



**Jordan University of Science and Technology**  
**Faculty of Medicine**  
**Public Health Department**

PH730 Health Management - JNQF Level: 6

First Semester 2023-2024

**Course Catalog**

3 Credit Hours. Health system managers require appropriate knowledge, competencies, and attitudes to confront the challenges facing the health of modern communities. Acquisition of management competencies can best occur by application of extensive knowledge of the theoretical principles that underlie organizational behavior and the systems, structure, and processes that characterize modern health services. This unit forms the knowledge and competency basis for health managers and lays the groundwork for more advanced education in the leadership role of health executives. This course is designed to introduce students to the basic concepts of Health care management and planning. Health Care Management provides a framework for addressing management problems in health care organizations. Students throughout the course will learn to provide students fundamental characteristics of health care systems; the organization, financing, and delivery of services, the role of prevention and other non-medical factors in population health outcomes; key management and policy issues in contemporary health systems; and the process of public policy development and its impact on the prospects for health system improvement.

**Text Book**

<b>Title</b>	Introduction to Health Care Management.
<b>Author(s)</b>	Buchbinder, S.B., & Shanks, N.H.
<b>Edition</b>	3rd Edition
<b>Short Name</b>	Ref#1
<b>Other Information</b>	Publisher Jones and Bartlett Publishers. Year 2017

**Course References**

Short name	Book name	Author(s)	Edition	Other Information
Ref#2	LEAN HOSPITALS Improving Quality, Patient Safety, and Employee Engagement	Mark Graban	3rd Edition	Publisher Taylor & Francis Group. Year 2016.
Ref #3	Title To Err Is Human ?Building a Safer Health System	Linda T. Kohn, Janet M. Corrigan, and Molla S. Donaldson,	3rd Edition	Publisher NATIONAL ACADEMY PRESS. Year 2000.

Instructor	
Name	Dr. Muhammad Alshyyab
Office Location	M3 L-0
Office Hours	
Email	maalshyyab7@just.edu.jo

Class Schedule & Room
Section 1: Lecture Time: Sun : 10:00 - 13:00 Room: U

Tentative List of Topics Covered		
Weeks	Topic	References
Week 1	An Overview of Health Care Management	From <b>Ref#1</b>
Week 2	Leadership	From <b>Ref#1</b>
Week 3	Management and Motivation	From <b>Ref#1</b>
Week 4	Strategic planning	From <b>Ref#1</b>
Week 5	Qualitative research in healthcare management	
Week 6	The Strategic Management of Human Resources	From <b>Ref#1</b>
Week 7	Health Informatics	From <b>Ref#1</b>
Week 8	Quality Control and Quality Improvement	From <b>Ref#1</b>
Week 9	Overview of Lean for Hospitals and Health Systems	From <b>Ref#2</b>
Week 10	Patient Safety: A Comprehensive Approach to Improving; Errors in Health Care: A Leading Cause of Death and Injury	From <b>Ref #3</b>
Week 11	Why Do Errors Happen? Building Leadership and Knowledge for Patient Safety	From <b>Ref #3</b>
Week 12	Proactive Root Cause Problem Solving	From <b>Ref#2</b>
Week 13	Preventing Errors and Harm	From <b>Ref#2</b>

Week 14	Creating Safety Systems in Health Care Organizations	From Ref #3
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Mapping of Course Outcomes to Program Outcomes and NQF Outcomes	Course Outcome Weight (Out of 100%)	Assessment method
Demonstrate knowledge of the organizational aspects of health services and the impact these have on performance. [1PLO1][1L6K1, 1L6K2, 1L6S3]	10%	
Apply the principles of management and quality and patient safety in the contemporary healthcare context. [1PLO1][1L6K1, 1L6S1, 1L6C4, 1L6C5]	10%	
Demonstrate an understanding of principles and quality and patient safety and their application in the management of healthcare facilities. [1PLO1][1L6K2, 1L6C5]	10%	
Demonstrate an understanding of information management as it applies to healthcare management. [1PLO1][1L6K1, 1L6S2, 1L6C4, 1L6C5]	10%	
Critically analyze diverse social, cultural, and organizational practices and required skills applicable in change management in terms of quality and patient safety. [1PLO1][1L6K1, 1L6K2, 1L6S1, 1L6S2, 1L6S3]	20%	
Generate a focused research question based on identified gaps in current knowledge of health management research. [1PLO1][1L6K2, 1L6S1, 1L6C3]	20%	
Generate a robust qualitative research assignment or review protocol in health management research applying the methodological principles of rigorous research design for addressing management problems in health care organizations. [1PLO1][1L6K2, 1L6S1, 1L6S2, 1L6S3, 1L6C4]	20%	

Relationship to Program Student Outcomes (Out of 100%)
PLO1
100

Relationship to NQF Outcomes (Out of 100%)							
L6K1	L6K2	L6S1	L6S2	L6S3	L6C3	L6C4	L6C5
12.33	23	17.17	10.5	11.33	6.67	9	10

Evaluation	
Assessment Tool	Weight
Oral presentation	10%
Research task (critical thinking)	20%
Quizzes	30%
Qualitative research paper in one of healthcare management topics	40%

<b>Policy</b>	
<b>Attendance Policy</b>	<p>1. Class attendance is mandatory for developing scholarly discussion and argumentation skills. If you are unable to attend class, it is your responsibility to inform the instructor before the class meeting.</p> <p>2. JUST policy requires the faculty member to assign ZERO (Grade: 35) if a student misses 10% of the classes that are not excused.</p>
<b>Cheating</b>	<p>* Standard JUST policy will be applied.</p> <p>Article 7: If a student is caught cheating during an examination or test, the following penalties shall be imposed on him in combination:</p> <p>a. In that He is considered to have failed the exam or test.</p> <p>B. Cancel his registration in the rest of the courses registered for that semester.</p> <p>C. He is expelled from the university for one semester, which is the semester following the one in which he was caught.</p> <p>المادة 7: إذا ضبط الطالب وهو يغش أثناء الامتحان أو الاختبار، توقع عليه العقوبات التالية مجتمعة:</p> <p>أ. اعتباره راسباً في ذلك الامتحان أو الاختبار.</p> <p>ب. إلغاء تسجيله في بقية المقررات المسجلة لذلك الفصل الدراسي.</p> <p>ج- فصله من الجامعة لمدة فصلاً دراسياً واحداً، وهو الفصل الذي يلي الفصل الذي ضبط فيه.</p> <p><b>Plagiarism</b></p> <p>Once your work is submitted, it will be checked against Turnitin's extensive database of student submissions, publications, and Internet content.</p> <p>The course instructor will make Turnitin accessible to you so that you can check your assignments before final submission, to help you ensure that you're submitting original or correctly cited material. Any similarity in your assignment, more than 25%, will be considered as a cheating attempt and the above standard of JUST policy will be applied.</p>

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