
 Universitas Airlangga	SEMESTER LEARNING PLAN		Prepared by	Examined by	Approved by	Document Registration Number
	SLP		(Person in Charge)	(Head of Bachelor Program / Head of Department)	Vice Dean I	01/S1Kesmas/RPS/2019
			Revision - Date	January 1 <sup>st</sup> , 2019	Dr. Setya Haksama, drg., M.Kes	
Faculty of Public Health	Valid on Semester (odd/even) / Academic Year	Even Semester	(sign)	(sign)	(sign)	

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#### A. DETAILS OF COURSE


1. Course Name	Techniques and Tools in Healthcare Management
2. Course Code	MNS315
3. Credits (SKS)	4 (four) SKS
4. Semester / Term	VI (sixth)
5. Study Program	Bachelor of Public Health
6. Student Learning Achievement	<p><b>1. Attitude</b></p> <p>a. Contribute to improving the quality of life in a society, nation, state and the advancement of civilization based on Pancasila;</p> <p>b. Respect the diversity of cultures, views, religions, and believes, as well as other people's opinions or invention;</p> <p>c. Collaborate and have social sensitivity and care for the community and the environment;</p> <p>d. Obey the law and discipline in social and state life;</p> <p><b>2. Knowledge</b></p> <p>a. master on public health science (Public health science skills)</p> <p>b. Able to integrate the principles of public health on the management health efforts in the tropics</p> <p><b>3. Skills</b></p> <p><b>General Skills</b></p> <p>a. able to respond various needs as a consequence of cultural diversity</p> <p>b. able to apply logical, critical, systematic, and innovative thinking in the context of the development or implementation of science and technology that pays attention to and applies humanities' values in accordance with their fields of expertise;</p> <p>c. able to make appropriate decisions in the context of problem solving in their areas of expertise, based on the results of information and data analysis;</p> <p>d. able to maintain and develop networks with mentors, colleagues both inside and outside the institution;</p> <p><b>Special skill</b></p> <p>a. able to monitor program performance</p> <p>b. able to apply basic human relations skills in organizational management, staff motivation and conflict resolution</p>

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	<b>c. able to decide actions that are appropriate to the problem at hand</b> <b>d. able to do a situation analysis and analysis (analytic / assesment skills)</b> <b>e. able to develop policies and Program Planning (policy development / program planing skills)</b> <b>f. able to communicate effectively (communication skills)</b> <b>g. have leadership abilities and systems thinking (leadership and system thinking skills)</b>
<b>7. Course Learning Achievement</b>	At the end of the lecture, students are expected to be able in explaining and using various management methods in health services
<b>8. Course Description</b>	This course learns about various principles used in various spheres of management and practices various methods used in every sphere of management available in health services.
<b>9. Course Prerequisites (if any)</b>	Has attended Health Policy and Administration lectures; Human Resource Management; Health Economics; Hospital and Puskesmas Management; Planning and Evaluation; Health Marketing
<b>10. Instructor</b>	Dr. Setya Haksama, drg., M.Kes
<b>11. Teaching Assistants</b>	Dr. Ratna Dwi Wulandari, S.KM., M.Kes. Ilham Akhsanu Ridlo, S.KM., M.Kes Dr. Nyoman Anita Damayanti, drg., M.Kes.

## B. TEACHING PROGRAM

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1	2	3	4	5	6	7	8	9	10
	Students are able to explain the scope of management tools	Introduction to Health Service Management Methods: 1. Description and explanation of lecture mechanism (assignment, presentation, presentation, assessment, conclusion) with the concept of Student Centered Learning (SCL). 1. 2. Definition and scope of management tools	1. Lecture 2. Discussion	1. LCD 2. Laptop	4 x 50 minutes	1. General introduction 2. Take notes and Give responses	1. <i>Basic interpersonal:</i> pengetahuan, wawasan yang dimiliki, dan lainnya 2. <i>Group Communication:</i> kerjasama, kekompakan 3. <i>Social Relationshi:</i> responsiveness in answering question 4. <i>Problem solving.</i> 5. <i>Quiz</i>	2,3%	1, 3, 4, 6, 7, 11,20, 27

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<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
2	Students are able to explain the principles of management tools in the health sector.	Principles and management tools in the health sector: Definition and Scope of health service management tools	1. Lecture 2. Discussion	1. LCD 2. White Board 3. Laptop 4. Sound system Paper quiz	4 x 50 minutes	Take notes and give responses	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i> 4. <i>Problem solving.</i> 5. <i>Quiz</i>	2,3%	1, 3, 4, 6, 7, 11,20, 27
3	Explain and demonstrate the principles in one of the strategic management tools.	Definition, drawbacks, advantages and stages of the TOWS Tool	1. Student Centered Learning (SCL). 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/</i>	2,3%	11, 16,18, 26, 27, 29, 30, 31

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1	2	3	4	5	6	7	8	9	10
							responsivene ss. 4. <i>Problem solving.</i> 5. <i>Quiz</i>		
4	Students are able to explain and demonstrate the tools and business strategy principle.	a. Definition, disadvantages, strengths and stages of the Anshof Potter Tool	1. Student Centered Learning (SCL). 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/</i> responsivene ss. 4. <i>Problem solving.</i> 5. <i>Quiz</i>	2,3%	11, 16,18, 26, 27, 29, 30, 31
5	Explain and demonstrate the tools and principles of	Definition, disadvantages, strengths and stages	1. Student Centered Learning (SCL). 1. Quiz.	1. LCD 2. White Board	4 x 50 minutes	1. Communication 2. Problems solving	1. <i>Basic interpersonal</i>	2,3%	

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<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
	quality management on individual work	of the performance score card tool	2. Reading Tasks 3. Resume assignments at the end of the lecture.	3. Laptop 4. Sound system 5. Paper quiz		3. Practice using one of the management tools	2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i> 4. <i>Problem solving.</i> 5. <i>Quiz.</i>		
6	Students are able to explain and demonstrate the principles and measurement tools of organizational culture	Method : 1. OCAI 2. OCHI 3. OCP 4. OCI	1. Student Centered Learning (SCL). 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i>	2,3%	7, 21, 22, 23, 24, 25

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1	2	3	4	5	6	7	8	9	10
							4. <i>Problem solving.</i> 5. <i>Quiz</i>		
7	Explain and demonstrate the principles and tools of human resource management.	Workload Indicators Staffing Need (WISN)	1. Student Centered Learning (SCL) 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i> 4. <i>Problem solving.</i> 5. <i>Quiz</i>	2,3%	16, 17, 18, 19, 20,
<b>MID TERM EXAMINATION</b>									
8	Explain and demonstrate the tools and principles of organizational performance.	<i>Malcolm Baldrige National Quality Awards (MBNQA)</i>	1. Student Centered Learning (SCL) 2. Quiz. 3. Reading Tasks	1. LCD 2. White Board 3. Laptop	4 x 50 minutes	1. Communication 2. Problems solving	1. <i>Basic interpersonal</i>	2,3%	14, 18, 19, 23, 24, 26, 27

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1	2	3	4	5	6	7	8	9	10
			4. Resume assignments at the end of the lecture.	4. Sound system 5. Paper quiz		3. Practice using one of the management tools	2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i> 4. <i>Problem solving.</i> 5. <i>Quiz.</i>		
9	Midterm Exam	Meeting 1-8	1. Student Centered Learning (SCL) 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	Problem solving in teams	1. <i>Group Communication</i> 2. <i>Social Relationship/responsiveness.</i> 3. <i>Problem solving.</i>	30%	



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1	2	3	4	5	6	7	8	9	10
10	Students are able to explain and demonstrate the principles, tools of obstacles and problems in the field of management	<i>Constrain Management dan Lean Management</i>	1. Student Centered Learning (SCL) 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i> 4. <i>Problem solving.</i> 5. <i>Quiz</i>	2,3%	24, 25, 26, 27
11	Students are able to explain and demonstrate the tools and principles of improving quality control.	<i>Six Sigma</i>	1. Student Centered Learning (SCL) 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/</i>	2,3%	21, 22, 24, 25, 26, 27

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1	2	3	4	5	6	7	8	9	10
							responsivene ss. 4. <i>Problem solving.</i> 5. <i>Quiz</i>		
12	Explain and show the principles tools of resource efficiency in the hospital	<i>Barber Johnson</i>	1. Student Centered Learning (SCL) 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/</i> responsivene ss. 4. <i>Problem solving.</i> 5. <i>Quiz</i>	2,3%	11, 12, 13, 15, 29
13.	Explain and demonstrate the tools and principles of resource use.	<i>Utilization analysis</i>	1. Student Centered Learning (SCL) 2. Quiz.	1. LCD 2. White Board	4 x 50 minutes	1. Communication 2. Problems solving	1. <i>Basic interpersonal</i>	2,3%	7-10, 20

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1	2	3	4	5	6	7	8	9	10
			3. Reading Tasks 4. Resume assignments at the end of the lecture.	3. Laptop 4. Sound system 5. Paper quiz		3. Practice using one of the management tools	2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i> 4. <i>Problem solving.</i> 5. <i>Quiz.</i>		
14.	Students are able to explain and demonstrate tools in designing a management	<i>House of quality</i>	1. Student Centered Learning (SCL) 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i>	2,3%	7-10

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1	2	3	4	5	6	7	8	9	10
							4. <i>Problem solving.</i> 5. <i>Quiz</i>		
15	Students are able to explain and demonstrate the evaluation principles in the field of management	<i>Program Evaluation Review Technic (PERT).</i>	1. Student Centered Learning (SCL) 2. Quiz. 3. Reading Tasks 4. Resume assignments at the end of the lecture.	1. LCD 2. White Board 3. Laptop 4. Sound system 5. Paper quiz	4 x 50 minutes	1. Communication 2. Problems solving 3. Practice using one of the management tools	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i> 3. <i>Social Relationship/responsiveness.</i> 4. <i>Problem solving.</i> 5. <i>Quiz</i>	2,3%	17-19
16	Able to do a review of all the principles and methods in management	Capita Selekt. Grand Quiz.	1. Discussions 2. Quiz	1. LCD 2. White Board 3. Laptop	4 x 50 minutes	Respond and ask questions	1. <i>Basic interpersonal</i> 2. <i>Group Communication</i>	2,3%	1-31

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1	2	3	4	5	6	7	8	9	10
				4. Sound system 5. Paper quiz			3. <i>Social Relationship/ responsiveness.</i> 4. <i>Problem solving.</i> 5. <i>Quiz.</i>		
17	Final Exam	Meeting 1-15	Case studies and problem solving with health management tools	Question and answer sheets	4 x 50 minutes	Problem solving in teams	1. <i>Group Communication</i> 2. <i>Social Relationship/ responsiveness.</i> 3. <i>Problem solving.</i>	40%	1-31
<b>FINAL TERM EXAMINATION</b>									

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### C. REQUIRED TEXTS / REFERENCES / ESSENTIAL READINGS

1. Bateman, T S and Scott A. Snell, (2002), *Management – Competing in the New Era*, McGraw-Hill, Singapore.
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