



**APPROVED
EMD decision**

" 15 " 11 20-21

Protocol No. 6

**Chairman of the EMC, Vice-Rector,
candidate of pedagogical sciences,
associate professor Apezova D.U.**



SYLLABUS by discipline

3.3.9.8. MANAGEMENT IN HEALTHCARE

For students of the educational program, higher professional education in the specialty 560001 "General Medicine" (5-year education) in the specialty "Doctor"

Type of study work	Total hours
course	5
Semester	9
Number of weeks	18
The total complexity of the discipline	3
Classroom/practical studies (PS)	90
Student Independent Work (SIW)	46
Forms of control	
current control	Testing, oral questioning, written test
Frontier control	Testing
Midterm	Testing
Final control	exam
Semester rating by discipline:	Point-rating system

Information about the teacher of the academic discipline

Full Name	Apezova Dilara Urumbaevna
Post	Teacher
Academic degree	c.p.n
Academic title	docent
Email address	
Location of the department (address)	KR, Bishkek, st. Shabdan Baatyr 128, floor 2
Telephone	0559905xxx
Consultation hours	11.00-13.30

Characteristics of the academic discipline

The purpose of studying the discipline. The main purpose of this course is to study the ability of modern organizations to use the achievements of the theory and practice of modern management. The course is aimed at developing effective management skills and the ability to make informed management decisions in the field of management of healthcare organizations.

The course of study of the discipline is aimed at developing effective management skills and the ability to make informed management decisions in the field of management of healthcare organizations. formation of knowledge in the field of management in healthcare. Students study methods, means and forms of

management in order to improve the efficiency of the medical organization. By the end of the training, they can apply the acquired knowledge to improve the activities of medical organizations based on the analysis and evaluation of the results of health management. The main tasks are to study the basic functions and principles of modern management practices of healthcare institutions; development of skills for assessing the external and internal environment of the organization using modern methods of diagnostics of healthcare organizations; development of communication and interpersonal communication skills in the business environment; study of the principles of diagnostics of the organizational structure, its evaluation in relation to the effectiveness of healthcare organizations; study of the system of strategic and operational planning as one of the main functions of management; the study of a set of decision-making methods in conditions of certainty, uncertainty and risk.

Prerequisites of the discipline:

- Outpatient surgery
- Family medicine
- Public health and healthcare
- Epidemiology
- Clinical pharmacology
- Psychiatry and narcology
- Phthisiology
- Tropical medicine

Postrequisites of the discipline:

- Assistant to the CSM doctor

Learning outcomes of the discipline according to the RO GPP

The study of the discipline of microbiology, virology and immunology will contribute to the achievement of learning outcomes (RE) GEP:

RE-16 - is to identify innovative approaches that can benefit patients, the population and healthcare systems in different states, paying attention to the quality, safety and importance of patient care, eliminating health inequalities.

Within the framework of this discipline, it is expected to achieve the following results of teaching the discipline, which are implemented within the framework of achieving competencies:

PC-10- is able and ready to analyze socially significant problems and processes, use methods of economic relations in the healthcare system;

Content of the discipline

№№	Name of topics
1.	Fundamentals of service management and services
2.	Service Orientation and the New Configuration of Modern Organizations: Network Relationships and Virtual Corporations
3.	The essence and content of service management. The concept of service management
4.	The essence and content of service management. The concept of service management
5.	The evolution of managerial thought. The main classical schools of management.
6.	Scientific management (F. Taylor, G. Ford, L. and F. Gilbert) Max Weber's theory of bureaucracy. Administrative principles of management A. Fayol. Humanistic direction of management (M.P. Follet, C. Barnard)
7.	School of Human Relations. The concept of human resources (A.Maslow and D.McGregor). Behavioral approach.
8.	Management as a science. Modern trends in management. Theory of systems. The concept of related circumstances. The latest trends in management.
9.	Modern concepts of management and features of management of healthcare organizations
10.	Modern concepts of management and management features of healthcare organizations of various forms of ownership.
11.	Organization and management of entrepreneurial, industrial, financial and research activities of a medical organization.
12.	Modern approaches to building a quality management system,
13.	Modern approaches to building a quality management system, Satisfying the needs of the end user of medical services

14.	Meeting the needs of other stakeholders. Optimization of the medical care quality management system
15.	Peculiarities of legal regulation of healthcare institutions.
16.	Peculiarities of legal regulation of healthcare institutions.
17.	Features of the legal regulation of the activities of state, municipal and private healthcare organizations,
18.	Regulatory support of intra-organizational personnel and economic tasks of a medical organization.
19.	Economic content of the financial and economic activities of medical institutions
20.	Economic content of the financial and economic activities of medical institutions of various forms of ownership
21.	Attraction of possible alternative sources of financing in the healthcare sector.
22.	Management of business design of a medical organization;
23.	Fundamentals of strategic planning and forecasting skills
24.	Fundamentals of strategic planning and skills for forecasting the economic situation of a healthcare institution of any form of ownership.
25.	Development and justification of management decisions in the field of organizational and economic activities of medical organizations;
26.	Personnel management issues
27.	Issues of personnel management, resource provision of healthcare institutions and enterprises
28.	Selection and effective placement of personnel in a medical organization.
29.	Formation of the personal potential of the head of health care

List of main and additional literature:

Main literature:

Management in healthcare, Urazova, Olga Nikolaevna; Blokhina, Marina Vladimirovna; Shulaev, Alexey Vladimirovich; Moiseeva, Galina Aleksandrovna, 2017

Additional literature:

1. Organizational and methodological foundations of management of general medical (family) practice, Galiullin, Afghan Nabiulloevich; Kicha, Dmitry Ivanovich; Shulaev, Alexey Vladimirovich, 2011.
2. Management in healthcare: A textbook / G.V. Doroshenko, N.I. Litvinova, N.A. Pronina. - - 2nd ed., ispr. and drop. - - M.: Forum: INFRA-M, 2010.
3. Fundamentals of Management, Vesnin, Vladimir Rafailovich, 2010.

Internet resources:

<http://www.rosmedlib.ru>

<http://window.edu.ru/>

<http://apps.webofknowledge.com>

<http://www.edu.ru>

<http://www.medicina.ru>

[http //www.journals.uchicago.edu/JAD/home.html](http://www.journals.uchicago.edu/JAD/home.html)

Monitoring and evaluation of learning outcomes

The content of the rating system for assessing student performance

The rating assessment of students' knowledge in each academic discipline, regardless of its total labor intensity, is determined on a 100 (one hundred) - point scale and includes current, boundary, intermediate and final control.

The distribution of rating scores between types of control is established in the following ratio (according to the table of the score-rating system of assessments):

Form of control				
current (CC)*	boundary control (BC)**	mid-term exams (MC)***	Final /exam (FE)	Discipline Rating (RD)
0-100 points	0-100 points	0-100 points	0-100 points	0-100 points, with the translation of points into a letter designation

Note:

* $TK(middle) = \frac{\sum_1^n \times point}{\sum_1^n}$, where n is the number of types of classroom and extracurricular work of students in the discipline;

** $PK(middle) = \frac{\sum_1^n credit \times point}{\sum_1^n credits}$, where n is the number of modules (credits) in the discipline;

*** $ПК(middle) = \frac{\sum_1^n \times point}{\sum_1^n}$, where n is the number of intermediate controls (2 controls per semester: in the middle and at the end of the semester) by discipline;

****ИК – examination conducted at the end of the study of the discipline

;

***** $РД = \frac{TK_{cp} + PK_{cp} + ПК_{cp} + ИК}{4}$, the final rating of the results of all types of control at the end of the discipline;

$GPA = \frac{\sum_1^n \times балл}{\sum_1^n}$ where, n is the number of disciplines in the semester (for the past period of study).

A student who has not passed the current, boundary and intermediate controls to the final control (exam) is not allowed.

The current control is carried out during the period of classroom and independent work of the student on time according to the schedule, at the end of the study of the discipline, the average score of the current control (CC) is calculated. *Forms of current control can be:*

- testing (written or computerized);
- performance of individual homework assignments, abstracts and essays;
- student's work in practical (seminar) classes;
- various types of colloquia (oral, written, combined, express, etc.);
- control of performance and verification of reporting on laboratory work;
- visiting lectures and practical (seminar, laboratory) classes;
- Incentive rating (up to 10 points).

Other forms of current monitoring of results are also possible, which are determined by the teachers of the department and recorded in the work program of the discipline.

The frontier control is carried out in order to determine the results of the student's development of one credit (module) as a whole. *Frontier control* should be carried out only in writing, at the end of the study of the discipline, the average score of boundary control (BC) is calculated. As forms of *frontier control* of the training module, you can use:

- testing (including computer testing);
- interview with written fixation of students' answers;
- test.

Other forms of intermediate control of results are also possible.

Intermediate control (mid-term exams) is carried out in order to check the completeness of knowledge and skills in the material in the middle and end of the semester (2 times per semester) of studying the discipline, by the end of the study of the discipline, the average score of intermediate control (PCsr) is calculated, *forms of intermediate control (mid-term exams) can be:*

- testing (including computer testing);
- interview with written fixation of students' answers;
- test.

Other forms of intermediate control of results are also possible.

The final control is carried out during the session, by conducting an exam, it can be carried out in the following forms:

- testing (including computer testing);
- written exam (ticketing system).

Correspondence of the point-rating system of assessments used by the institute and the assessments of the European system for the transfer of credit units, labor intensity (ECTS)

Grade						Criterion
System of letters	digital system	Traditional system	Points (%)	Scored points (max - 100)	Evaluation by discipline without an exam	
A	4	5	95-100	95-100	Credited/ passed	"Excellent" - deserves a student who has shown a deep, systematic and comprehensive knowledge of the educational material, who freely performs practical tasks, who has mastered the recommended basic and additional literature on the discipline
A-	3,67		90-94	90-94		"Excellent" - deserves a student who has shown a deep, systematic and comprehensive knowledge of the educational material, who freely performs practical tasks, who has mastered the recommended basic literature on the discipline, but is not familiar with additional literature
B+	3,33	4	85-89	70-89		"Good" - exhibited to a student who has shown a systematic and comprehensive knowledge of the educational material, able to independently replenish and update this knowledge in the course of training, performing practical tasks, familiar with the main literature on the discipline
B	3,0		80-84			"Good" is given to a student who has shown a systematic and comprehensive knowledge of the educational material, who is able to independently replenish this knowledge in the course of training, performing practical tasks, but not fully familiar with the main literature on the discipline
B-	2,67		75-79			"Good" - is given to a student who has shown the systematic nature of knowledge in the discipline, who is able to independently replenish this knowledge in the course of training, performing practical tasks, but not fully familiar with the main literature on the discipline
C+	2,33	3	70-74	50-69		"Satisfactory" - is given to a student who does not have a systematic nature of knowledge in the discipline, who is not capable of independently replenishing and updating knowledge in the course of further education, performing practical tasks with errors
C	2,0		65-69			"Satisfactory" - is given to a student who made mistakes in completing assignments, but who has the necessary knowledge to eliminate them under the guidance of a teacher
C-	1,67		60-64			"Satisfactory" - is set to a student who made errors in the performance of tasks, but who has the possible knowledge to eliminate them under the guidance of a teacher
D+	1,33		55-59			"Satisfactory" - is set to a student who made errors in the performance of tasks, who does not have the necessary knowledge to eliminate them
D-	1,0		50-54			Satisfactory" - is given to a student who has made significant errors in the performance of tasks, who does not have the necessary knowledge to eliminate them
FX	0,5	2	25-49	Less of 50	not credited/not passed	"Unsatisfactory" - is set to a student who has not completed the task, does not have the necessary knowledge to eliminate them
F	0		0-24			"Unsatisfactory" - is set to a student who has not completed the task, does not have the necessary knowledge to eliminate them, even under the guidance of a teacher

Academic achievement requirements:

Attendance by students of all classroom classes without delay is mandatory.

In case of absence, classes are worked out in the order established by the dean's office.

If there are three passes, the teacher has the right not to allow the student to attend classes until the issue is administratively resolved.

If the absence of classes is more than 20.0% of the total number of classes, the student automatically enters the summer semester.

Note to the student:

- ✓ regularly review lecture material;
- ✓ Do not be late and do not miss classes;
- ✓ work off missed classes if you have permission from the dean's office;

- ✓ Actively participate in the classroom (individually and in groups;)
- ✓ timely and fully complete homework assignments;
- ✓ submit all assignments within the time specified by the teacher;
- ✓ independently study the material in the library and at home;
- ✓ timely and accurately fulfill the tasks of the teacher, individual tasks for the IWS to achieve learning outcomes;
- ✓ to master the basic and additional literature necessary for the study of the discipline;
- ✓ performing tasks, the student should not copy or reproduce the work of other students, scientists, practitioners, plagiarism;
- ✓ develop their intellectual and oratory skills;

In case of non-compliance with the requirements of the Memo, the student will be penalized in the form of deducting points (one point for each violated item).

If the requirements of the Memo are fully met, the student is encouraged in the form of an additional 10 points to the final control in the discipline.

Academic Integrity, Conduct and Ethics Policy:

- turn off your cell phone during class;
- Be polite;
- respect other people's opinions;
- formulate objections in the correct form;
- do not shout or raise your voice in the audience;
- independently complete all semester assignments;
- Eliminate plagiarism from your practice;

Methodical instructions.

It is recommended to organize the time required to study the discipline as follows:

When preparing for a practical lesson, you must first read the abstract with the teacher's explanations.

When performing exercises, you must first understand what you want to do in the exercise, then proceed to its implementation.

Literature work. The theoretical material of the course becomes more understandable when books are studied in addition to the abstract. After studying the main topic, it is recommended to perform several exercises.

Preparation for boundary and intermediate controls. In preparation for the boundary and intermediate control, it is necessary to study the theory: the definitions of all concepts before understanding the material and independently do several exercises.

Independent work of students is organized on all studied topics of each section. Independent work is carried out in the form of:

- work in Internet sites;
- work with basic and additional literature;
- fulfillment of written assignments;
- preparation of reports, abstracts, tables and posters on