

Course Syllabus :

<i>Instructor's Name:</i>	
<i>Date:</i>	
<i>Place:</i>	
<i>Contact Information:</i>	
<i>Office Hours:</i>	

I. Course Description

What is the course about?

This course provides foundation in Health Services Management to provide the students with the managerial knowledge and skills to organize and lead a health care institutes. Furthermore, students will explore various concepts and theories of leadership and how these might be applied to and impact management functions in health care settings.

What is the aim of the course?

Health services management course aims to provide students with the essential managerial skills in planning and evaluating health services and understanding health needs. Managing people, resources, systems, and processes within health services to meet the changing environment considering the needs of the public and cost effectiveness.

II. Student Performance Objectives

By the end of the course students will be able to:

1. Critically evaluate the management concepts and theories in the public health services
2. Critically analyze different group dynamics and role of communication system in public health care management
3. Critically evaluate the use of the data in health databases for planning and decision making purposes
4. Evaluate and propose a strategic plan for management health care services

III. Evaluation and Requirements:

Attendance Policy:

The attendance policy at Zarqa University:

If the students absences exceed 20% of the lectures throughout the semester, then the student will be removed from the course by the Registrar and will get the minimum mark, 50 out of 100.

Grade Determination:

The grade scale at Zarqa University is percentage:

Maximum mark is 100 %

Minimum mark is 50 %

Pass mark is 70 %

Gradable Content (for all partenr universities):

Essay and discussion = 10 %

Case study = 20 %

Presentation = 20 %

Exam = 50 %

Teaching Methodology:

The concepts of the course will be taught through a variety of modalities. The concepts and theoris of management will be gained through essay and class discssion. This course included extensive use of case studies for real world applications. Group assignments will be assigned for team building and collaboration. Finally, group presentations will be utilized to develop students speaking skills.

The teaching methodology for each student performance objective will be as follows:

Student Performance Objective 1: students will produce an essay that will be discussed in the class. This essay includes an investigation and analysis of a management structures in a particular health service provider, each essay will include an example either from:

- ✓ Local health service provider
- ✓ National health service provider
- ✓ International health service provider

Student Performance Objective 2: Student will produce a case study that compare the health services providers in terms of:

- ✓ How to manage human resources
- ✓ How teams in different structures communicate and interact within the team, between the teams and between national and international sectors

Student Performance Objectives 3 and 4: Student will prepare a 30 minutes presentation on how the data in health services affect strategic planning and decision-making with the focus on management viewpoints including examples from different real situations.

IV. Instructional Materials:

List any required computer applications, books, films, tapes, handouts, etc. that you plan to use.

1. Management of Healthcare Organizations: An Introduction (2nd Edition, 2015) by Peter C. Olden. *Published by Health Administration Press, USA.*

2. The Strategic Management of Health Care Organizations (7th Edition, 2013) by Peter M. Ginter. *Published by Jossey-Bass.*

3. Case studies and essay topics: these topics will be available on the course E-learning system

V. Weekly Class Schedule:

Indicate below on a daily basis the topical areas to be covered in the course. Include scheduled assignments, quizzes, tests, final exam date, etc.

Week	Topics	Chapter	Teaching Methodology
1	Introduction, Course Overview & Syllabus	1	Class discussion, and oral inquiry
	Student Performance Objective 1:		
	Introduction about Management of Health Care Organization <ul style="list-style-type: none"> ✓ Health and what determines it ✓ Health services 		
2	<ul style="list-style-type: none"> ✓ Health care organization ✓ The environment of healthcare organizations 	2 & 3	
3	<ul style="list-style-type: none"> ✓ Important competencies for managers ✓ Strategic planning ✓ Project planning 		
4	Student Performance Objective 2:	4, 5, & 6	Class participation, discussion and analysis of case study
	Organizing <ul style="list-style-type: none"> ✓ Organizing tasks into jobs and positions ✓ Factors that influence organizing work ✓ Organization structures ✓ Coordination within an healthcare organization 		
5	<ul style="list-style-type: none"> ✓ Linking an healthcare organization to its environment ✓ Factors that will affect organizing healthcare organizations ✓ Structures and processes of groups and teams ✓ Effective groups and teams 		
6	Staffing <ul style="list-style-type: none"> ✓ Staffing processes ✓ The human resources department and its managers ✓ Laws and regulations ✓ Staff planning ✓ Job and work design 	7 & 8	Class discussion, analysis of case studies, and student presentations
	7		
8	Leading <ul style="list-style-type: none"> ✓ Leadership theories and models ✓ Leading in a professional bureaucracy ✓ Motivation theory and models 	9, 10 & 11	

9	<ul style="list-style-type: none"> ✓ Power and politics ✓ Cultural leadership 		
10	<p><u>Student Performance Objectives 3 & 4:</u></p> <p>Strategic Planning and Management</p> <ul style="list-style-type: none"> ✓ The Nature of Strategic Management ✓ Understanding and analyzing the general environment and the health care environment 	Text Book 2 1, 2, 6 & 10	Team discussion, and student presentations
11	<ul style="list-style-type: none"> ✓ Developing Strategic Alternatives ✓ Communicating the strategy and developing action plan 		
12	<ul style="list-style-type: none"> ✓ Analysing Strategic Health Care Cases 		Discussion and analysis of case studies
13	Presentations		
14	Presentations		
15 & 16	Final Exam (50%)		

VI. Final Exam

Here you can list all the relevant information about the final exam.

- The final exam date and time will be determined by the Registration at Zarqa University during the weeks 15 and 16 of the semester.
- The final exam mark is 50 out of 100 for all partners.
- The final exam material will include all the lectures, case studies that were discussed during the semester and the student's presentations.

VII. Further Readings (Recommended Literature)

1. The Well-Managed Healthcare Organization (8th Edition, 2015) by Kenneth R. White and John R. Griffith. *Published by Health Administration Press, USA.*

2. Cases In Health Care Management (1st Edition, 2013) by Sharon B. Buchbinder, Nancy H. Shanks and Dale Buchbinder. *Published by Jones & Bartlett Learning, USA.*