

**University:** Mansoura

**Faculty:** Nursing

**Program:** Master Degree in Nursing

**Department:** Nursing Administration

### **Course specifications**

#### **1-Basic Information**

<b>Code:</b> HC deliv.sys	<b>Course Title:</b> Health care delivery system نظم الخدمات الصحية	<b>year/level:</b> Master, Specialty 2013/2014
<b>Hours: Theory</b> 2 hrs. X32 week = 64hrs.		<b>Practical:</b> -

#### **2-Course Objective:**

This course provides overviews of different healthcare delivery system in community and healthy programs in addition to apply strategic planning and management of health care organizations.

#### **3- Intended learning Outcomes (ILOs):**

<b>A-Knowledge and Understanding:</b>	A1- Identify the healthcare delivery system in Egypt. A2- Determine multi provider systems in health care organization. A3- Explain legislation and regulation related to nursing facilities. A4- Identify Strategic planning for health care provider organization A5- Define Strategic management of stakeholder relationship.
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	<p>A6-Aware of different approaches of marketing system.</p> <p>A7-Identify marketing mission and objectives.</p> <p>A8-Defines Human resource management.</p> <p>A9-Recognize History of hospitals.</p> <p>A10-list services provided by hospitals.</p> <p>A11-Identify different area of responsibilities of health care process.</p> <p>A12-Defined managed health care.</p> <p>A13-Identify challenges for nurses in managing nursing services.</p>
<p><b>B-Intellectual Skills:</b></p>	<p>B1- Analyze Critically the difference between the healthcare delivery system in USA and the other in Egypt.</p> <p>B2- Select suitable system for providing care.</p> <p>B3- Evaluates outcomes of stakeholder management strategies.</p> <p>B4- Differentiate between customer behaviors</p> <p>B5-. Create solving of the problem facing the healthcare system.</p> <p>.</p>

<p><b>C-Professional Skills:</b></p>	<p>C1- Discuss strategies for stakeholder relationships.</p> <p>C2-Clarify different responsibilities Of staff nurses in nursing service management.</p> <p>C3-Demonstrate quality management process in health care delivery system.</p>
<p><b>D-General and Transferable:</b></p>	<p>D1- Predicts future direction of human resources management.</p> <p>D2-Manage changes in hospitals.</p> <p>D3- Critique role of planning director and department.</p> <p>. D4-Use human resources effectively in management process.</p> <p>D5-Aware of different approach of marketing system.</p>
<p><b>4- Course Content:</b></p> <ol style="list-style-type: none"> <li>1) national health care :a comparison between united states and Canada</li> <li>2) multi provider systems</li> <li>3) Governance and management: legislation and regulation.</li> <li>4) Strategic planning for health care provider organization.</li> <li>5) Strategic management of stakeholder relationship.</li> <li>6) marketing health care system</li> </ol>	

<p>7) Human resource management.</p> <p>8) History of hospitals.</p> <p>9) Hospital organization and management.</p> <p>10) Patient access services (admitting): into, through, out of health care process.</p> <p>11) Managed health care.</p> <p>12) Management of nursing services.</p>													
<p><b>5- Teaching and learning Methods:</b></p> <p>5.1- Lectures and notes.</p> <p>5.2- Discussion groups.</p> <p>5.3- Reading and library assignments.</p> <p>5.4 - Written and oral presentations.</p>													
<p><b>6- Teaching and learning Methods of Students with Special need:</b> Not Relevant</p>													
<p><b>7- Student Assessment Methods:</b></p>													
<b>A- Assessment Methods</b>	-Semester work - Final written exam												
<b>B- Schedule</b>	Semester work            all weeks Final written exam        week 32												
<b>C- Weighting of Assessments</b>	<table border="0"> <tr> <td>Semester work</td> <td>0</td> <td>%</td> </tr> <tr> <td>Oral exam</td> <td>0</td> <td>%</td> </tr> <tr> <td><u>Final written exam</u></td> <td><u>50</u></td> <td><u>100 %</u></td> </tr> <tr> <td>Total</td> <td>50</td> <td>100%</td> </tr> </table>	Semester work	0	%	Oral exam	0	%	<u>Final written exam</u>	<u>50</u>	<u>100 %</u>	Total	50	100%
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<p><b>8- List of references:</b></p>													
<b>A- Course notes</b>	Hand out prepared by students												
<b>B- Compulsory Books</b>	<b>Peter J.Buttro,(1999) principles for</b>												

	<p><b>long term health care administration</b>, 1<sup>st</sup> ed. Library of congress Cataloging, USA, pp: 273</p> <p><b>. Health care administration planning ,organizing, managing organized delivery system (1999):</b> 3<sup>th</sup> ed., Canada: Mosby Co.</p>
<b>C-Recommended Books</b>	<p><b>Sullivan E. &amp; Decker P.(2005):</b> Effective leadership and management in nursing, 6<sup>th</sup> ed. ,Pearson prentice Hall <b>pp:130</b></p> <p><b>Wojner A. (2001):</b> Outcome management: application to clinical practice. USA: C.V. Mosby Co.</p>
<b>D- Periodicals, Web Sites,...etc</b>	<p>Journal of Advanced nursing(2005-2010) Edit by Webb. Ch.</p> <p><a href="http://WWW.blackwell-science.com">WWW.blackwell-science.com</a></p>

**Course Coordinator:**

**Head of Department:** Prof. Amira Ahamed Hasanen