

## Course Syllabus

1	<b>Course title</b>	Introduction to Health Management
2	<b>Course number</b>	4101702
3	<b>Credit hours</b>	3
	<b>Contact hours (theory, practical)</b>	3 hours/week (theoretical)
4	<b>Prerequisites/corequisites</b>	---
5	<b>Program title</b>	Master Degree in Health Economics and Health Policies Master Degree in Women's Health Academic Diploma in Respiratory Therapy
6	<b>Program code</b>	
7	<b>Awarding institution</b>	The University of Jordan
8	<b>School</b>	Institute of Public Health
9	<b>Department</b>	Institute of Public Health
10	<b>Course level</b>	Postgraduate-Master's Degree
11	<b>Year of study and semester (s)</b>	First Year-Second Semester
12	<b>Other department (s) involved in teaching the course</b>	Not Applicable
13	<b>Main teaching language</b>	English
14	<b>Delivery method</b>	✓Face to face learning <input type="checkbox"/> Blended <input type="checkbox"/> Fully online
15	<b>Online platforms(s)</b>	✓Moodle ✓Microsoft Teams <input type="checkbox"/> Skype <input type="checkbox"/> Zoom <input type="checkbox"/> Others
16	<b>Issuing/Revision Date</b>	15 <sup>th</sup> January 2025



### 17 Course Coordinator:

<b>Name:</b> Dr Saja A. Alnahr	<b>Contact hours:</b> Monday 10:00-13:00 Wednesday 11:30-13:00 Wednesday 16:00-17:00 Or by appointment
<b>Office number:</b> Office No. 110-First Floor-Building 2-School of Medicine	<b>Phone number:</b> TBC
<b>Email:</b> <a href="mailto:s.alnahr@ju.edu.jo">s.alnahr@ju.edu.jo</a>	

### 18 Other instructors:

Name:  Office number:  Phone number:  Email:  Contact hours:
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### 19 Course Description:

This course provides an introduction to the theoretical basis of health care management. It contextualizes management within the health care system and provides an introduction to the management functions, managers roles and skills. It describes the managerial processes, and interaction between organizations and their environment. The course provides an opportunity to examine real life management case studies in order to apply management practice and skills in real life situations.

## 20 Course aims and outcomes:

### A- Aims:

The aim of this course is to introduce students to the foundational theories and principles of health care management. Students will explore the contextual role of management within the health care system, focusing on core managerial functions, roles, and essential skills required for effective leadership. Through examination of managerial processes and the dynamic interactions between health organizations and their environments, students will gain insights into real-world management challenges. Practical case studies will provide opportunities for students to apply theoretical knowledge and develop critical management skills relevant to the health care sector.

### B- Students Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Describe health, health care, and health care organizations;
2. Describe and discuss the elements of effective management;
3. Identify environmental issues as they impact management and develop strategies to adapt to these environments;
4. Describe and explain the planning, organizing, staffing, and control functions;
5. Identify, discuss and/or describe various types of leadership, motivation techniques, teamwork, and effective communication methods;
6. Communicate effectively through both oral and written presentations.

## 21. Topic Outline and Schedule:

Week	Topic	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous / Asynchronous Lecturing	Evaluation Methods
1	Introduction to Healthcare Management and Organisations	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
2	Foundations of Management in Healthcare	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
3	Strategic Planning and Management in Healthcare Organisations	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
4	Organisational Structure, Behaviour, and Management Thinking in Healthcare	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
5	Healthcare Workforce Management: Recruitment and Retention	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
6	Leadership, Motivation, and Ethics in Healthcare Management	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
7	Performance Management and Quality Improvement in Healthcare	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
8	Decision-Making and Problem-Solving in Healthcare Management	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
9	Managing Change in Healthcare Organisations	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
10	Professionalism and Effective Communication in Healthcare Leadership	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion

11	Healthcare Marketing and Consumer Engagement Strategies	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion
12	Special Topics and Emerging Issues in Health Care Management	Face-to-Face	N/A	N/A	Exams, assignments and in-class discussion

## 22 Evaluation Methods:

Opportunities to demonstrate achievement of the SLOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	SLOs	Period (Week)	Platform
Assignments	30	1-12	1-10	TBD	On-campus
Midterm Exam	30	1-6	1-10	23 April 2025	On-campus
Final Exam	40	1-12	1-10	4 June 2025	On-campus

## 23 Course Requirements

This course is web-enhanced. Delivery problems can result if technological requirements are not taken into consideration. The following information has been provided to assist the student in preparing to use technology successfully in this course.

1. Internet access/connection
2. Headset/Microphone (if required for synchronous sessions in an online course)
3. Word Processor (i.e. MS Word or Word Perfect)

Discussion is an integral part of this course. Students can be called on at random and are expected to be able to provide intelligent discussion regarding integrating their knowledge and experience. There will also be several in-class group activities where students are expected to contribute their knowledge and expertise substantially.

The course outline may change as needed and shall be determined by the instructor. Content shall not change; if so, students shall be given prior notice. However, depending on the term, the course breakout in sessions per week may vary, but all contact hours shall be met within the semester and the class schedule parameters.

## 24 Course Policies:

<b>Cheating</b>	Your grade should be a reflection of your own individual understanding and mastery of the material covered in the course. Cheating or dishonesty in any manner (including, but not limited to, plagiarism, lying, and/or presenting work from others as your own) will not be tolerated. Should academic dishonesty be suspected or detected, it will be dealt with according to the University of Jordan policies.
<b>Attendance</b>	Attending all classes is mandatory unless a reasonable excuse is provided in extreme circumstances. Students unable to take a scheduled exam are expected to inform the instructor within 3 days and arrange for a make-up one. Make ups will be given only to students who have notified the instructor and set up an alternate time. Any missed exam will result in a grade of zero for that particular examination type.
<b>Workload</b>	You should be prepared to spend at least six hours outside of class each week studying for that week's material.
<b>Participation</b>	Presentation and active participation in the classroom discussions is important for evaluation. With presentation, each student is required to bring an article about the topic and present it to the class.

## 25 References:

### A- Required book(s), assigned reading and audio-visuals:

1. Olden, P. (2019). Management of healthcare organizations: An Introduction. Gateway to Healthcare Management.
2. Buchbinder, & Shanks, N. H. (2016). Introduction to health care management. Jones & Bartlett Publishers.

### B- Recommended books, materials, and media:

1. White, K. R., & Griffith, J. R. (2010). The Well-managed Healthcare Organization.
2. Longest, B. B., Rakich, J. S., & Darr, K. (2000). Managing health services organizations and systems.

### C- Key Journals

1. Journal of Healthcare Management (<https://journals.lww.com/jhmonline/pages/default.aspx>)
2. Healthcare Management Review (<https://journals.lww.com/hcmrjournal/pages/default.aspx>)
3. Journal of Health Communication (<https://www.tandfonline.com/journals/uhcm20>)
4. Quality Management in Health Care (<https://journals.lww.com/qmhcjournal/pages/default.aspx>)
5. Journal of Medical Marketing (<https://journals.sagepub.com/home/mmj>)



#### D- Other useful resources

1. World Health Organisation- (<https://www.who.int/health-topics/health-systems>)
2. ISQua - The International Society for Quality in Health Care (<https://isqua.org/>)
3. Institute for Healthcare Improvement (<https://www.ihl.org/>)
4. American College of Healthcare Executives (<https://www.ache.org/>)

#### 26 Additional information:

Course information and other related materials can be found on the Virtual Learning Environment (E-learning). This contains information about each session and key references for the module. Moodle also will form the key resource for discussion groups; online lectures and seminars.

<b>Name of Course Coordinator:</b> -Dr Saja Alnahr	<b>Signature:</b> -----	<b>Date:</b> 15 <sup>th</sup> January 2025
Head of Curriculum Committee/Department: -----	Signature: -----	
Head of Department: -----	Signature: -----	
Head of Curriculum Committee/Faculty: -----	Signature: -----	
Dean: -----	Signature: -----	