

## Introduction to Management (J000421)

Due to Covid 19, the education and evaluation methods may vary from the information displayed in the schedules and course details. Any changes will be communicated on Ufora.

**Course size** *(nominal values; actual values may depend on programme)*  
**Credits** 3.0      **Study time** 80 h      **Contact hrs** 22.5 h

### Course offerings and teaching methods in academic year 2020-2021

A (year)	Dutch	Gent	guided self-study	5.0 h
			seminar	2.5 h
			lecture	15.0 h

### Lecturers in academic year 2020-2021

De Regge, Melissa      EB23      lecturer-in-charge

### Offered in the following programmes in 2020-2021

Master of Science in Hospital Pharmacy	crdts	offering
	3	A

### Teaching languages

Dutch

### Keywords

management, service management, healthcare organisations--

### Position of the course

This course is a basic course 'introduction to management' for the hospital pharmacist and aims to provide an overview of the main models and trends in management and healthcare management.

### Contents

1. Healthcare organisations as service organisations
  2. The positioning of healthcare organisations
  3. Process management in healthcare organisations
  4. Place: the servicescape and healthcare organisations
  5. Performance in healthcare organisations
  6. Innovation in healthcare organisations
  7. Healthcare organisations of the future
  8. Lean management and six sigma in healthcare
- In this course, internationalization takes shape through the frequent use and integration of English-language learning materials and international scientific articles.

### 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.
- 4 Identify and analyse simple management and process problems.

5 Demonstrate a critical attitude towards the management of a health care institution.

**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**

Guided self-study, lecture, seminar, online lecture, online lecture: response lecture

**Extra information on the teaching methods**

Lecturing and case studies/ discussions

Because of COVID-19 modified forms of work can be rolled out if necessary

**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.