

Title of Module:

Healthcare Management II

Coordinator(s) / organiser(s):

Prof. Dr. Stefanus Supriyanto, dr., M.S. (Module Leader)

Teaching Faculty

Title	Name	Qualifications*	Hours contributed
Professor	Stefanus Supriyanto	dr., M.S., Dr.	22.00
Dr.	Nyoman Anita Damayanti	drg., M.S., Dr.	14.67
Dr.	Setya Haksama	drg., M.Kes., Dr.	11.73
Dr.	Widodo Jatim Pudjirahardjo	dr., MS., M.PH. Dr.PH.	14.67
Dr.	Ernawaty	drg., M.Kes., Dr.	16.13
drg.	Tito Yustiawan	drg., M.Kes.	19.07
Mr.	Ilham Akhsanu Ridho	S.KM., M.Kes.	13.20
Mrs.	Ratna Dwi Wulandari	S.KM., M.Kes.	11.73
Mrs.	Nuzulul Kusuma Putri	S.KM., M.Kes.	11.73
Mrs.	Maya Saridewi	S.KM., M.Kes.	11.73

* PhD, Master, 20 years service(in practice) etc. Only provide details for faculty responsible for 25% or more of course load.

Core /elective or optional:	Core: Human Resources Management and Productivity in Healthcare (MNM404) Entrepreneurship in Healthcare (MNW302) Elective: Quality Management for Healthcare (MNS310) Logistic Management and Inventory Control (MNS311) Marketing in Healthcare (MNP309)
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Number of SKS credits allocated	Student's workload in hours	Contact work hours*	Self-study work hours
11	498.67	146.67	352

* includes lectures, seminars, face-to-face, assessments

Learning competences / objectives

On successful completion of this module students will be able to:

1. Explain the concept and application of human resources management in healthcare organizations
2. Understand the application of the concept of entrepreneurship in the health sector and to develop a business plan

3. Explain the process of quality planning, quality assurance and quality control in health service organizations
4. Apply the different tools in logistics management within the healthcare organizations
5. Explain marketing management in the health sector

Syllabus content. Brief overview of syllabus using bullet points.

Human Resources Management and Productivity in Healthcare:

- Human resources planning and management process
- Human resources recruitment and selection
- Human resources development (orientation, performance appraisal, training and career development, compensation)

Entrepreneurship in Healthcare:

- The mindset of entrepreneurs
- Creating opportunities
- Development, implementation and evaluation of a business plan

Quality Management for Healthcare:

- Basic principles of quality
- The concept of customer satisfaction
- Quality assurance programs
- Total quality management
- Different quality management tools

Logistic Management and Inventory Control:

- Concepts and methods in health logistics planning
- Procurement system of health logistics
- Controlling in health logistics

Marketing in Healthcare:

- Basic concepts and methods of marketing in the health sector
- Strategies and tactics of marketing in the health sector

Module level timetable - indicate the timing of the teaching sessions from the upcoming teaching year:

Human Resources Management and Productivity in Healthcare: 4th semester

Entrepreneurship in Healthcare: 4th semester

Quality Management for Healthcare: 6th semester

Logistic Management and Inventory Control: 6th semester

Marketing in Healthcare: 7th semester

Pedagogic/teaching methodology:

Scheduled learning includes lectures, discussions about the actual real life cases, and seminars in groups for applying problem solving techniques to solve real life issues which are given by lecturer. During lecture in the classroom, the lecturer gives the didactic question and creates a chance for students to deliver their thought about specific case. Students are asked to adapt the critical thinking for solving health problem. Lecturer demonstrates the specific skill and formulates many concepts for improving the students comprehension

In many meetings, the lecturer tends to make role play and games for improving the students' capability understanding those topics.

Lecturer presents the teaching materials with LCD and whiteboard. In one class, all the students are divided into small groups and discuss about a topic and present the results.

Independent learning includes hours engaged with essential reading, assignment preparation and completion and self-directed study. Students are provided with access to essential and supplementary learning via email or e-learning (AULA) and whiteboard.

Assessments used:

There are three types of examination:

1. Middle examination (30%)
2. Final examination (30%)
3. Soft skills (40%)

Each examination takes 100 minutes includes multiple choice questions, essays, case studies, and short answer questions. The examination assesses the students' knowledge and understanding and all learning outcomes of the module and students' analyzing skill.

Soft skills are assessed by lecturer and peer group in each meeting, such as:

- a. Basic interpersonal skill
- b. Communication skill
- c. Group skill
- d. Social skill
- e. Problem solving skill

Weeks required and place in academic calendar:	Number of weeks	Week number
Human Resources Management and Productivity in Healthcare Weeks beginning 02/2019-05/2019	16	17-32
Entrepreneurship in Healthcare Weeks beginning 02/2019-05/2019	16	17-32
Quality Management for Healthcare Weeks beginning 02/2020-05/2020	16	17-32
Logistic Management and Inventory Control Weeks beginning 02/2020-05/2020	16	17-32
Marketing in Healthcare Weeks beginning 08/2020-11/2020	16	01-16