Quality Assurance

Ministry of Higher Education and Scientific Research
Kurdistan Region – Iraq

LFU LEBANESE FRENCH UNIVERSITY

A COURSE MODULE DESCRIPTOR FORM

(Course Book)

Module Information			
Course Module Title	**Healthcare Management Competencies**		
ناوه كۆرس مۆديول	لێهاتووييهكانى بهڕێوهبردنى چاودێرى تهندروستى		
عنوان الوحدة	كفاءات إدارة الرعاية الصحية		
Course Module Type	Campus	**Module Code**	HA301HMC
ECTS Credits	3	**Module Level**	Third year
Semester of Delivery	First semester	**Dept. Code**	HA
College (Code)	A&E		
Module Website (CMW)			
Module Leader (ML)	Shirin Jamal Mohammad Rashid		
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ML Acad. Title	Asst. lect	**ML Qualification**	master
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Lebanese French UNIVERSITY

Quality
Assurance

Ministry of Higher Education and
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ML Google Scholar Acc.	https://scholar.google.com/citations?user=i15nP7AAAAAJ&hl=en
Course Module Tutor	Shirin Jamal Mohammad Rashid
Module Tutor email	Shirin.jamal@lfu.edu.krd
Date Approved	10/9/2023	**Version Number**	

Relation with Other Modules	
Pre-requisites	**Students are expected to have mobiles, tablets, or laptops**
Module Aims, Learning Outcomes, and Indicative Contents	
Module Introductory Description	In the dynamic and complex world of healthcare, effective leadership and management are paramount to ensure the delivery of high-quality patient care, the optimization of resources, and the achievement of organizational goals. Healthcare management competencies encompass a diverse array of skills, knowledge, and abilities that healthcare professionals must possess to excel in their roles as managers and leaders within healthcare organizations. These competencies are not only essential for guiding healthcare institutions through the challenges of the modern healthcare landscape but also for ensuring the well-being of patients and the satisfaction of healthcare professionals. In this introduction, we will delve into the core competencies that healthcare managers should cultivate to excel in their positions and contribute to the overall success of healthcare organizations. As the healthcare industry continues to evolve, driven by technological advancements, changing demographics, and evolving regulatory

Lebanese French UNIVERSITY

Quality
Assurance

Ministry of Higher Education and
Scientific Research
Kurdistan Region – Iraq

landscapes, healthcare managers must adapt and embrace new ways of thinking and leading. The competencies discussed here provide a foundational framework for understanding the multifaceted nature of healthcare management and serve as a roadmap for healthcare professionals aspiring to excel in leadership roles.

In the following sections, we will explore these competencies in greater detail, highlighting their significance and relevance in the context of healthcare management. Whether you are an experienced healthcare manager looking to enhance your skills or an aspiring healthcare leader embarking on your career journey, this comprehensive guide to healthcare management competencies will serve as a valuable resource to help you navigate the complexities and responsibilities of this vital field.

Lebanese French UNIVERSITY

Quality
Assurance

Ministry of Higher Education and
Scientific Research
Kurdistan Region – Iraq

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Module Aims	• 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.
Module Learning Outcomes	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
Learning and Teaching Strategies	
Strategies	The module will be delivered to the students through the use of modern technology, case studies, reading material, flipped classroom, video, and case analysis. The student-centered approach will be applied. The strategies to be implemented to target students learning outcomes.

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Module Delivery	
Structured workload (h/w)	3 h/w
Unstructured workload (h/w)	12 h/w
Total workload (h/w)	15 h/w

Module Assessment				
Assignments	10%			
Quiz	5%			
Midterm Examination	25 %			
Final Examination	60%			
Total		%100		

Learning and Teaching Resources		
	Text	**Available in the Library?**
Required Texts	1- "Health Care Management: A Text in Organization Theory and Behavior" by Donald J. Lombardi and John R. Schermerhorn Jr. 2- "Essentials of Health Care Finance" by William O. Cleverley, James O. Cleverley, and Paula H. Song	
Recommended Texts	1- American College of Healthcare Executives (ACHE): 2- Website: https://www.ache.org/ American Association of Healthcare Administrative Management (AAHAM): 3- Website: https://www.aaham.org/	
Websites		

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Ministry of Higher Education and
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Kurdistan Region – Iraq

Delivery Plan (Syllabus)	
	Material Covered
Week 1	An overview of the subject and a discussion of the chapter outline
Week 2	Key components of healthcare (1- medical services,2- preventive care, 3 primary care, 4-specialty care, 5- Emergency care, 6- Long-term care,
Week 3	7- Mental Health service, 8- Public health, 9- Health Insurance, 10- Health care Administration.
Week 4	Healthcare Management, healthcare administrator, Healthcare leadership, healthcare manager, healthcare administration, healthcare executive, healthcare policy, + quiz
Week 5	**Assignment**
Week 6	Presentation of assignment
Week 7	Healthcare quality management, healthcare finance management, healthcare ethics, healthcare information systems management, healthcare operations management
Week 8	Healthcare manager's skills (leadership skills, communication skills, financial skills, strategic planning,
Week 9	**Midterm exam**
Week 10	Regulatory compliance, quality improvement, health information technology, HRM,
Week 11	Risk management, interpersonal and cultural competence, ethical decision-making,
Week 12	project management, patient-centered care, healthcare policy and advocacy, and emergency preparedness.
Week 13	What are competencies?, key points about competence (knowledge and skills, experience, adaptability,
Week 14	Effective performance, continuous learning, context-dependent, ethical considerations, Interpersonal skills
Week 15	Course review
Week 16	**Final Exam**

Course Keywords
Healthcare management, Competence, Leadership

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Quality Assurance

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Kurdistan Region – Iraq

APPENDIX: (Help and Information)

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GRADING SCHEME				
Group	**ECTS Grade**	**% of Students/Marks**	**Definition**	**GPA**
Success Group (50 - 100)	**A -** Excellent	Best 10%	Outstanding Performance	**5**
	B - Very Good	Next 25%	Above average with some errors	**4**
	C - Good	Next 30%	Sound work with notable errors	**3**
	D - Satisfactory	Next 25%	Fair but with major shortcomings	**2**
	E - Sufficient	Next 10%	Work meets minimum criteria	**1**
Fail Group (0 – 49)	**FX –** Fail	(45-49)	More work is required but credit awarded	
	F – Fail	(0-44)	A considerable amount of work required	

Note:

NB Decimal places above or below 0.5 will be rounded to the higher or lower full mark (for example a mark of 54.5 will be rounded to 55, whereas a mark of 54.4 will be rounded to 54. KNU has a policy NOT to condone "near-pass fails" so the only adjustment to marks awarded by the original marker(s) will be the automatic rounding outlined above.

Useful Resource:

Designing Learning, from module outline to effective teaching