

Introduction to Management (J000421)

Course size (nominal values; actual values may depend on programme)

Credits	3.0	Study time	80 h	Contact hrs	22.5 h
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Course offerings and teaching methods in academic year 2018-2019

A (year)	Dutch	lecture	17.5 h
		seminar	5.0 h

Lecturers in academic year 2018-2019

De Regge, Melissa	EB23	lecturer-in-charge
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Offered in the following programmes in 2018-2019

Master of Science in Hospital Pharmacy	crdts	offering
	3	A

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

Extra information on the teaching methods

Lecturing and case studies

Learning materials and price

Book: Gemmel Paul, Katrien Verleye and Bert Meijboom (2016) Service Management voor Zorgorganisaties, Die Keure.

Additional texts, case studies and presentations.

Total price: 40 Euro

References

Gemmel P., Van Looy B., Van Dierdonck R. (2013), Service Management: an Integrated Approach, Pearson Education Limited, 505 pp.

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.