

Course Title	Management, Organisation and Quality of Health Services				
Course Code	MPH 624				
Course Type	Compulsory				
Level	Masters (2 <sup>nd</sup> Cycle)				
Year / Semester	1 <sup>st</sup> year / 2 <sup>nd</sup> semester				
Teacher's Name	TBA				
ECTS	7	Lectures / week	N/A	Laboratories / week	None
Course Purpose and Objectives	<p>The course <i>Management, Organisation and Quality of Health Services</i> has been designed aiming to provide students with the necessary instruments and knowledge to analyse and practically apply Executive Management in relation to healthcare and social care in the public and private sector.</p> <p>This course aims to introduce students to the basic concepts of quality in healthcare services, to the international trends and advances, to the development of quality assurance methods and risk management, to the international quality systems and standards, as well as to the implementation of the above mentioned in healthcare services.</p>				
Learning Outcomes	<p>Upon successful completion of this course students should be able to:</p> <ul style="list-style-type: none"> <li>• Describe the action field of administration and management regarding health and social care</li> <li>• Present and analyse the basic functions of administration</li> <li>• Describe the basic principle of theories and models of organisational behaviour – administration in healthcare services</li> <li>• Use the appropriate tools, techniques, methods and skills for the effective administration of services and health units</li> <li>• Understand that the administration of human resources refers to effectively harnessing and developing the human factor in healthcare services</li> <li>• Develop the required mechanisms for achieving, ensuring and improving quality by taking into consideration that healthcare is an ongoing process</li> <li>• Apply instruments of quality administration, such as the quality circle, clinical trial and evidence-based practice</li> <li>• Identify the process of clinical governance and its pillars</li> <li>• Develop a complete programme of standards for accreditation</li> </ul>				

	<ul style="list-style-type: none"> <li>Develop specialised action plans aiming to ensure quality in Primary Healthcare, Accident and Emergency Departments, Intensive Care Units, Hospital Wards and Diagnostic Laboratories</li> </ul>		
Prerequisites	None	Required	None
Course Content	<p><b>Management – Organisation of Healthcare Services</b></p> <ul style="list-style-type: none"> <li>The meaning and the functions of administration</li> <li>Administration instruments in particular in the health sector</li> <li>The concept and content of programming – designing in health</li> <li>Leadership theories – models</li> <li>Organisation culture models of health organisations</li> <li>Principles of human resources administration: specialisation, motivation, development</li> </ul> <p><b>Quality in Healthcare Services</b></p> <ul style="list-style-type: none"> <li>The meaning – dimensions of quality in health</li> <li>Measurements of quality – scales, instruments, models</li> <li>Quality circle, quality administration and assurance</li> <li>Clinical trial – standards and accreditations in health</li> <li>The concept of clinical governance – holistic, rational health management</li> <li>Quality applications in clinical practice: Primary Healthcare, Accident and Emergency Departments, Hospital Wards and Diagnostic Laboratories</li> </ul>		
Teaching Methodology	Distance Learning		
Bibliography	<p><b>Required reading:</b></p> <p>Alimo-Metcalfe, B. &amp; Alban-Metcalfe, J. (2002). "Leadership". In: P. Warr (ed.), <i>Psychology at work</i>, 5<sup>th</sup> edn. Penguin, 300-32.5</p> <p>Lighter, D. E., Fair, D.C. (2004) <i>Quality Management in Health Care – Principles and Methods</i>. Jones &amp; Bastlett, London.</p> <p><b>Recommended reading:</b></p> <p>Goula, A. (2007). <i>Hospital Administration and Management. The Greek experience and practice</i>. Papazisis Publishers: Athens.</p> <p>Papanikolaou, V. (2007). <i>Quality in Health Services –Methods and Practices</i>. Papazisis Publishers: Athens.</p>		

	<p>Alimo-Metcalfe, B. &amp; Alban-Metcalfe, J. (2003). "Leadership development in public sector organizations". In: J. Storey (ed.). <i>Current Issues in Leadership &amp; Management Development</i>. Routledge.</p> <p>Northouse, P. (2010) <i>Leadership: theory and practice</i>, 4th edition London, Sage.</p>
Assessment	<p>Examinations                    50%</p> <p>On-going evaluation        50%</p>
Language	English