

COURSE OUTLINE

INTEGRATED HEALTH SERVICES MANAGEMENT

Course Title

CPH 105

Dept. & Course No.

I. COURSE DESCRIPTION:

This course introduces the concepts, definition, principles, and main functions of Health Services Management, including good management practices, vital at district level health care. The course will also put management theories and concepts into practical examples and exercises. Topics that will be covered include development and functioning of health teams, community participation, resources management, and management of primary health care services.

II. SEMESTER CREDITS:3

III. CONTACT HOURS PERWEEK: Lecture: 3 Lab: 0 Total: 3

IV. PREREQUISITE: None.

V. STUDENT LEARNING OUTCOMES: VI. COURSE

CONTENTS: Upon completion of this course the student will be able, with 65% level of accuracy, to:

1. Describe the definition, principles and main functions of Health Services Management (HSM) and the role of HSM Teams in community work.
 - A. Definitions and principles of HSM
 1. HSM defined
 2. Main functions of HSM
 3. Definition of a Health Team
 4. Cooperative relations of the HSM Team with the community
 5. Delegation, authority, responsibility and supervision in HSM
 - B. Leading in HSM:
 1. Different styles of leadership
 2. Coordination of Team's duties and tasks
 3. Performance evaluation of Team members
 4. Training of the Team as required
 - C. Planning in HSM
 1. The stages and steps in the planning process
 2. "SMARTER" characteristics of objectives and activities in the planning process
 3. Relevance of the "pilot" or "field" testing of a plan
 4. Implementation monitoring of a plan
 5. Evaluation of planned activities and interventions
2. Describe the Leading function of Management in HSM.
3. Describe the Planning function of Management in HSM.

4. Describe the Organizing function of Management in HSM.

D. Organizing in HSM: the 4 “big Ms”

1. Organizing Manpower
2. Organizing Money
3. Organizing Materials
4. Organizing Managed time

5. Describe the Controlling function of Management in HSM.

E. Controlling in HSM

1. Establishing standards of services, for quality, timeliness and client satisfaction
2. Identifying causes of deficiencies and malfunctions
3. Intervene to amend deficiencies and malfunctions
4. Use all means of “Team Communications” including meetings and interpersonal approaches

VII. EQUIPMENT AND MATERIALS:

1. Projector
2. Routine classroom materials
3. 1 USB storage device (at least 1 GB)—student-furnished

VIII. TEXT:

Text: McMahan R., Barton E., Piot M. On Being In Charge – A Guide to Management in Primary Health Care. 2nd Edition, WHO, Geneva, 1992.

IX. METHODS OF INSTRUCTION:

1. Lecture
2. Group work on practical classroom exercises
3. Questions and Answers (Discussion) and/or Guest Speakers

X. METHOD OF EVALUATION:

1. Description	Points
a. Class participation and assignments	25%
b. Tests/Quizzes	25%
c. Mid-term Exam	25%
d. Final Exam	<u>25%</u>
Total	100%
2. Transmutation of percent to letter grade	
a. 90-100	A
b. 80-89	B
c. 70-79	C
d. 65-69	D
e. 0-64	F

Palau Community College
CPH 105 Integrated Health Services Management
Course Learning Outcomes

During the course experience, the *course learning outcomes* (CLOs) will be assessed through the use of signature assignments. A rating scale will be used to determine the students' proficiency level of each CLO using specifically aligned assignments. The numerical ratings of 4, 3, 2 and 1 are not intended to represent the traditional school grading system of A, B, C, D and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the course learning outcomes listed below.

- Rating Scale:
4. Exceeds Expectations
 3. Meets Expectations
 2. Developing
 1. Below Expectations

CLO#1: Students will be able to define and describe basic terms and concepts of Health Services Management (HSM).

4	Perform all of the following tasks accurately and completely: <ul style="list-style-type: none"> • Describe and define terms used in HSM • Describe the main functions of HSM • Explain on the principles of management in Public Health practice • Describe the cooperative relations of the Health Team and the Community
3	Perform the tasks mentioned above with mixed quality, but most are adequate and complete.
2	Perform the tasks mentioned above with mixed quality, but most are inadequate or incomplete.
1	Unable to perform the tasks mentioned above.

CLO#2: Students will be able to describe the “Leading” function of management in HSM.

4	Perform all of the following tasks accurately and completely: <ul style="list-style-type: none"> • Identify and describe the different styles of leadership. • Identify methods of coordinating team activities, duties, and tasks. • Explain on the factors that motivate team member to work. • Describe ways to reduce factors that cause dissatisfaction in a team.
3	Perform the tasks mentioned above with mixed quality, but most are adequate and complete.
2	Perform the tasks mentioned above with mixed quality, but most are inadequate or incomplete.
1	Unable to perform the tasks mentioned above.

CLO#3: Students will be able to describe the “Planning” function of management in relation to implementation and evaluation of primary health care.

4	Perform all of the following tasks accurately and completely <ul style="list-style-type: none"> • Describe the stages and steps in the planning process. • Describe the “SMARTER” characteristics in the development of objectives and activities during the planning process. • Describe the relevance of both a “pilot” testing of a plan and implementation monitoring of a plan. • Discuss the basic principles of evaluation of planned activities and interventions.
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3	Perform the tasks mentioned above with mixed quality, but most are adequate and complete.
2	Perform the tasks mentioned above with mixed quality, but most are inadequate or incomplete.
1	Unable to perform the tasks mentioned above.

CLO#4: Students will be able to describe the relevance and significance of the “Organizing” function of management in HSM.

4	Perform all of the following tasks accurately and completely <ul style="list-style-type: none"> • Describe job descriptions as part of the “Organizing: function of management in HSM. • Explain the importance of effective communication with the community in HSM. • Describe the 4 “big Ms” in HSM. • Describe the roles and tasks pertaining to each of the “big Ms” in HSM.
3	Perform the tasks mentioned above with mixed quality, but most are adequate and complete.
2	Perform the tasks mentioned above with mixed quality, but most are inadequate or incomplete.
1	Unable to perform the tasks mentioned above.

CLO#5: Students will be able to describe the “Controlling” function of management in HSM.

4	Perform all of the following tasks accurately and completely <ul style="list-style-type: none"> • Describe and explain standards of services, quality, timeliness and client satisfaction. • Explain the assessment of team members’ performance and possible causes of deficiencies. • Explain appropriate methods of intervening to amend deficiencies and malfunctions. • Describe and explain all the meanings of “Team Communications”.
3	Perform the tasks mentioned above with mixed quality, but most are adequate and complete.
2	Perform the tasks mentioned above with mixed quality, but most are inadequate or incomplete.
1	Unable to perform the tasks mentioned above.