

Istruzioni per il Corso di Formazione

Per accedere al corso di formazione (Training Package) presente nel Portale Hippocrates è necessario essere registrati ed effettuare il Login.

The screenshot shows the 'Training Package' section of the Hippocrates Portal. 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 the following text: 'From this section it is possible to access to the Training Package on Knowledge 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.', '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](#).', and 'The Training Package is organised in 6 different Modules (click on the Module's title to access the related contents):'. Below this are six links for Module 0 through Module 5. On the right side of the page, there is a 'Traduzione' section with flags for EN, IT, CZ, DE, and LT. Below that is a 'Reserved area' with 'Username:' and 'Password:' input fields and 'Login' and 'Create account' buttons. At the bottom right, there are logos for the European Union and the Italian Region of Piemonte, along with text about the Lifelong Learning Programme and funding by the European Commission.

Se non si è registrati si torni alla Home Page del Portale e si segua le istruzioni relative alla registrazione.


Se si è già registrati si proceda ad effettuare il Login usando Username e Password.

Il Portale Hippocrates all'interno della sezione Training Package consente all'utente di Autovalutare le proprie competenze e identificare le lacune nel proprio patrimonio di conoscenze, prima di cominciare il Corso di Formazione.

L'aver compilato l'Autovalutazione permette al formatore di comprendere meglio il metodo del Knowledge Management.

AutoValutazione

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 navigation menu with items: "New level", "Homepage", "The Project", "Reports", "Training Events", "Training Package", "Community", "Utilities", and "Links". The "Training Package" section is highlighted in the menu. The main content area is titled "Training Package" and contains text explaining that access is password-protected and requires registration via an "On-Line Registration Form". It lists four modules: "0 - Introduction", "Module 1 - Health Systems", "Module 2 - The Training Process", "Module 3 - Learning/Teaching: Methods and Tools", and "Module 4 - Management Systems". Two callout boxes provide instructions: one points to the "Self-Assessment" link in the menu with the text "Si può cliccare anche qua", and another points to the "Self Assessment section" link in the main text with the text "Cliccare qua per accedere alla sezione Self Assessment (Autovalutazione)". The right sidebar includes language selection (CZ, DE, LT), a "Logout" button, and logos for the European Union and the Regione Piemonte.



HIPPOCRATES

Cliccare qua per accedere alla Self Assessment Grid (Griglia per l'autovalutazione)

- 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

EN IT CZ DE LT

Personal details

Guest Guest [Logout](#)

► Modify your personal details



Education and Culture DG

Lifelong Learning Programme

This project has been funded with support from the European Commission. All the project's contents reflect the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

- 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 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.

Istruzioni per comprendere l'uso della Griglia

Compilare la Griglia inserendo per ciascuna delle competenze elencate l'autovalutazione del proprio livello di conoscenza (da 0 a 3)


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.

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 field of the Lifelong Learning Programme (see [Course Designer](#)).

Therefore the Grid will allow the identification of 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 field of the Lifelong Learning Programme (see [Course Designer](#))).

To overcome knowledge gaps identified, trainers can exploit the [Training Package contents](#) available onto the Hippocrates Portal, one of the course selected as [best practices](#) or refer to other courses available onto the market.

Grid completed successfully

[Go to first page](#)

Una volta completata la compilazione della Griglia, cliccare su My report

Il My Report è lo strumento che permette al formatore di comprendere le proprie lacune al fine di colmarle attraverso la partecipazione a diverse attività formative, fra le quali sicuramente il corso di formazione del Progetto Hippocrates.

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.

Grids compiled	Functions
Grid of 01/07/2009 10.20.41	

Cliccare sul proprio Report per accedere ai dati



Modify level

New level

- 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

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 available onto the Hippocrates Portal, one of the other courses available onto the market.

Page 1 Page 2 Page 3



HEALTH ORGANIZATION

This is a managerial function that permits to consistently with the work processes, with the aim to reach the objectives defined, according to effectiveness and efficiency requirements. It is also the methods mix 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>)

SYSTEMS

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

Translation

 EN
  IT
  CZ
  DE
  LT


Personal details

Andrea Peraldo Logout

Il report evidenzia il differenziale delle competenze dell'utente, comparando, per ciascuna delle competenze elencate nella griglia, l'autovalutazione fornita con il profilo ideale delle competenze.

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Training Package

Dalla Sezione Training Package è possibile accedere al corso di formazione.
L'utente può scegliere il Modulo che vuole studiare semplicemente cliccando sul titolo

The screenshot shows the Hippocrates Training Package interface. On the left is a navigation menu with items: Homepage, The Project, Reports, Training Events, Training Package (expanded to show Self-Assessment, Module 0, Module 1, Module 2, Module 3, Module 4, Module 5), Community, Utilities, and Links. The main content area displays the title 'Training Package' and introductory text. A callout box points to the 'Training Package' menu item with the text 'Si può cliccare anche qua.' Another callout box points to the 'Module 0 - Introduction' link with the text 'Cliccare sul titolo del Modulo per accedere ai contenuti'. A third callout box points to the 'Module 0 - Introduction' link in the main content area with the text 'Cliccare sul titolo del Modulo per accedere ai contenuti'. The right sidebar contains 'Personal details' for Andrea Peraldo, a 'Logout' button, and a 'Modify your personal details' link. Logos for the European Union and Regione Piemonte are also visible.

Contenuto dei Moduli

The screenshot shows the content of Module 4, 'Management Systems'. The main heading is 'M#Module 4 Management Systems'. Below it is the 'Introduction' section, which describes the module's purpose and structure. A callout box points to the 'Introduction' heading with the text 'Introduzione al Modulo'. Another callout box points to the 'Module 4' menu item in the left sidebar with the text 'Cliccare qui per passare ad uno fra gli altri Moduli'. A third callout box points to the 'Chapter Index' section with the text 'Cliccare sul titolo dei Capitoli per accedere ai contenuti'. The 'Chapter Index' lists: Chapter 1 - Introduction to Quality Management (with sub-items: 1. Quality Improvement, 2. The ISO 9000 Family, 3. EFQM, 4. KTQ®, 5. Why Quality in Healthcare?), Chapter 2 - Focus on Patients & Customer Orientation (with sub-items: 1. Contacting the Institution, 2. Reception of Patients). The right sidebar is identical to the previous screenshot, showing 'Personal details' for Andrea Peraldo and logos for the European Union and Regione Piemonte.

Contenuto dei Capitoli

The screenshot shows a Mozilla Firefox browser window displaying the website <http://www.hippocrates.fadgradenigo.it/chapter3focusonpersonnelstafforientation.aspx>. The page title is "C#Chapter 3 - Focus on personnel – Staff Orientation".

On the left side, there is a navigation menu with a "New level" button and a "Module 4" section expanded to show "Chapter 3 - Focus on personnel – Staff Orientation".

The main content area is titled "Introduction" and contains the following text: "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 ement in considering the following questions:"

Below the text is a list of 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?

Below the list is a paragraph: "In the following paragraphs you find advice how healthcare institutions can manage to find solutions to these questions."

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

Below the aims is a "Paragraph Index" section with three items:

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

On the right side, there is a "Personal details" section for "Andrea Peraldo" with a "Logout" button and a "Modify your personal details" link. Below that is the "Lifelong Learning Programme" logo and text: "This project has been funded with support from the European Commission". At the bottom right, there is a logo for "REGIONE PIEMONTE" with the text "With the patronage of".

Two callout boxes are present:

- A box on the left says "Introduzione al capitolo" with an arrow pointing to the "Introduction" heading.
- A box on the right says "Cliccare sul titolo per accedere ai paragrafi" with an arrow pointing to the "Paragraph Index" section.

The browser's taskbar at the bottom shows several open applications: "Completato", "Training Pac Hippo", "Paragraph - Raccoll...", "C#Chapter 3 - Focu...", and "instructions - Micro...". The system clock shows "9.46".

Contenuto dei paragrafi.

Leggendo i contenuti si incontrano parole o frasi sottolineate e in Blu: sono link a documenti allegati o a siti di approfondimento. E' sufficiente cliccarci sopra per aprire il documento o il link.

HIPPOCRATES

2. The ISO 9000 Family

The ISO 9000 family is among ISO standards are concerned with "quality management" and 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](#)

Callout boxes:

- Cliccare per accedere ai documenti allegati o a siti di approfondimento (pointing to the ISO 9000 text)
- Cliccare qua per tornare all'indice del Capitolo (pointing to the Chapter Index link)
- Cliccare su Previous per tornare alla pagina precedente o su Next per andare alla pagina successiva (pointing to the Previous and Next links)