

## Course Syllabus : Health Services Management

<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:

- 1- Regular attendance is mandatory.
- 2- Respect of commencement and ending of the lecture time.
- 3- Positive relationship between student and teacher.
- 4- Commitment to present assignments on time.
- 5- High commitment during the lecture to avoid any kind of disturbance and distortion.
- 6- The student who absents himself should submit an accepted excuse.
- 7- University relevant regulations should be applied in case the students behavior is not accepted .
- 8- The maximum allowed Absence percentages is 15%.

#### Grade Determination:

The grade scale as follow:

Maximum mark is 100 %  
Pass mark is 60 %

#### Gradable Content (for all partenr universities):

Essay and discussion =	20 %
Case study =	20 %
Presentation =	20 %
Exam =	40 %

#### 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:**

- 1. Management of Healthcare Organizations: An Introduction** (2<sup>nd</sup> Edition, 2015) by Peter C. Olden. *Published by Health Administration Press, USA.*
- 2. Effective Leadership and Management in Nursing** (8th Edition, 2012) by EJ Sullivan, PJ Decker. *Published by Pearson.*
- 3. The Strategic Management of Health Care Organizations** (7<sup>th</sup> Edition, 2013) by Peter M. Ginter. *Published by Jossey-Bass.*
- 4. Case studies and essay topics:** these topics will be available on the course E-learning system

## V. Weekly Class Schedule:

Week	Topics	Chapter	Teaching Methodology
1	<b>Introduction, Course Overview &amp; Syllabus</b>  <b><u>Student Performance Objective 1:</u></b>  <b>Introduction about Managemnt of Health Care Organization</b> ✓ Health and what determines it ✓ Health services	1	Class discussion, and oral inquiry
	2	✓ An Overview of Health Care and health services management	
3	✓ Organizational Behavior (OB) and management thinking	2 & 3	
4	<b><u>Student Performance Objective 2:</u></b>  <b>Organizing</b> ✓ Organizational structure and departmentalization	4, 5, & 6	Class participation, discussion and analysis of case study
	5		
6	<b>Staffing</b> ✓ Staffing processes ✓ Managing Costs and Revenues	7 & 8	Class discussion, analysis of case studies, and student presentations
7	✓ Teamwork: Managing teams and groups		
8	<b>Leading</b> ✓ Leadership styles and management theories	9, 10 & 11	
	9		

10	<b>Stundet Performance Objectives 3 &amp; 4:</b>	Text Book 2  1, 2, 6 & 10	Team discussion, and student presentations
	<b>Strategic Planning and Management</b> ✓ Decision making, strategic decision making, and strategic planning		
	11		✓ Quality Improvement
12	Presentations		
13	Presentations		
14	Presentations		
15 & 16	<b>Final Exam (50%)</b>		

## VI. Final Exam

- The final exam date and time will be determined by the Registration department during the weeks 15 and 16 of the semester.
- The final exam mark is 40 out of 100.
- 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** (8<sup>th</sup> Edition, 2015) by Kenneth R. White and John R. Griffith. *Published by Health Administration Press, USA.*

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