce their (th services) in direct contact with the clients (patients). healthcare institution should primarily focus on its personnel within its ment in considering the following questions:

- How do we plan our personnel requirements (aspects)?
- How do we plan the allocation of our staff?
- How do we recruit and train new staff members?
- How do we further train existing staff members?

In the following paragraphs you find advice how healthcare institutions can manage to find solutions to these questions.

Aims

This chapter is aiming highlighting the main procedures and activities that are to be considered in focusing on the personnel of a healthcare organisation.

Paragraph Index

- ▶ 1. Planning of Personnel Requirements
- ▶ 2. Allocation of Staff
- ▶ 3. Further Training and Qualification

Introduction to the Chapter

Click on the Title to Choose the paragraph of interest

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Paragraph contents

Reading the documents, you will also find blue and underlined words: they are links to annexes and further documents that you can open to deepen the arguments.

HIPPOCRATES

2. The ISO 9000 Family

The ISO 9000 family is among ISO standards are concerned with "quality management" does to fulfil:

- the customer's quality requirements, and
- applicable regulatory requirements, while aiming to
- enhance customer satisfaction, and
- achieve continual improvement of its performance in pursuit of these objectives.

The purpose is to facilitate international trade by providing harmonised requirements for products and services that people everywhere can recognise and respect.

ISO 9000 standards are implemented by more than 760 000 organizations in 154 countries. ISO 9000 has become an international reference for quality management requirements in business-to-business dealings.

cf. ISO-Website: <http://www.iso.org/iso/home.htm>

The ISO 9000 [1] family of standards represents an international consensus on good quality management practices. It consists of standards and guidelines relating to quality management systems and related supporting standards.

ISO 9001:2008 [2] is the standard that provides a set of standardised requirements for a quality management system, regardless of what the user organisation does, its size, or whether it is in the private, or public sector.

Annexes:

- [Annex 1 - ISO 9000 Essentials](#)
- [Annex 2 - Application of ISO 9000 to Health Sector](#)

[Chapter Index](#) [Previous](#) [Next](#)

Translation
EH IT CZ DE LT

Personal details
Guest Guest [Logout](#)
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Education and Culture DG
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