

UČNI NAČRT PREDMETA/COURSE SYLLABUS

Predmet:	Menedžment sistemov in procesov v zdravstvu
Course title:	Management of Systems and Processes in Health Care

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Zdravstvene vede/3. stopnja	Zdravstvena nega	2. letnik	3.
Health sciences/3 rd Cycle	Health Care	2 nd year	3 rd

Vrsta predmeta/Course type: izbirni/elective

Univerzitetna koda predmeta/University course code: 3_ZV_2_UN3_IP_ZN

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Lab. vaje Laboratory work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
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15	10				425	15
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Nosilec predmeta/Lecturer: doc. dr. Milena Kramar Zupan

Jeziki/ Languages:	Predavanja/Lectures:	slovenski/Slovenian
	Vaje/Tutorial:	slovenski/Slovenian

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

- Vpis v drugi letnik študijskega programa.
- Študent mora pripraviti in predstaviti ter zagovarjati raziskovalno nalogo.

Prerequisites:

- Enrolment in the second year of study.
- Student has to prepare, present and defend a research paper.

Vsebina:

- *Sodobne teorije, koncepti, pristopi managementa.*
- *Organiziranje procesov in sistemov.*
- *Teorije motivacije.*
- *Management sprememb.*
- *Organizacijski razvoj.*
- *Management kakovosti – merjenje, vrednotenje izidov.*
- *»Case« management - Vodena zdravstvena oskrba.*
- *Analiziranje sistemov in uvajanje inovacij.*

Content (Syllabus outline):

- *Contemporary theories, concepts, and management approaches.*
- *Organisation of processes and systems.*
- *Motivation theories.*
- *Management of change.*
- *Organisational development.*
- *Quality management – measuring and evaluating results.*
- *Case management – guided health care.*
- *Analysing systems and introducing innovations.*

Temeljna literatura in viri/Readings:

- Baker, W. H. Jr., Rollfes, K. D. (2015). *Lean fort he long term: sustainment is a myth, ntransformation is reality*. Boca Ratan USA: CRC Press.
- Hewitt-Taylor, J. (2013). *Understanding and managing change in healthcare: a step – by step guide*. Bosingstake (Hampshirt): Palgrave Macmillan.
- Kovač, J., Mulchlbacher, J., Kodydek, G. (2012). *Uvod v management sprememb*. Kranj: Moderna organizacija.
- Kovačič, A., Bosilj Vukšič, V. (2005). *Management poslovnih procesov: prenova in informatizacija poslovanja s praktičnimi primeri*. Učbenik, Ljubljana: GV Založba.
- Kramar Zupan, M. (2020). *Menedžment: učbenik*. Novo mesto: Univerza v Novem mestu Fakulteta za poslovne in upravne vede, 1 spletni vir (1 datoteka PDF (185 str.)), ilustr. ISBN 978-961-6770-44-6. <http://www.uni-si>.
- Rozman, R. idr. (2019). *Management v zdravstvenih organizacijah*. Ljubljana: Lexpera, GV Založba.
- Russel, R. S., Taylor, B. W. (2011). *Operation management*. Hobokan: J. Wiley V Sons, 7 th ed.

Cilji in kompetence:

- pridobiti znanje o sodobnih teorijah, teoretičnih konceptih, pristopih, načelih managementa v zdravstvu,
- razviti sposobnosti za vodenje sistemov in procesov na različnih ravneh in zmožnosti interdisciplinarnega delovanja,
- pridobiti in uporabiti metodološko znanje za analiziranje sistemov in procesov,
- uporabiti organizacijske metode in orodja za ustvarjalno reševanje praktičnih organizacijskih problemov,
- pridobiti znanje in sposobnosti za oblikovanje novih sistemov in procesov – organizacijski razvoj,
- uporabiti znanje za uvajanje inovativnih managerskih sprememb,
- pridobiti in uporabiti znanje o novih metodah, tehnikah za merjenje in vrednotenje kakovosti izidov zdravstvene obravnave.

Objectives and Competences:

- to acquire knowledge on contemporary theories, theoretical concepts, approaches, and management principles in health care,
- to develop competences for leading systems and processes on different levels and abilities in interdisciplinary activities,
- to acquire and use methodological knowledge for system and process analysis,
- to use organisational methods and tools to creatively solve practical organisational problems,
- to acquire knowledge and competences to design new systems and processes – organisational development,
- to use knowledge for introducing innovative managerial changes,
- to acquire and use knowledge about new methods and techniques for measuring and evaluating the quality of healthcare treatment results.

Predvideni študijski rezultati:

Študent/študentka:

- pozna sodobne teorije, koncepte in pristope managementa,
- pridobi znanje in razvije sposobnosti za organiziranje najzahtevnejših procesov in sistemov,
- pozna motivacijske teorije in razume pomen motivacijskih dejavnikov za uspešnost procesov dela,
- usposobi se za implementacijo sprememb (management sprememb) in novosti v delovnem okolju,
- pridobi znanje in veščine za vodenje managementa kakovosti, merjenje, in vrednotenje izidov,
- usposobi se za nadzor nad organizacijskim razvojem delovnega okolja,
- spozna organizacijo Case managementa v zdravstveni negi,
- zna analizirati sisteme in uvajati inovacije.

Intended Learning Outcomes:

Students:

- know the current and contemporary theories, concepts, and management approaches,
- acquire knowledge and develop competences for organising the most complex processes and systems,
- know the motivational theories and understand the importance of motivational factors for successful work processes,
- are qualified to implement changes (management of change) and innovations in the work environment,
- acquire knowledge and skills for running quality management, measuring and evaluating results,
- are qualified to monitor the organisational development of work environment,
- get familiar with case management in nursing care,
- know how to analyse systems and how to introduce innovations.

Metode poučevanja in učenja:

- *predavanja* z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov),
- *seminarji:*
 - študij primera iz prakse,
 - načrt za raziskovalno-projektno delo,
 - izvedba raziskave (voden individualni študij),
 - izdelava, predstavitev in zagovor raziskovalne naloge;
- konzultacije (individualne in kolektivne).

Learning and Teaching Methods:

- *lectures* with active student participation (explanation, discussion, questions, examples, problem solving),
- *seminars:*
 - studying an example from practice,
 - a plan for research/project work,
 - research implementation (guided individual study),
 - preparation, presentation and defence of the research paper;
- consultations (individual and in groups).

Načini ocenjevanja:

Delež (v
%)/Weighting **Assessment:**
(in %)

<p>Načini:</p> <ul style="list-style-type: none">• temeljna ali aplikativna raziskovalna naloga z zagovorom (obseg 30.000 znakov). <p><i>Ocenjevalna lestvica:</i> uspešno, neuspešno.</p>	<p>100 %</p>	<p>Types:</p> <ul style="list-style-type: none">• fundamental or applicative research paper with defence (30,000 characters). <p><i>Grading scale:</i> pass, fail.</p>
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