

SYLLABUS

Academic year 2023/2024

Course:	Health Care Management	
Study Programme:	General Medicine	Type of study: daily
Course Type:	Elective	Study Period: 9th semester
Content:	Seminars	Length of the course: 0/1 per week
Evaluation:	Exam	Credits: 2

The timetable will be planned and adapted to the timetable of individual students registered for the course.

Teacher: Zuzana Katreniakova, MD, PhD, zuzana.katreniakova@upjs.sk

Introductory organizational meeting. Instructions for submitting an individual presentation and the final task.
Introduction to health care management Health care and key elements of a properly functioning health care system. Definition of terms - management, levels of management, manager. Basic managerial functions, tasks, and skills.
Organization and environment The external environment of healthcare organizations. The internal environment of healthcare organizations - organizational structure and culture. SWOT analysis of the environment and its importance in healthcare.
Managerial functions Planning and time management. Organizing. Leadership and motivation. Control and evaluation of work performance.
Managerial skills Decision making. Delegation. Preparation and management of work meetings. Problem-solving and disciplinary procedures. Communication.
Crisis management and change management Management of crisis situations. Change management process and its determinants.
Quality management Selected quality management systems. Quality standards in healthcare. Change management in healthcare.

Requirements for passing the course:

1. 100% attendance at seminars.

The teacher, who determines a substitute in the corresponding form, shall properly excuse non-participation. The student may replace the excused practical exercises within three weeks at most during the semester (UPJS FM Study rules, Internal regulation No. 3/2016, Art. 12,7).

The proper declaration of non-participation has to be brought in the week following the non-participation of the practical lesson.

2. Successful completion of the individual presentation and the final task.

3. If the teaching takes place in a distance form, through the MS Teams application, we ask students to have an audio-visual connection, i.e. the opportunity to communicate with the teacher through speakers and camera.

Last update: 12.09.2023