

## OUTLINE TRAINING PROGRAMME FOR INFORMATION OF THE HOSTS

Hosts and professionals must agree on an individual exchange programme (at least for the first 2 weeks of the scheme), well in advance of the scheme, so that no time is wasted after the candidate's arrival. This programme should fully take into account the specific motivations of the professional and it should be flexible so that appropriate alterations can be made once the latter has taken up his attachment. The host or the participant has to send by e-mail an outline of the training programme to the national co-ordinator **before 31 March 2019**.

In organising the programme, hosts are asked to pay attention to the following aspects of the administration.

### *General*

An overview of the healthcare system in the country so that the professional can see how the host fits into the broader pattern of health services in its city, region and country.

### *Human resources*

- Assessment, selection and management training
- Industrial relations
- Manpower planning
- Relations with medical staff

### *Quality Assessment*

- Data collecting
- Medical and hospital audit

### *Finance*

- Accounting and budgeting methods
- Management accounting
- Funding system (revenue and capital)

### *Planning*

- Management information systems
- Planning procedures

### *Technical services*

- Equipment purchase
- Supplies
- Maintenance
- Other technical services

### *Housekeeping*

- Catering
- Cleaning
- Security

### *Human relations*

- Social service
- Volunteer-programmes
- Patients' satisfaction inquiries
- Complaint procedures
- Welcome- and information brochures
- Reception of visitors

### *Public relations*

- Contacts with public authorities, press, general public
- Social reporting (annual)

Professionals would appreciate if they could benefit as much as possible from contacts outside the organisation. This could include national, regional and local health authorities; primary health care; hospital or community-based home care; outpatient services; preventive health care.

The professional will most certainly appreciate a social programme, especially at the beginning and halfway through the exchange period. Maybe the activities could be organised by the national coordinator, which would allow an exchange between professionals in the host country.

On the other hand, professionals should also have the opportunity to organise their own social life and they should have enough time off for personal activities.