

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet: *Menedžment sistemov in procesov v zdravstvu*
Course title: *Management of Systems and Processes in Health Care*

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Edukacija in menedžment v zdravstvu – 3. stopnja, doktorski program	/	2.	3.
<i>Education and Management in Health Care- 3rd cycle</i>	/	2 nd	3 rd

Vrsta predmeta / Course type

obvezni/obligatory

Univerzitetna koda predmeta / University course code:

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje work	Druge oblike študija	Samost. delo Individ. work	ECTS
45	45	0	0	0	285	15

Nosilec predmeta / Lecturer:

doc. dr. Milena Kramar Zupan

Jeziki / Languages:

Predavanja / Lectures: slovenski/Slovenian
Vaje / Tutorial: slovenski/Slovenian

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

Vpis v drugi letnik študijskega programa.

Prerequisites:

Enrolment in the second year of the study programme.

Vsebina:*Vsebina*

- Sodobne teorije, koncepti, pristopi managementa.
- Organiziranje procesov in sistemov.
- Teorije motivacije.
- Management sprememb.
- Organizacijski razvoj.
- Management kakovosti - merjenje, vrednotenje izidov.
- Case management - Vodena zdravstvena oskrba.
- Analiziranje sistemov in uvajanje inovacij.

Content (Syllabus outline):*Contents:*

- Contemporary theories, concepts, and management approaches.
- Organisation of processes and systems.
- Motivation theories.
- Management of changes.
- Organisational development.
- Quality management - measuring and evaluating results.
- Case management - guided health care.
- Analysing systems and introducing innovations.

Temeljni literatura in viri / Readings:

- Rozman, R. in drugi (2019). Management v zdravstvenih organizacijah. Ljubljana: Lexpera, GV Založba.
- Gailbraith, J. R., (2014). Designing organizations: Strategy, Structure, and process at the business unit and enterprise levels. San Francisco: Jossey Bass.
- Borkowski, N. (2009). Organizational Behavior in Health Care. Sudbury MD: Jones and Bartlett Publishers; 113-131; 187-200; 361-376;338-390.
- Bohinc, M. (2009). Kvantno vodenje procesov – inovativni pristopi. Management izobraževanje in turizem (elektronski vir): kreativno v spremembe: Znanstvena konferenca z mednarodno udeležbo, 22.-23. Oktober 2009, Portorož: Zbornik referatov, str. 274-279.
- Gratto Liebler, J., McConnell, C.R. (2004). Management Principles for Health Professionals. Boston: Fourth Edition. Jones and Bartlett Publishers; 365-377.
- Lighter, D. (2005). Quality Management in Health Care.: Boston. Jones and Bartlett Publishers; 47-101.
- Smith, P. S., Flarey, D. L. (1999). Process-Centered Health Care Organizations. Gaithersburg Maryland: Aspen Publishers;;str.17-100.
- Tratnik, M. (2002). Raziskovanje v managementu. Koper: Visoka šola za management; 33-87.

Cilji in kompetence:

- pridobiti znanje o sodobnih teorijah, teoretičnih konceptih, pristopih, načelih managementa v zdravstvu;
- razviti sposobnosti za vodenje sistemov in procesov na različnih ravneh in zmožnosti interdisciplinarnega delovanja;
- pridobiti in uporabiti metodološko znanje za analiziranje sistemov in procesov;
- uporabiti organizacijske metode in orodja za ustvarjalno reševanje praktičnih organizacijskih problemov;
- pridobiti znanje in sposobnosti za oblikovanje novih sistemov in procesov - organizacijski razvoj;
- uporabiti znanje za uvajanje inovativnih managerskih sprememb;
- pridobi in uporabi znanje o novih metodah, tehnikah za merjenje in vrednotenje kakovosti izidov zdravstvene obravnave.

Objectives and competences:

- to acquire knowledge on contemporary theories, theoretical concepts, approaches and management principles in health care;
- to develop competences for leading systems and processes on different levels, and abilities of interdisciplinary activities;
- to acquire and use methodological knowledge for analysing systems and processes;
- to use organisational methods and tools for creative solutions of practical organisational problems;
- to acquire knowledge and competences for designing new systems and processes - organisational development;
- to use knowledge for introducing innovative managerial changes;
- to acquire and use knowledge on new methods, techniques for measuring and evaluating the quality of healthcare treatment results;

Predvideni študijski rezultati:

Študent:

- Pozna sodobne teorije, koncepte in pristope managementa.
- Pridobi znanje in razvije sposobnosti za organiziranje najzahtevnejših procesov in sistemov.
- Pozna motivacijske teorije in razume pomen motivacijskih dejavnikov za uspešnost procesov dela.

Intended learning outcomes:

Students:

- Know the contemporary theories, concepts, and management approaches.
- Acquire knowledge and develop competences for organising the most complex processes and systems.
- Know the motivational theories and understand the importance of motivational factors for successful work processes.

- Usposobi se za implementacijo sprememb (management sprememb) in novosti v delovnem okolju.
- Pridobi znanje in veščine za vodenje managementa kakovosti, merjenje, in vrednotenje izidov.
- Usposobi se za nadzor nad organizacijskim razvojem delovnega okolja.
- Spozna organizacijo Case managementa v zdravstveni negi.
- Analiziranje sistemov in uvajanje inovacij.

- Are qualified for implementation of changes (management of changes) and novelties in work environment.
- Acquire knowledge and skills for running quality management, measuring and evaluating results.
- Are qualified for monitoring the organisational development of work environment.
- Get familiar with case management in nursing care.
- Analysing systems and introducing innovations.

Metode poučevanja in učenja:

- *predavanja* z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov),
- *seminarji*:
 - študij primera iz prakse,
 - načrt za raziskovalno-projektno delo,
 - izvedba raziskave (voden individualni študij),
 - izdelava, predstavitev in zagovor raziskovalne naloge.
- konzultacije (individualne in kolektivne).

Learning and teaching methods:

- *lectures* with active student participation (explanation, discussion, questions, examples, problem solving),
- *seminars*:
 - studying an example from practice,
 - a plan for research-project work,
 - research implementation (guided individual study),
 - preparation, presentation and defence of the research paper.
- consultations (individual and group);

Delež (v %) /
Weight (in %)

Načini ocenjevanja:

- Načini:
- aktivno sodelovanje v organiziranih oblikah pedagoškega dela,
 - temeljna ali aplikativna raziskovalna naloga z zagovorom (obseg 30.000 znakov) - 100 % ocene.
- Ocenjevalna lestvica: **uspešno, neuspešno.**

Assessment:

- Types:
- active cooperation in the organised forms of study work,
 - fundamental or applicative research paper with defence (30,000 characters) - 100 % of the final grade.
- Grading scale: **pass, fail**