**Operation Research**

**Third Stage – First Semester**

**Asst.Lec. Shirin Jamal**

**Academic Year: 2022-2023**

**Course Book**

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| **S. No.** | **Information** | **Details** |
|  | **Course Name** | **Healthcare Management Competence** |
|  | **Course Code** | HA301HMC |
|  | **Lecturer In-charge** | Full-Time |
|  | **College/Department** | Administration and Economics/Health and Hospital Administration |
|  | **Contact Information** | Shirin.jamal@lfu.edu.krd |
|  | **Time (in hours) per Week** | 3 Hours |
|  | **Office Hours** | Wednesdays 10:00-2:00 |
|  | **Teacher’s Academic Profile** | https://staff.lfu.edu.krd/faculty/shirin.jamal |
|  | **Academic Title** | Asst.Lecturer |
|  | **Keywords** | Health care management, reform, ethic, politics in health care, automation the work, productivity, retention, satisfaction, blueprint, urban and rural communities, delivery, payment models, laboratories & research, practitioners & professionals |
|  | **Course Overview:** To successfully run healthcare organizations, healthcare administrators must possess various complementary abilities. The skills needed by healthcare professionals were determined by a collaborative effort of healthcare leaders organized under the Healthcare Leadership Alliance.   * Competent managers are vital to the productivity and service quality of healthcare organizations and the sustainability of the healthcare system. To improve their management competence, understanding management competency requirements is important. The purpose of this study was to synthesize the evidence related to leadership and management competencies in healthcare organizations through the best-fit method. | |

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| **12.** | **Aims & Objective:**  Understand what is health care, management in healthcare, and healthcare reform  • learn why it is important for students to have good ethics and policies in healthcare. And why research and scholarship are the cornerstones of healthcare advancement.  • Grasp the role of government in healthcare management and the market.  • Understand the importance of the healthcare delivery system em: a blueprint for reform. And what does healthcare means for both rural and urban comma? its.  • Gain command of the basic analytical tools widely used to diagnose the system's financing, payment, and health insurance.  • Role of institutions, laboratories, and research as well as practitioner and professionals in the health care industry.  • Learn how to diagnose the factors shaping demands and forecast their effects on future market equilibrium that lead to industry profitability. |
| **13.** | **Course Requirement: Core Course** |
| **14.** | **Teaching and Learning Method:** Theoretical method through Books, the internet, videos |
| **15.** | **Assessment Scheme:**   * 25 % Mid-term Examination * 15 % Assignments and Quizzes * 60 % Final Examination |
| **16.** | **Students Learning Outcome:**  1- Understand the nature of healthcare management  2- Digest the Philosophy and markets in healthcare  3- How does automation help human resources management  4- Gain ideas about the delivery of healthcare services and the blueprints for reform  5- How does healthcare as an industry work and from where it is financed  6- Also healthcare system and payment methods will be highlighted |
| **17.** | **Course Reading List and References**  Course Reading List and References: Designing Learning, from module outline to effective teaching |
| **18.** | **Course Content:**  The Class will meet 3 Hours a Week. Students are expected to be in the class from the start of the lecture till the end. They are expected to adhere to classroom etiquette and contribute to classroom discussion. All work that is assigned by the subject teacher must be completed within the due date. Any student who experiences difficulty in completing their work is expected to speak to his/her subject teacher. |

**Course Content**

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| **S. No.** | **Lecture Week** | **No. of Hours** | **Topics** |
| 1. | Week 1 | 3 | An overview of the subject and a discussion of the chapter outline |
| 2. | Week 2 | 3 | The meaning of healthcare management, healthcare organization |
| 3. | Week 3 | 3 | Students presentation |
| 4. | Week 4 | 3 | Management: definitions, functions, and competencies |

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| 5. | Week 5 | 3 | Management competencies, The 8 kyes attributes of a great healthcare manager |
| 6. | Week 6 | 3 | Management Functions |
| 7. | Week 7 | 3 | Hierarchy and control |
| 8. | Week 8 | 3 | Students presentation |
| 9. | Week 9 | 3 | Midterm exam , Vertical Structure, Matrix structure |
| 10. | Week 10 | 3 | Focus of Management |
| 11. | Week 11 | 3 | Organizational culture, values, mission, and vision |
| 12. | Week 12 | 3 | Ensuring high performance |
| 13. | Week 13 | 3 | Students presentation |
| 14. | Week 14 | 3 | Course Review |
| 15. | Week 15 | **Final Examination** | |

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| **19.** | **Examinations:** |
| **20.** | **Course Policy:**   * There will be many activities going on throughout the course period in order to ensure and guarantee the learning outcomes. Therefore, students are expected to pay full attention and participate in all classroom activities in order to maximize their learning and understanding. |
| **21.** | **Note:**   * Seek help from the lecturer or your classmates whenever you need to. * Time spent in learning is never wasted, however, make sure that you make it enjoyable. * Keep a personal notebook to write down your notes in the lectures. Don’t rely on your friend’s notes as each one of you is different and has different learning approaches. |