

International Services Consulting Programs

UCLA Health is among the most comprehensive and technologically advanced health care systems in the world, providing an extraordinary opportunity for the advancement of medicine and improving patient care.

As a leading US academic medical center with a vast experience in hospital management, clinical services and faculty expertise, UCLA Health has the unique ability to advise on international projects and opportunities. Through cross-sector partnerships, UCLA Health can assist organizations in optimizing their operational performance and introducing new cutting-edge treatments, delivering better value for patients in a culturally sensitive manner.



Advisory services available through UCLA Health include:

Health System Planning Program

Program highlights:

- Feasibility studies
- Strategic and business plans
- Governance and leadership development
- Medical staff planning
- Nursing leadership and governance models
- Finance and revenue management
- Human resources planning
- Infrastructure design
- Accreditation
- Technology and innovation
- Centers of Excellence

Operations Management Program

Program highlights:

- Resource allocation and budgeting
- Clinical service line management
- Talent acquisition
- Materials management
- Facilities
- Nursing specialization
- Critical care and transportation
- Disaster preparedness
- Developing organizational strategies and policies

Quality & Patient Safety Program

Program highlights:

- Analytics and reporting
- Peer review process
- Pharmacy management
- Antimicrobial stewardship
- Infection control
- Continuous performance improvement
- Injury prevention
- Joint seminars
- Research best practices

Contact

For more information about our International Services Consulting Programs, visit uclahealth.org/international-services or e-mail us at: internationaldevelopment@mednet.ucla.edu

Case Study: Partnership between UCLA Simulation Center and Hallym University Medical Center



About the client

Hallym University Medical Center (HUMC) is one of the largest medical institutions in Seoul, Korea. Given the proven potential and great impact of evidence-based training on patient safety, HUMC opened a state-of-the-art simulation center to enhance the level of professional medical training among Korean and South-East Asian clinicians.

Recognizing the strength of UCLA Health's simulation training program, HUMC entered into a 6-month consulting agreement with our institution. This formal engagement between HUMC and UCLA Health Simulation Center was the first project of its kind between the two organizations to transfer knowledge in a sustainable, outcomes-oriented manner.

Objective and program development

- Assist HUMC in building a strong foundation and infrastructure poised for growth.
- Begin developing high-impact and data-driven scenarios that measure learning, transfer to practice and patient outcomes.

In 2018, UCLA Simulation Center leadership conducted multiple onsite assessments of HUMC's Simulation Center current state. These visits included train-the-trainer faculty development courses and TeamSTEPPS teamwork training.

Actionable recommendations

- Expert advice on the practice of developing simulation scenarios as well as strategic operations and administration
- Feedback on curriculum development and debriefing
- Information on floor plan and equipment list
- Sample course calendar and training in data management for course development and evaluation

Guiding principles

As part of this engagement, HUMC sent several of its education leadership to UCLA to enroll in the David Geffen School of Medicine Simulation Center "Train the Trainer" course. In addition, the following guiding principles were developed based on the assessment:

- HUMC to highlight its renown clinical and research centers when establishing a niche in medical training.

- HUMC's relationships with key partners will be important as it aims to differentiate and further its offerings.
- Two additional learner groups – medical students and community clinicians – show promising potential for HUMC to further its impact.

Future impact

With advances in technology, more augmented reality (AR), virtual reality (VR) and mixed reality (MR) will be used for health care training and for direct patient applications. In furthering HUMC's goal of making its Simulation Center a destination education program, HUMC and UCLA leadership have discussed the potential for a joint collaboration utilizing UCLA established methodologies. "All the lessons we have learned from trial and error as pioneers in this field are distilled into best practices so new centers like HUMC can anticipate and prepare for the inevitable growing pains associated with developing any organizational program," said Yue Ming Huang, Adjunct Associate Professor of Anesthesiology and the Education Director at the UCLA Simulation Center.