

Republic of Yemen

Ministry of Higher Education & Scientific Research

21 SEPTEMBER UNIVERSITY for MEDICALS and APPLIED SCIENCES



Faculty of Clinical Pharmacy

Program of Clinical Pharmacy & Pharm. D.

**Course Specification of
Fundamentals of Health Management
Course Code. (05.02.224)**

2023



T4: This Template is Developed and Approved by CAQA-Yemen, 2023

Prepared by:	Reviewed by:	Head of the Department:	Quality Unit:	Dean
Dr: Muneer Al wesabi	Dr. ----	Dr. ----	Dr. ----	Dr. ----

I. General Information:

1.	Course Title:	Fundamentals of Health Management			
2.	Course Code:	05.02.224			
3.	Credit Hours:	Credit Hours	Theory Contact Hours		Practical Contact Hours
			Lecture	Tutorial/Seminar	Lab
		2	2	--	--
4.	Level/ Semester at which this Course is offered:	1 st Level / 1 st Semester			
5.	Pre –Requisite (if any):				
6.	Co –Requisite (if any):	NON			
7.	Program (s) in which the Course is Offered:	Program of Clinical Pharmacy & Pharm. D.			
8.	Language of Teaching the Course:	English			
9.	Location of Teaching the Course:	Faculty of Clinical Pharmacy			
10.	Prepared by:	Assoc prof: Muneer Musleh Al wesabi			
11.	Date and Number of Approval by Council:	2023			

II. Course Description:

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.

III. Course Intended Learning Outcomes (CILOs) : Upon successful completion of the course, students will be able to:		Referenced PILOs		
A. Knowledge and Understanding:		I, P or M/A		
a1	Explains the concepts of health management, health system, strategic planning, decision-making and problem-solving in health organizations	M	A1	
a2	Lists the management steps (time, job stress, meetings, absences, conflicts, equipment, Total Quality & Patient Safety System), leadership, supervision, direction, effective delegation, motivation, manager functions, characteristics of health organizations, roles played by the manager, stages and steps of planning and performance control in health organizations, decision-making and problem-solving.	I	A1	
B. Intellectual Skills:				
b1	Analyzes administrative problems in the internal and external work environment of the health organization and alternatives for appropriate solutions.	P	B4	
b2	Distinguish the differences between the nature of the health organization and other organizations and between the different methods and approaches that do not align decisions, solve problems, manage, direct, supervise and control in health organizations.	P	B5	
C. Professional and Practical Skills:				
c1	Apply the functions and roles of the effective manager and leader in health organizations, and manage (time, job stress, meetings, absences, conflicts, equipment, Total Quality & Patient Safety System) efficiently and effectively.	M	C3	
c2	Develops strategic and operational plans in health organizations, takes decisions and solves problems in an organized, scientific manner.	A	C4	
D. Transferable Skills:				
d1	Communicates effectively with colleagues, subordinates and superiors at work.	M	D1	
d2	Stimulates self-learning, and teamwork	M	D2	

I= Introduced, P=Practiced or M/A= Mastered/Advanced

(A) Alignment of Course Intended Learning Outcomes (Knowledge and Understanding) to Teaching Strategies and Assessment Methods:

Course Intended Learning Outcomes	Teaching Strategies	Assessment Strategies
a1 Explains the concepts of health management, health system, strategic planning, decision-making and problem-solving in health organizations	Interactive lectures	Written exam (mid and final terms and quizzes)
a2 Lists the management steps (time, job stress, meetings, absences, conflicts, equipment, Total Quality & Patient Safety System), leadership, supervision, direction, effective delegation, motivation, manager functions, characteristics of health organizations, roles played by the manager, stages and steps of planning and performance control in health organizations, decision-making and problem-solving.	Interactive lectures	Written exam (mid and final terms) Assignments

(B) Alignment of Course Intended Learning Outcomes (Intellectual Skills) to Teaching Strategies and Assessment Methods:

Course Intended Learning Outcomes	Teaching Strategies	Assessment Strategies
b1 Analyzes administrative problems in the internal and external work environment of the health organization and alternatives for appropriate solutions.	- Interactive lectures. - Case studies.	Written exam (mid and final terms). Assignments
b2 Distinguish the differences between the nature of the health organization and other organizations and between the different methods and approaches that do not align decisions, solve problems, manage, direct, supervise and control in health organizations.	- Interactive lectures. - Case studies.	Written exam (mid and final terms).

(C) Alignment of Course Intended Learning Outcomes (Professional and Practical

Skills) to Teaching Strategies and Assessment Methods:

Course Intended Learning Outcomes	Teaching Strategies	Assessment Strategies
c1 Apply the functions and roles of the effective manager and leader in health organizations, and manage (time, job stress, meetings, absences, conflicts, equipment, Total Quality & Patient Safety System) efficiently and effectively.	- Interactive lectures. - Case studies.	Written exam (mid and final terms) Assignments
c2 Develops strategic and operational plans in health organizations, takes decisions and solves problems in an organized, scientific manner.	- Interactive lectures. - Case studies	Written exam (mid and final terms).

(D) Alignment of Course Intended Learning Outcomes (Transferable Skills) to Teaching Strategies and Assessment Methods:

Course Intended Learning Outcomes	Teaching Strategies	Assessment Strategies
d1 Communicates effectively with colleagues, subordinates and superiors at work.	- Self-learning. - Interactive lectures. - Case studies.	- Oral Desiccation - Homework
d2 Stimulates self-learning, teamwork and benefit from the experiences of others	- Self-learning. - Case studies.	- Oral Desiccation - Homework

IV. Course Contents:

A. Theoretical Aspect:

No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours	Learning Outcomes (CILOs)
1	Health management (concept, importance,	- The concept, importance and objectives of health management. - Characteristics of organizations and the health sector. - The most important challenges	1	2	a1, b2



No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours	Learning Outcomes (CILOs)
	objectives and characteristics).	facing the health manager.			
2	Administrative process in health associations	- 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	a1, a2, b2, c1
3-4	health system	- The concept and importance of the health system. - Elements and components of the health system. - Functions and tasks of the health system. - The concept, elements and levels of health care. - The concept and standards of medical care. - Dimensions of medical care quality.	2	4	a1, a2, b1,b2, c1
5-6	Strategic and operational planning in health organizations	- 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	a1,a2,b1, c1,c2,d1, d2
7	Decision making & Problem Solving	- 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	a1,a2, b1, b2, c1,c2,d1, d2
8	Med Term Exam		1	2	a1,a2,b1

No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours	Learning Outcomes (CILOs)
					, b2,c1,c2
9	Managing time and Job stress	- time management. - Managing Job stress.	1	2	a2, b1, c1,d1
10	Effective leadership, Directing, delegating, motivating and supervision	- Effective leadership. - effective supervision. - effective guidance. - Effective delegation. - effective stimulation.	1	2	a2, b2, c1, c2 ,d1
11	Managing meetings and absences	- Meeting management. - Absence management.	1	2	a2, b1, c1,d1
12	Conflict management and equipment	- Conflict management. - Equipment management.	1	2	a2, b1, c1,d1
13	Monitoring, evaluation and evaluation in health organizations	- Oversight in health organizations. - Performance evaluation in health organizations.	1	2	a2, b2, c1,c2,d1
14-15	Total Quality Management & Patient Safety System in Health Care	- Total Quality Management in Health Care. - Hospital Performance indicators. - Patient Safety System	2	4	a2, b1, c1, d1, d2
16	Final Theoretical Exam	...	1	2	a1,a2,b1 ,b2,c1,c2
Number of Weeks /and Units Per Semester			16	32	

B. Practical Aspect (Case Study):

No.	Tasks/ Experiments	Number of Weeks	Contact Hours	Learning Outcomes (CILOs)
1	The national Vision for building the modern Yemeni Country.	5 th	2	b1, b2, c1,c2, d1, d2

No.	Tasks/ Experiments	Number of Weeks	Contact Hours	Learning Outcomes (CILOs)
2	Strategic plan for the health services Sector in Yemen.	6 th	2	b1, b2, c1, c2, d1, d2
3	Strategic directions of 21 September University for Medical & Applied Sciences.	7 th	2	b1, b2, c1, c2, d1, d2
Number of Weeks /and Units Per Semester		3	6	

C. Tutorial Aspect (if any):

No.	Tutorial	Number of Weeks	Contact Hours	Learning Outcomes (CILOs)
1	NA			
Number of Weeks /and Units Per Semester				

VII. Assignments:

No.	Assignments	Week Due	Mark	Aligned CILOs (symbols)
1	Home work1: System & Standards for quality management & Health Accreditation.	10 th	5	a2, b1, c1, d1, d2
	Home work2: Policies & procedures of Patient Safety System in hospitals.	12 th	5	a2, b1, c1, d1, d2
Total			10	

VIII. Schedule of Assessment Tasks for Students During the Semester:

No.	Assessment Method	Week Due	Mark	Proportion of Final Assessment	Aligned Course Learning Outcomes
1	Assignments	10 th -12 th	10	%10	a2, b1, c1, d1, d2
2	Mid-Term Theoretical Exam	8 th	20	%20	a1, a2, b1, b2, c1, c2
3	Final Theoretical Exam	16 th	70	%70	
Total			100	100%	

IX. Learning Resources:

1- Required Textbook(s):

- 1- منير مصلح الوصابي، 2023، الادارة الصحية وسلامة المرضى (المهارات والأسس)، ط1، مكتبة 48 للطباعة والنشر، صنعاء، اليمن.
- 2- Janet A. Brown , The Healthcare Quality Handbook: A Professional Resource & Study Guide,. RN, CPHQ, 2018, 30th Annual Edition, USA.

2- Essential References:

- 1- Roberta Carroll (2011), Risk Management Handbook For Healthcare Organization, 6th, Usa, John Wiley & Son..
- 2- Bayo Okunade, 2016, Management Principle in nursing / Organization of Health Care, Distance Learning Center, University of Ibadan, Nigeria.

3- Electronic Materials and Web Sites etc.:

1. Diane k, Et Al, 2010, Essential of Nursing Leadership and Management, 5th, F.A.Davis Company. Philadelphia, USA, WWW.fadavis.com.
2. المكتب الاقليمي لمنظمة الصحة العالمية لشرق المتوسط، 2007م، الادارة الصحية، مراجعة محمد هيثم خياط، اكايمي [www.academiainternational.com] انترناشيونال.

X. Course Policies: (Based on the Uniform Students' By law (2007)

1	Class Attendance: Class Attendance is mandatory. A student is considered absent and shall be banned from taking the final exam if his/her absence exceeds 25% of total classes.
2	Tardiness: A student will be considered late if he/she is not in class after 10 minutes of the start time of class.
3	Exam Attendance/Punctuality: No student shall be allowed to the exam hall after 30 minutes of the start time, and shall not leave the hall before half of the exam time has passed.
4	Assignments & Projects: Assignments and projects must be submitted on time. Students who delay their assignments or projects shall lose the mark allocated for the same.
5	Cheating: Cheating is an act of fraud that results in the cancelation of the student's exam or assignment. If it takes place in a final exam, the penalties stipulated for in the Uniform Students' Bylaw (2007) shall apply.
6	Forgery and Impersonation: Forgery/Impersonation is an act of fraud that results in the cancelation of the student's exam, assignment or project. If it takes place in a final exam, the penalties stipulated for in the Uniform Students' Bylaw (2007) shall apply.
7	Other policies: The University official regulations in force will be strictly observed and students shall comply with all rules and regulations of the examination set by the Department, Faculty and University Administration.

Faculty of Clinical Pharmacy

Program of Clinical Pharmacy & Pharm. D.

Course Plan (Syllabus) of Fundamentals of Health Management

Course Code. 05.02.224

I. Information about Faculty Member Responsible for the Course:						
Name of Faculty Member:		Office Hours				
Location & Telephone No.:	-----					
E-mail:	--@--.--	SAT	SUN	MON	TUE	WED THU

2023

II. Course Identification and General Information:

1.	Course Title:	Fundamentals of Health Management			
2.	Course Code:	05.02.224			
3.	Credit Hours:	Credit Hours	Theory Contact Hours		Practical Contact Hours
			Lecture	Tutorial/Seminar	Lab
		2	2	--	--
4.	Level/ Semester at which this Course is offered:	1st Level 3 / 1st Semester			
5.	Pre –Requisite (if any):				
6.	Co –Requisite (if any):	NON			
7.	Program (s) in which the Course is Offered:	Program of Clinical Pharmacy & Pharm. D.			
8.	Language of Teaching the Course:	English			
9.	Location of Teaching the Course:	Faculty of Clinical Pharmacy			
10.	Prepared by:	Assoc prof: Muneer Musleh Al wesabi			
11	Date and Number of Approval by Council:	2023			

III. Course Description:

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.

IV. Course Intended Learning Outcomes (CILOs) :

Upon successful completion of the Course, student will be able to:

	A. Knowledge and Understanding:
a1	Explains the concepts of health management, health system, strategic planning, decision-making and problem-solving in health organizations
a2	Lists the management steps (time, job stress, meetings, absences, conflicts, equipment, Total Quality & Patient Safety System), leadership, supervision, direction, effective delegation, motivation, manager functions, characteristics of health organizations, roles played by the manager, stages and steps of planning and performance control in health organizations, decision-making and problem-solving.
	B. Intellectual Skills:
b1	Analyzes administrative problems in the internal and external work environment of the health organization and alternatives for appropriate solutions.
b2	Distinguish the differences between the nature of the health organization and other organizations and between the different methods and approaches that do not align decisions, solve problems, manage, direct, supervise and control in health organizations.
	C. Professional and Practical Skills:
c1	Apply the functions and roles of the effective manager and leader in health organizations, and manage (time, job stress, meetings, absences, conflicts, equipment, Total Quality & Patient Safety System) efficiently and effectively.
c2	Develops strategic and operational plans in health organizations, takes decisions and solves problems in an organized, scientific manner.
	D. Transferable Skills:
d1	Communicates effectively with colleagues, subordinates and superiors at work.
d2	Stimulates self-learning, and teamwork

V. Course Contents:

A. Theoretical Aspect:

No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
1	Health management (concept, importance,	– The concept, importance and objectives of health management. – Characteristics of organizations and	1	2

No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
	objectives and characteristics).	the health sector. – The most important challenges facing the health manager.		
2	Administrative process in health associations	– 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	– The concept and importance of the health system. – Elements and components of the health system. – Functions and tasks of the health system. – The concept, elements and levels of health care. – The concept and standards of medical care. – Dimensions of medical care quality.	2	4
5-6	Strategic and operational planning in health organizations	– 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	– The concept of decision making. – Factors affecting decision making. – decision making approaches. – Define the problem.	1	2

No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
		– Positive aspects of the occurrence of problems. – Problem solving steps. – Problem solving methods.		
8	Med Term Exam		1	2
9	Managing time and Job stress	– time management. – Managing Job stress.	1	2
10	Effective leadership, Directing, delegating, motivating and supervision	– Effective leadership. – effective supervision. – effective guidance. – Effective delegation. – effective stimulation.	1	2
11	Managing meetings and absences	– Meeting management. – Absence management.	1	2
12	Conflict management and equipment	– Conflict management. – Equipment management.	1	2
13	Monitoring, evaluation and evaluation in health organizations	– Oversight in health organizations. – Performance evaluation in health organizations.	1	2
14-15	Total Quality Management & Patient Safety System in Health Care	– 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			16	32
No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
1	Health management	– The concept, importance and objectives of health	1	2



No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
	(concept, importance, objectives and characteristics).	- management. – Characteristics of organizations and the health sector. – The most important challenges facing the health manager.		
2	Administrative process in health associations	– 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	– The concept and importance of the health system. – Elements and components of the health system. – Functions and tasks of the health system. – The concept, elements and levels of health care. – The concept and standards of medical care. – Dimensions of medical care quality.	2	4
5-6	Strategic and operational planning in health organizations	– 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

No.	Units/Topics List	Sub Topics List	Number of Weeks	Contact Hours
7	Decision making & Problem Solving	– 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	– time management. – Managing Job stress.	1	2
10	Effective leadership, Directing, delegating, motivating and supervision	– Effective leadership. – effective supervision. – effective guidance. – Effective delegation. – effective stimulation.	1	2
11	Managing meetings and absences	– Meeting management. – Absence management.	1	2
12	Conflict management and equipment	– Conflict management. – Equipment management.	1	2
13	Monitoring, evaluation and evaluation in health organizations	– Oversight in health organizations. – Performance evaluation in health organizations.	1	2
14-15	Total Quality Management & Patient Safety System in Health Care	– 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			16	32

B. Case Studies and Practical Aspect:

No.	Tasks/ Experiments	Number of Weeks	Contact Hours
1	The national Vision for building the modern Yemeni Country.	5th	2
2	Strategic plan for the health services Sector in Yemen.	6th	2
3	Strategic directions of 21 September University for Medical & Applied Sciences.	7th	2
Number of Weeks /and Units Per Semester		3	6

No.	Tasks/ Experiments	Number of Weeks	Contact Hours
1	The national Vision for building the modern Yemeni Country.	5 th	2
2	Strategic plan for the health services Sector in Yemen.	6 th	2
3	Strategic directions of 21 September University for Medical & Applied Sciences.	7 th	2
Number of Weeks /and Units Per Semester		3	6

C. Tutorial Aspect:

No.	Tutorial	Number of Weeks	Contact Hours
1	NA		
Number of Weeks /and Units Per Semester			

VI. Teaching Strategies of the Course:

خطأ! لم يتم العثور على مصدر المرجع.

VII. Assessment Methods of the Course:

خطأ! لم يتم العثور على مصدر المرجع.

VIII. Assignments:

No.	Assignments	Week Due	Mark
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No.	Assignments	Week Due	Mark
1	Home work1: System & Standards for quality management & Health Accreditation.	10th	5
	Home work2: Policies & procedures of Patient Safety System in hospitals.	12th	5
Total			10

IX. Schedule of Assessment Tasks for Students During the Semester:

No.	Assessment Method	Week Due	Mark	Proportion of Final Assessment
1	Assignments	10th -12th	10	%10
2	Mid-Term Theoretical Exam	8th	20	%20
3	Final Theoretical Exam	16th	70	%70
Total			100	100%

No.	Assessment Method	Week Due	Mark	Proportion of Final Assessment
1	Assignments	10 th -12 th	10	%10
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X. Learning Resources:

• 1- Required Textbook(s):

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