

MASTER OF SCIENCE IN MANAGEMENT OF HEALTH AND SOCIAL CARE SERVICE

1. GENERAL

SCHOOL	ADMINISTRATIVE, ECONOMICS AND SOCIAL SCIENCES		
DEPARTMENT	BUSINESS ADMINISTRATION		
DIVISION	MANAGEMENT OF HEALTH AND SOCIAL CARE SERVICES		
LEVEL OF STUDIES	POSTGRADUATE		
COURSE CODE	MDYP 2-4	TOPIC SEMESTER	1 st A'
COURSE TITLE	QUALITY CARE, THERAPEUTIC EFFICIENCY AND QUALITY OF LIFE		
INDEPENDENT TEACHING ACTIVITIES if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits	WEEKLY TEACHING HOURS	CREDITS	
Lectures and Research Essay	4	7.5	
<i>Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).</i>			
THEORY - LABORATORY			4-0
SEMESTER WORKLOAD			156
COURSE TYPE general background, special background, specialised general knowledge, skills development	SPECIALIZED AREA		
COMPULSORY/ BY CHOICE	COMPULSORY		
PREREQUISITE COURSES:	-		
LANGUAGE OF INSTRUCTION AND EXAMINATIONS:	GREEK		
IS THE COURSE OFFERED TO ERASMUS STUDENTS	NO		
COURSE WEBSITE (URL)	https://healthcare-management.uniwa.gr/		

2. LEARNING OUTCOMES

Learning outcomes

The course learning outcomes, specific knowledge, skills and competences of an appropriate level, which the students will acquire with the successful completion of the course are described.

Consult Appendix A

- Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area

- *Descriptors for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and Appendix B*
- *Guidelines for writing Learning Outcomes*

The aim of the course is the development of specialised knowledge, skills and competences by postgraduate students in the field of therapeutic effectiveness and related quality of life in combination with the quality of care provided. The curriculum of the course aims to continue the development of autonomous knowledge and skills at a high level through the deepening of postgraduate students in the complex concepts of quality care as well as the ability to apply professional skills, exploring a set of basic and specific parameters and factors towards a multidimensional and multifactorial approach.

In particular, these factors concern the organisation of work within the framework of the principles, methods and techniques of modern management, the development of the health and social care record, the quality of communication between staff of different specialties and the user of services, the sociological approach to employment relations and roles, the analysis of the psychosocial behaviour of human resources in the field of health and social care services, personal quality in combination with the quality of work, the social roles in the therapeutic relationship between health and social care professionals and the user of services either during the short term or during the long-term therapeutic process, the resulting therapeutic effectiveness and usefulness, the satisfaction of the user and, by extension, the quality of care provided.

These factors also concern individual and social representations, perceptions and attitudes, individual and social health behaviour and modern lifestyle, social inclusion and support, as well as the associated quality of life of the vulnerable/susceptible groups or the general population both at the level of the contemporary social individual and at the level of the local community.

In addition, the course aims at understanding, consolidating and practicing the methods and techniques of analysis of the various psychosocial and socio-cultural factors that affect the organisation and administration of health services. In this sense, postgraduate students will possess the necessary knowledge in the individual subject areas of the course and will be able to exercise modern and effective roles in the administration of health and social care services by shaping and exercising critical minds on issues that are of direct interest to their daily operation.

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

- Understand the vital difference between the critical characteristics of quality of care, therapeutic effectiveness and related quality of life, by developing autonomous knowledge and skills at a high level.
- Distinguish the association and synergy of the therapeutic relationship with the specific agents and factors of the organisation and administration of health and social care services.
- Distinguish the association and synergy of the related quality of life with the therapeutic effectiveness and the specific parameters that influence and determine the assurance and continuous improvement of quality of care.
- To understand the importance of the use of the health and social care record as the organisational focus of the provision of services, the quality of communication between health professionals, the flows of reliable information and the resulting surplus value.
- Be aware of the methodological tools and analysis techniques of the employment relations and roles of human resources in health and social care services.
- Distinguish the key roles in a case study of interactive communication and synergy and evaluate the individual roles as well as the two-way dynamics of the group being developed.
- Develop cognitive skills (the use of logic, intuitive and creative thinking) and practical skills (competency in using methods, techniques and tools).
- Use the methodologies for designing, analysing and evaluating the quality of health care in combination with therapeutic effectiveness, usefulness and user satisfaction of health and social care services.
- Develop capabilities to apply knowledge and skills in the context of the creation of a case study plan in the field of quality of care and therapeutic effectiveness.
- Further apply specialised knowledge and skills to solve new, interdisciplinary or unforeseen issues and decision-making based on inductive thinking.
- To contribute to the creation of new knowledge and good practices by developing operational crisis management capabilities.

- Take autonomous responsibility and leadership initiatives in managing a working group in health and social care services and evaluating the performance of its work.
- Possess the learning skills that enable him/her to pursue his/her studies in a self-sufficient or autonomous manner.

General Competences

Taking into consideration the general competences that the degree-holder must acquire (as these appear in the Diploma Supplement and appear below), at which of the following does the course aim?

<i>Search for, analysis and synthesis of data and information, with the use of the necessary technology</i>	<i>Project planning and management</i>
<i>Adapting to new situations</i>	<i>Respect for difference and multiculturalism</i>
<i>Decision-making</i>	<i>Respect for the natural environment</i>
<i>Working independently</i>	<i>Showing social, professional and ethical responsibility and sensitivity to gender issues</i>
<i>Team work</i>	<i>Criticism and self-criticism</i>
<i>Working in an international environment</i>	<i>Production of free, creative and inductive thinking</i>
<i>Working in an interdisciplinary environment</i>
<i>Production of new research ideas</i>	<i>Others...</i>

- Search, analysis and synthesis of data and information, using the necessary technologies
- Adapting to new situations
- Decision-making
- Working Independently
- Team work
- Production of new research ideas
- Respect for difference and multiculturalism
- Respect for the natural environment and sustainability
- Demonstration of social, professional and ethical responsibility and gender sensitivity
- Exercise a critical approach to social phenomena
- Promoting free, creative and inductive thinking

3. SYLLABUS

The main purpose of the course is to understand the overall picture of the fundamental components that make up the cognitive object of the quality of care, therapeutic effectiveness and related quality of life, so that the postgraduate student has a comprehensive understanding and specialised knowledge of the determining parameters of the quality of health services provided.

The course's syllabus aims to improve the analytical and critical skills of postgraduate students in the application of modern methods of human resource management, taking into account the particular psychosocial behaviours of human resources and users of health and social care services, on the basis of which complex issues in their day-to-day operation are resolved today.

The main thematic and teaching modules of the course are the following:

1. The dilemma of modern administration in health and social care services: Modernisation, modernity, innovation, creativity
2. The challenge of a new work culture in health and social care services: Work organisation, personal quality and quality of work
3. Sociogram of employment relations: Strategies to analyse and map the dynamics of relationships and roles in health and social care services
4. The professional burnout: Motivating and satisfying staff in health and social care services
5. Communication and quality of care: Health care and social care record — The surplus value of information
6. Relationships and roles in the therapeutic process: From the individual as an object of treatment to the individual as subject of health and well-being
7. Individual and social representations of health and illness: Interpretative approaches
8. Therapeutic effectiveness and quality adjusted life years: The Theory of Utility

9. Quality of life: Subjective and objective dimensions, individual and social indicators — Incompatibilities and limitations
10. Methodology for assessing quality of life: Multidimensional approach based on multifactorial data measurements
11. The Behavioral Model: Lifestyle, stressful events and cultural illnesses
12. Mechanisms of impact on quality of life: The Theory of Social Production Functions
13. Quality of long-term care: Social inclusion, counseling empowerment and support

Research exercises include methods and techniques for analysing the roles of health and social care personnel that affect the therapeutic relationship, techniques for measuring and assessing therapeutic effectiveness and usefulness, as well as techniques for analysing individual and social representations of health, attitudes and health behaviours, and methodological guides to the assessment of the associated quality of life.

4. TEACHING and LEARNING METHODS - EVALUATION

DELIVERY Face-to-face, Distance learning, etc.	In the classroom face to face	
USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY Use of ICT in teaching, laboratory education, communication with students	Support the learning process in theoretical and laboratory training while using IT via the e-class platform	
TEACHING METHODS The manner and methods of teaching are described in detail. Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, placements, clinical practice, art workshop, interactive teaching, educational visits, project, essay writing, artistic creativity, etc. The student's study hours for each learning activity are given as well as the hours of non- directed study according to the principles of the ECTS	<i>Activity</i>	<i>Semester workload</i>
	Lectures	39
	Presentation of special issues through inductive approach and analytical discussion	13
	Field Exercise, Presentation of specific exercises with real data of health and social care organizations	13
	Interactive teaching presentation of special topics through the inductive and deductive approach and detailed discussion of possible issues of an applied nature.	13
	Essay	39
	Independent Study	39
	Course total (25 Hours of working per ECTS)	156
STUDENT PERFORMANCE EVALUATION Description of the evaluation procedure Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open- ended questions, problem solving, written work, essay/report, oral examination, public presentation, laboratory work, clinical examination of patient, art interpretation,	Language of Evaluation: Greek I. Written final examination (60 %) comprising: — Multiple choice questions — Questions of judgment — Solving problems related to quantitative and qualitative data (quality of care, therapeutic relationship, quality of life) — Comparative assessment of theory elements II. Public Presentation of Written Individual or Group Research	

other Specifically-defined evaluation criteria are given, and if and where they are accessible to students.	Work (40 %)
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5. ATTACHED BIBLIOGRAPHY

Greek Bibliography

- Sarris M. (2001), *Sociology of Health and Quality of Life*, ed. Papazisis
- Pierrakos G. (2013), *Long-term health care management models in the local community*, ed. Papazisis
- Goula A. (2007), *Hospital administration and management. The Greek experience and practice*, ed. Papazisis,
- Sarris M., Goula A., Soulis S. (2005), *Quality of Life for Patients and Quality of Health Services, Proceedings of the 1st Conference of Archimedes*, ed. Papazisis
- Pilgrim D., Rogers A. (2004), *Sociology of Mental Health and Illness*, ed. Typothito, Athens
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- Nettleton S. (2002), *Sociology of Health and Disease*, ed. Typothito, Athens
- Nord E. (2003), *Cost-Value Analysis in Health Care*, ed. MediForce, Cambridge, (translation).
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- Koulirakis G., Metallinou O., Pantzou P., (2000), *Sociological and Psychological Approach of Hospitals/Health Services, Health Behaviours. Standards and Changes, Volume B.*, ed. Greek Open University, Patras.

Foreign Bibliography

- Labiris G., (2004), Disease management. Principles and perspective, International Journal of Medical Marketing
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- World Health Organisation (W.H.O.), (2012), The European health report, charting the way to well-being, ed. WHO
- World Health Organisation (W.H.O.), The World Health Report, ed. W.H.O., Geneva
- Wilkinson R., Marmot M., (2003), Social Determinants of Health: The Solid Facts, ed. W.H.O. EURO Nonserial Publication
- World Health Organisation (W.H.O.), (2003), Pauverté et santé, W.H.O. Publication occasionnelle
- World Health Organisation (W.H.O.), (2003), Les systèmes de santé s'attaquent à la pauverté, W.H.O. EURO Nonserial Publication
- World Health Organisation (W.H.O.), (2001), Equity and Health, ed. W.H.O., Geneva

Related scientific journals:

- Archives of Greek Medicine
- Nursing Care
- Medicine
- Journal of Social Research

- Journal of Economic Sciences
- Social Work
- Social Science and Medicine
- American Journal of Sociology
- International Journal for Quality in Health Care
- World Health and Population
- Qualitative Health Research
- Palliative and Supportive Care
- British Medical Journal
- Group & Organisation Management
- Health care management
- Health Management
- Health Policy
- Health Policy, Economics and Management
- Journal of Nursing Management
- Journal of Organizational Change Management
- Medical Care Research and Review
- Organization of Science
- Organizational Development Journal
- Quality in Health Care
- Quality Management in Health Care
- The Academy of Management Review
- The Lancet