

UČNI NAČRT PREDMETA/COURSE SYLLABUS

Predmet: Course title:	Menedžment sistemov in procesov v zdravstvu Management of Systems and Processes in Health Care
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Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Zdravstvene vede/3. stopnja	Fizioterapija	2. letnik	3.
Health sciences/3 rd Cycle	Physiotherapy	2 nd year	3 rd

Vrsta predmeta/Course type: izbirni/elective

Univerzitetna koda predmeta/University course code: 3_ZV_2_UN5_IP_FTH

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Lab. vaje Laboratory work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
15	10				425	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.
- Študent mora pripraviti in predstaviti ter zagovarjati raziskovalno nalogo.

Prerequisites:

- Enrolment in the second year of study.
- Student has to prepare, present and defend a research paper.

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):

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

Temeljna literatura in viri/Readings:

- Baker, W. H. Jr., Rollfes, K. D. (2015). *Lean fort he long term: sustainment is a myth, ntransformation is reality*. Boca Ratan USA: CRC Press.
- Hewitt-Taylor, J. (2013). *Understanding and managing change in healthcare: a step – by step guide*. Bosingstake (Hampshirt): Palgrave Macmillan.
- Kovač, J., Mulchlbacher, J., Kodydek, G. (2012). *Uvod v management sprememb*. Kranj: Moderna organizacija.
- Kovačič, A., Bosilj Vukšič, V. (2005). *Management poslovnih procesov: prenova in informatizacija poslovanja s praktičnimi primeri*. Učbenik, Ljubljana: GV Založba.
- Kramar Zupan, M. (2020). *Menedžment: učbenik*. Novo mesto: Univerza v Novem mestu Fakulteta za poslovne in upravne vede, 1 spletni vir (1 datoteka PDF (185 str.)), ilustr. ISBN 978-961-6770-44-6. <http://www.uni-si>.
- Rozman, R. idr. (2019). *Management v zdravstvenih organizacijah*. Ljubljana: Lexpera, GV Založba.
- Russel, R. S., Taylor, B. W. (2011). *Operation management*. Hobokan: J. Wiley V Sons, 7 th ed.

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,
- pridobiti in uporabiti 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 in interdisciplinary activities,
- to acquire and use methodological knowledge for system and process analysis,
- to use organisational methods and tools to creatively solve practical organisational problems,
- to acquire knowledge and competences to design new systems and processes – organisational development,
- to use knowledge for introducing innovative managerial changes,
- to acquire and use knowledge about new methods and techniques for measuring and evaluating the quality of health care treatment results.

Predvideni študijski rezultati:**Intended Learning Outcomes:**

<p>Študent/študentka:</p> <ul style="list-style-type: none"> • 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, • 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, • zna analizirati sisteme in uvajati inovacije.

<p>Students:</p> <ul style="list-style-type: none"> • know the current and 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, • are qualified to implement changes (management of change) and innovations in the work environment, • acquire knowledge and skills for running quality management, measuring and evaluating results, • are qualified to monitor the organisational development of work environment, • get familiar with case management in nursing care, • know how to analyse systems and how to introduce innovations.
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Metode poučevanja in učenja:

<ul style="list-style-type: none"> • <i>predavanja</i> z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov), • <i>seminarji:</i> <ul style="list-style-type: none"> - študij primera iz prakse, - načrt za raziskovalno-projektno delo, - izvedba raziskave (voden individualni študij), - izdelava, predstavitev in zagovor raziskovalne naloge; <p>konzultacije (individualne in kolektivne).</p>
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Learning and Teaching Methods:

<ul style="list-style-type: none"> • (explanation, discussion, questions, examples, problem solving), • <i>seminars:</i> <ul style="list-style-type: none"> - 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 in groups).
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Načini ocenjevanja:

Delež (v %)/Weighting Assessment:
(in %)

<p>Načini:</p> <ul style="list-style-type: none"> • temeljna ali aplikativna raziskovalna naloga z zagovorom (obseg 30.000 znakov). 	<p>100 %</p>	<p>Types:</p> <ul style="list-style-type: none"> • fundamental or applicative research paper with defence (30,000 characters).
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<i>Ocenjevalna lestvica:</i> uspešno, neuspešno.		<i>Grading scale:</i> pass, fail.
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