Course Specifications
Valid in the academic year 2017-2018

Introduction to Management (J000421)

Lecturers in academic year 2017-2018
Gemmel, Paul
EB09 lecturer-in-charge

Course offerings and teaching methods in academic year 2017-2018
A (year) Dutch seminar 5.0 h
lecture 17.5 h

Offered in the following programmes in 2017-2018

<table>
<thead>
<tr>
<th>Programme</th>
<th>Credits</th>
<th>Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master of Science in Hospital Pharmacy</td>
<td>3</td>
<td>A</td>
</tr>
</tbody>
</table>

Teaching languages
Dutch

Keywords
management, service management, healthcare organisations--

Position of the course
This is a basic course 'hospital management' for the hospital pharmacist

Contents
1. Healthcare organisations as service organisations
2. The positioning of healthcare organisations
3. Process management in healthcare organisations
4. Human Resource Management in healthcare organisations
5. Place: the servicescape and healthcare organisations
6. Performance in healthcare organisations
7. Innovation in healthcare organisations
8. Healthcare organisations of the future

Initial competences
The student must satisfy the following conditions: having the degree of pharmacist, master in the pharmaceutical care (pharmacist) or master in the medication development (pharmacist)

Final competences
1. This course must give the student an introduction to the following competences which will be used in the course Organisation and Management of the Hospital Pharmacy: The hospital as organisation; Strategic management; Process management; Innovation and change management; Performance and quality management.
2. To use and apply different models of management to the hospital pharmacy.
3. To have insight in a number of new trends in the area of management and hospital management.

Conditions for credit contract
Access to this course unit via a credit contract is determined after successful competences assessment

Conditions for exam contract
This course unit cannot be taken via an exam contract

Teaching methods
Lecture, seminar

(Approved)
Extra information on the teaching methods
   Lecturing and case studies

Learning materials and price
   Additional texts, case studies and presentations.

References

Course content-related study coaching
   Students can get into contact with the lecturer.

Evaluation methods
   end-of-term evaluation

Examination methods in case of periodic evaluation during the first examination period
   Written examination with open questions

Examination methods in case of periodic evaluation during the second examination period
   Written examination with open questions

Examination methods in case of permanent evaluation

Possibilities of retake in case of permanent evaluation
   not applicable

Extra information on the examination methods
   A written exam with open questions. The case studies may be used during the exam.

Calculation of the examination mark
   100% of the points can be earned with the written exam.