



المركز التخصصي الطبي
SPECIALIZED MEDICAL CENTER
رمز الثقة في الرعاية الصحية The Symbol of Trust in Healthcare

Training Courses Calendar 2019



Developing Our Performance Growing Our Business

Our Performance



Developing Our Performance



Introduction

The Training and Business Development center was established at the Specialized Medical Center Hospital in March 2012, in order to provide participant's with the highest international standards of training and development

Developing Our Performance



Dr. Khaled Al-Sebaiay

Chief Executive Officer:

At specialized medical center hospital, our responsibility is aligned with our vision of leading the provision of medical services and in being the symbol of trust in health-care.

The continuity in medical education and training to develop employees is one of SMC's core values and reflects our vision and mission.

Developing Our Performance



Ms. Nour Mneizel

Director, Business Development Center:

The Business and Development Center has materialized the vision of the board of directors by offering advanced training programs to serve all departments of the hospital and thus contributing to the development of employee performance.

As we took it upon ourselves to achieve this vision, we present to you our comprehensive training plan 2019 which includes a variety of training programs especially tailored to achieve our goals.

Developing Our Performance



Vision:

To be one of the leading referral centers for medical and non-medical training and development in the region.

Mission:

To improve the performance, knowledge, and quality of healthcare personnel in line with the global standards.

Goals:

- To provide participants opportunities for education and on going training and development.
- To coordinate training programs and opportunities with other prominent healthcare and educational institutions.
- In order for our candidates to scientifically and practically complete their education and training needs.
- To increase the awareness and importance of the life support education and training within community.

2019 CALENDAR



Life Support Courses



BLS

Is a video-based, Instructor-led course that teaches both single-rescuer and team basic life support. The course trains participants to promptly recognize several life-threatening emergencies, give high-quality chest compressions, deliver appropriate ventilations and provide early use of an AED and the treatment of foreign body airway obstruction. It is designated to Healthcare Provider and People who are expected to respond to emergency in the workplace. It is a one day course.

ACLS

Is a video –based, Through the ACLS course, healthcare providers will enhance their skills in the treatment of the adult victim of a cardiac arrest or other cardiopulmonary emergencies; The course includes simulated clinical scenarios that encourage active, hands-on participation through learning stations where students practice essential skills individually, as part of a team, and as team leader. ACLS emphasizes the importance of basic life support to patient survival, the integration of effective basic life support with advanced cardiovascular life support interventions, and the importance of effective team interaction and communication during resuscitation it's designed for Healthcare Providers such as Physicians, Nurses, Paramedics and Allied workers. It is a 2 day course.

>> NOW AVAILABLE!



Developing Our Performance

Life Support Courses



PALS

The PALS course gives healthcare professionals the knowledge and skills to better recognize and treat critically ill infants and children. The course uses a scenario-based, team approach to teach pediatric emergency management of pediatric patients approaching or already in respiratory or cardiac arrest. The course covers treatment beyond the first few emergency minutes and goes through stabilizing patients for transport phases in or out of the hospital. It is designed for Pediatrician, Emergency Physicians, Nurses, Paramedics and allied workers with direct contact in Pediatric emergency. It is a 2 days course.

NPR

The Neonatal Resuscitation Program (NRP) course emphasize an evidence-based approach to care of the newborn at birth and facilitates effective team-based care for healthcare professionals who care for newborns at the time of delivery. NRP utilizes a blended learning approach, which includes online testing, online case-based simulations, and hands-on case-based simulation/debriefing that focus on critical leadership, communication, and team-work skills. It is co-sponsored by American Academy of Pediatrics (AAP). It is a one day Course.

HASFA

Is a video based, Instructor-led courses teach participants critical skills needed to respond to and manage an emergency in the first few minutes until emergency medical services (EMS) takes over. The participants learn how to recognize, respond to and treat a variety of first aid emergencies, and perform CPR and use an AED in the event of a sudden cardiac arrest. This course is for anyone with limited or no medical training. It is a one day course.

>> NOW AVAILABLE!

Save A Life

BLS

Basic Life Support



Save A Life



COURSE DURATION: 5 HOURS

★ 8:00 AM—1:30 PM

BLS SCHEDULE 2019



JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
1, 2019 ★	5, 2019 ★	5, 2019 ★	2, 2019 ★	2, 2019 ★	11, 2019 ★
3, 2019 ★	7, 2019 ★	7, 2019 ★	4, 2019 ★	7, 2019 ★	13, 2019 ★
8, 2019 ★	12, 2019 ★	12, 2019 ★	9, 2019 ★	9, 2019 ★	18, 2019 ★
10, 2019 ★	14, 2019 ★	14, 2019 ★	11, 2019 ★	14, 2019 ★	20, 2019 ★
15, 2019 ★	19, 2019 ★	19, 2019 ★	16, 2019 ★	16, 2019 ★	25, 2019 ★
17, 2019 ★	21, 2019 ★	21, 2019 ★	18, 2019 ★	21, 2019 ★	27, 2019 ★
22, 2019 ★	26, 2019 ★	26, 2019 ★	23, 2019 ★	23, 2019 ★	
24, 2019 ★	28, 2019 ★	28, 2019 ★	25, 2019 ★	28, 2019 ★	
29, 2019 ★			30, 2019 ★	30, 2019 ★	
31, 2019 ★					

JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
2, 2019 ★	1, 2019 ★	3, 2019 ★	1, 2019 ★	5, 2019 ★	3, 2019 ★
4, 2019 ★	6, 2019 ★	5, 2019 ★	3, 2019 ★	7, 2019 ★	5, 2019 ★
9, 2019 ★	8, 2019 ★	10, 2019 ★	8, 2019 ★	12, 2019 ★	10, 2019 ★
11, 2019 ★	20, 2019 ★	12, 2019 ★	10, 2019 ★	14, 2019 ★	12, 2019 ★
16, 2019 ★	22, 2019 ★	17, 2019 ★	15, 2019 ★	19, 2019 ★	17, 2019 ★
18, 2019 ★	27, 2019 ★	19, 2019 ★	17, 2019 ★	21, 2019 ★	19, 2019 ★
23, 2019 ★	28, 2019 ★	24, 2019 ★	22, 2019 ★	26, 2019 ★	24, 2019 ★
25, 2019 ★		26, 2019 ★	24, 2019 ★	28, 2019 ★	26, 2019 ★
30, 2019 ★			29, 2019 ★		31, 2019 ★
			31, 2019 ★		

ACLS SCHEDULE 2019

ACLS

Advanced Cardiac Life Support



JANUARY		FEBRUARY		MARCH		APRIL		MAY		JUNE	
7-8, 2019	✿	4-5, 2019	✿	4-5, 2019	✿	1-2, 2019	✿	6-7, 2019	✿	10-11, 2019	✿
14-15, 2019	✿	11-12, 2019	✿	11-12, 2019	✿	8-9, 2019	✿	13-14, 2019	✿	17-18, 2019	✿
21-22, 2019	✿	18-19, 2019	✿	18-19, 2019	✿	15-16, 2019	✿	20-21, 2019	✿	24-25, 2019	✿
28-29, 2019	✿	25-26, 2019	✿	25-26, 2019	✿	22-23, 2019	✿	27-28, 2019	✿		
						29-30, 2019	✿				

JULY		AUGUST		SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER	
1-2, 2019	✿	5-6, 2019	✿	2-3, 2019	✿	7-8, 2019	✿	4-5, 2019	✿	2-3, 2019	✿
8-9, 2019	✿	19-20, 2019	✿	9-10, 2019	✿	14-15, 2019	✿	11-12, 2019	✿	9-10, 2019	✿
15-16, 2019	✿	26-27, 2019	✿	16-17, 2019	✿	21-22, 2019	✿	18-19, 2019	✿	16-17, 2019	✿
22-23, 2019	✿			23-24, 2019	✿	28-29, 2019	✿	25-26, 2019	✿	23-24, 2019	✿
29-30, 2019	✿									30-31, 2019	✿

COURSE DURATION: 2 DAYS

✿ 8:00 AM—4:00 PM





PALS

Pediatric Advanced Life Support

MARCH		APRIL		MAY		JUNE		JULY	
13-14, 2019	☀	10-11, 2019	☀	8-9, 2019	☀	19-20, 2019	☀	10-11, 2019	☀
27-28, 2019	☀	24-25, 2019	☀	22-23, 2019	☀	26-27, 2019	☀	24-25, 2019	☀
AUGUST		SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER	
21-22, 2019	☀	4-5, 2019	☀	16-17, 2019	☀	6-7, 2019	☀	4-5, 2019	☀
28-29, 2019	☀	18-19, 2019	☀	30-31, 2019	☀	20-21, 2019	☀	18-19, 2019	☀

COURSE DURATION: 2 DAYS

☀ 8:00 AM—4:00 PM



NRP SCHEDULE 2019

NEONATAL RESUSCITATION PROGRAM



APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
14, 2019 *	12, 2019 *	16, 2019 *	7, 2019 *	18, 2019 *	8, 2019 *	6, 2019 *	10, 2019 *	8, 2019 *
28, 2019 *	26, 2019 *	23, 2019 *	21, 2019 *	25, 2019 *	22, 2019 *	20, 2019 *	24, 2019 *	22, 2019 *

COURSE DURATION: 5 HOURS

* - 8:00 AM—1:30 PM



Developing Our Performance

Heartsaver First Aid



JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
12, 2019 *	9, 2019 *	9, 2019 *	13, 2019 *	4, 2019 *	22, 2019 *
26, 2019 *	23, 2019 *	23, 2019 *	27, 2019 *	18, 2019 *	29, 2019 *

JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
6, 2019 *	10, 2019 *	14, 2019 *	12, 2019 *	16, 2019 *	14, 2019 *
20, 2019 *	24, 2019 *	28, 2019 *	26, 2019 *	30, 2019 *	28, 2019 *

COURSE DURATION: 5 HOURS

* 8:00 AM - 1:30PM

Development Courses 2019

★ Customer Service in Healthcare

Course Objectives

1. Differentiate healthcare customer service from other types of service interactions
2. Explain the importance of a positive attitude in delivering good customer service
3. List the benefits of providing good customer service to both internal and external customer
4. Identify barriers to providing high-quality customer service
5. Apply techniques for dealing with angry or upset customers by successfully answering case studies
6. Demonstrate how to successfully request personal information
7. Rephrase blunt communication for better results
8. Effectively manage job stress
9. Develop an action plan to improve their customer service skills

الأهداف

- ١ تمييز خدمة العملاء في الرعاية الصحية من الأنواع الأخرى من تفاعلات الخدمة
- ٢ توضيح أهمية وجود موقف إيجابي في تقديم خدمة جيدة للعملاء
- ٣ قائمة فوائد تقديم خدمة عملاء جيدة لكل من العملاء الداخليين والخارجيين
- ٤ تحديد الحواجز التي تحول دون تقديم خدمة عملاء عالية الجودة
- ٥ تطبيق أساليب للتعامل مع العملاء الغاضبين أو المنزعجين عن طريق الإجابة على دراسات الحالة بنجاح
- ٦ إظهار كيفية طلب المعلومات الشخصية بنجاح
- ٧ إعادة صياغة الاتصال الحاد أو اللفظ للحصول على نتائج أفضل
- ٨ إدارة الضغوط الوظيفية على نحو فعال
- ٩ وضع خطة عمل لتحسين مهارات خدمة العملاء

FEBRUARY						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		
Time: 12:30—5:00 PM						

APRIL						
S	M	T	W	T	F	S
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				
Time: 12:30—5:00 PM						

SEPTEMBER						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
Time: 12:30—5:00 PM						

NOVEMBER						
S	M	T	W	T	F	S
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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
Time: 12:30—5:00 PM						

Venue: BDC Tower 3, Level 10

Course Date

Developing Our Performance

Development Courses 2019

★ Basic Computer Skills

Course Objectives

1. Use the basic vocabulary and terminology related to computer.
2. Basic internet usage and search techniques
3. Open, save and format a basic document
4. Type a simple note or letter using Microsoft word
5. Perform basic format and editing on word documents
6. Create and save excel spread sheets
7. Using formulas in excel
8. Using charts in excel

الأهداف

١. استخدام المفردات الأساسية والمصطلحات المتعلقة بالكمبيوتر
٢. استخدام الإنترنت الأساسي وتقنيات البحث
٣. فتح وحفظ وتنسيق وثيقة أساسية
٤. كتابة ملاحظات بسيطة أو حرف باستخدام مايكروسوفت
٥. أداء التنسيق الأساسي والتحرير على مستندات مايكروسوفت
٦. إنشاء وحفظ جداول الإكسل.
٧. استخدام الصيغ في اكسل
٨. استخدام الرسوم البيانية في اكسل

MARCH						
S	M	T	W	T	F	S
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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Time: 10:30—3:30 PM

JUNE						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Time: 10:30—3:30 PM

SEPTEMBER						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Time: 10:30—3:30 PM

NOVEMBER						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Time: 10:30—3:30 PM

Venue: BDC Tower 3, Level 10

Course Date

Developing Our Performance

A photograph of a long, brightly lit hallway, likely in a school or office building. The hallway has a polished floor and several doors on the right side. On the left, there is a counter with a large stainless steel water dispenser and a sink. In the distance, a sign hangs from the ceiling that reads "WELCOME EXTRA BORDARY CUSTOMER SERVICE". The text "Thank You" is overlaid in the center of the image in a large, blue, cursive font. The image is framed by a blue bar at the top and a green border on the right and bottom.

Thank You



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