

Template for Course Plan (Nursing service Management)

This course aims to introduce the student to the concept and importance of health administration, the functions and roles of the health manager, his characteristics, and the characteristics of organizations and the health sector. This course contains topics dealing with the concept, importance and characteristics of the health system, organization and control in health organizations. Health organizations, approaches and methods of decision-making, problem-solving, management skills (time, job stress, meetings, absences, conflicts, equipment, Total Quality & Patient Safety System), leadership, supervision, direction, effective delegation and motivation.

V. Course Contents:

A. Theoretical Aspect:

No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
1	Health management (concept, importance, objectives and characteristics).	<ul style="list-style-type: none"> - The concept, importance and objectives of health management. - Characteristics of organizations and the health sector. - The most important challenges facing the health manager. 	1	2
2	Administrative process in health associations	<ul style="list-style-type: none"> - Characteristics of a health manager. - Health manager skills. - Health director jobs. - The roles of the health director. - Model of the administrative work system in the health organization. 	1	2
3-4	health system	<ul style="list-style-type: none"> - The concept and importance of the health system. - Elements and components of the health system. - Functions and tasks of the health system. 	2	4

V. Course Contents:				
A. Theoretical Aspect:				
No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
		<ul style="list-style-type: none"> - The concept, elements and levels of health care. - The concept and standards of medical care. - Dimensions of medical care quality. 		
5-6	Strategic and operational planning in health organizations	<ul style="list-style-type: none"> - planning concept. - planning levels. - The importance of planning. - Strategy concept. - The concept of strategic planning. - Stages and steps of strategic planning in health organizations. - Operational planning steps in health organizations. 	2	4
7	Decision making & Problem Solving	<ul style="list-style-type: none"> - The concept of decision making. - Factors affecting decision making. - decision making approaches. - Define the problem. - Positive aspects of the occurrence of problems. - Problem solving steps. - Problem solving methods. 	1	2
8	Med Term Exam		1	2
9	Managing time and Job stress	<ul style="list-style-type: none"> - time management. - Managing Job stress. 	1	2

V. Course Contents:				
A. Theoretical Aspect:				
No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
10	Effective leadership, Directing, delegating, motivating and supervision	<ul style="list-style-type: none"> - Effective leadership. - effective supervision. - effective guidance. - Effective delegation. - effective stimulation. 	1	2
11	Managing meetings and absences	<ul style="list-style-type: none"> - Meeting management. - Absence management. 	1	2
12	Conflict management and equipment	<ul style="list-style-type: none"> - Conflict management. - Equipment management. 	1	2
13	Monitoring, evaluation and evaluation in health organizations	<ul style="list-style-type: none"> - Oversight in health organizations. - Performance evaluation in health organizations. 	1	2
14-15	Total Quality Management & Patient Safety System in Health Care	<ul style="list-style-type: none"> - Total Quality Management in Health Care. - Hospital Performance indicators. - Patient Safety System 	2	4
16	Final Theoretical Exam	...	1	2
Number of Weeks /and Units Per Semester			14	28


