

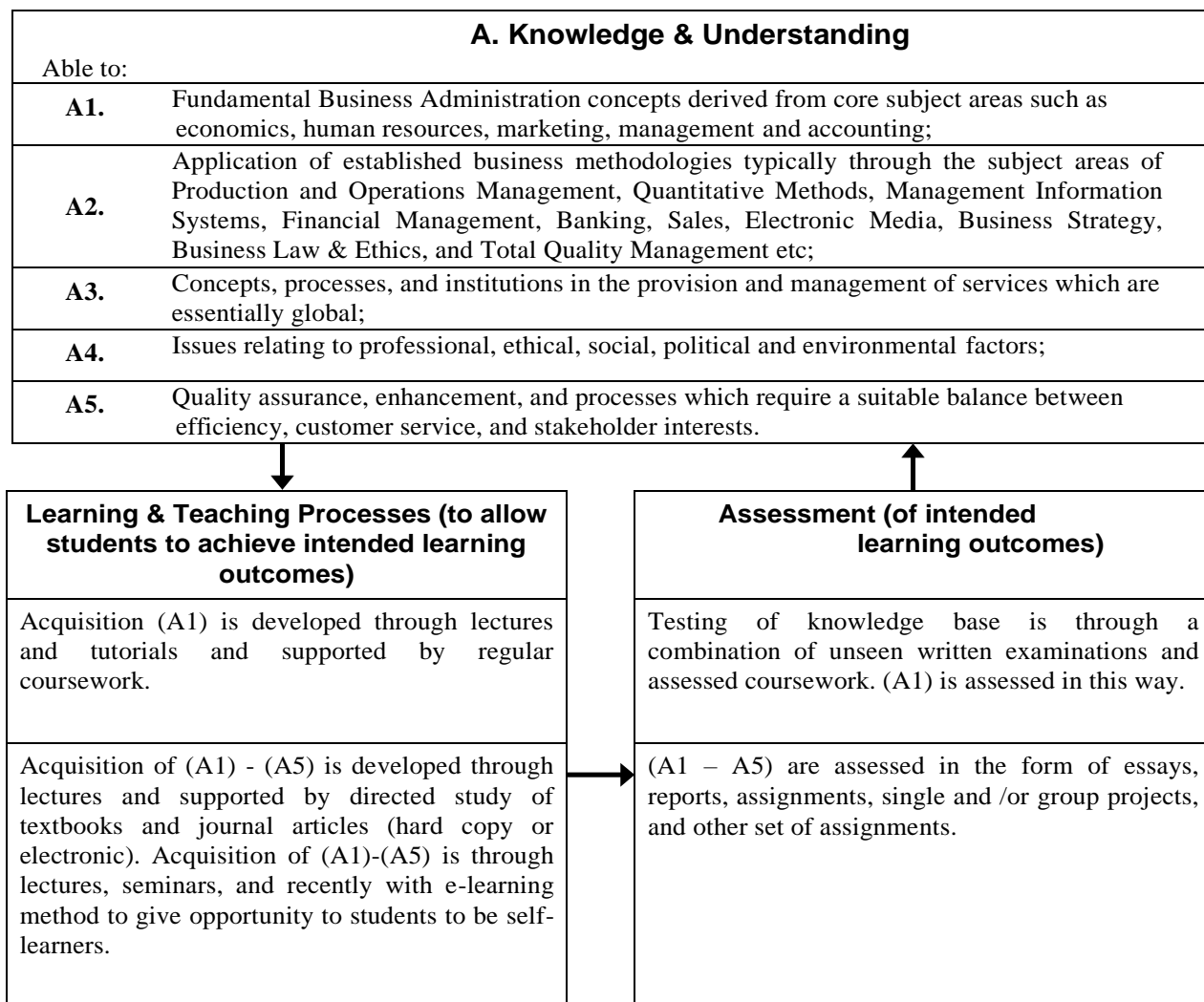
# Department of Hospital management

## 1. AIMS OF THE PROGRAM

The program aims to:

<b>1.</b>	Offer a program that supports and matches the needs of the health care industry at the national and regional levels at the national and regional levels.
<b>2.</b>	To build positive relations with the health business community.
<b>3.</b>	Promote high quality management education and latest teaching and training . strategies.
<b>4.</b>	Develop health managers and leaders with core competencies in order to meet the needs of the national and regional labor markets.

## 2. INTENDED LEARNING OUTCOMES OF THE PROGRAM



<b>B. Intellectual Skills</b>	
Able to:	
<b>B1.</b>	Analyze a wide range of health services management problems in the, provide a suitable rationale of the analysis, and provide solutions through suitable text, diagrams, quantitative
<b>B2.</b>	Perform and evaluate research with a view to acquire new knowledge and to utilize it in practice where possible;
<b>B3.</b>	Use theoretical concepts and practical business design tools to design and demonstrate typical business cases;
<b>B4.</b>	Gain a coherent understanding of business theory and develop entrepreneurial skills through analysis and synthesis of large volumes of information;
<b>B5.</b>	Communicate effectively with peer groups about professional and business matters.



<b>Learning &amp; Teaching Processes</b>	<b>Assessment</b>
<p>Intellectual skills are developed through the teaching and learning program. Each course, whatever the format of teaching, involves practice in applying concepts orally and in writing, analysis and interpretation of materials, and individual feedback sessions for learners on work produced. Workshops and practical exercises more usually support skill development curricula and open learning materials are used extensively to facilitate individually paced skill acquisition and development.</p> <p>Project-based and student-tutor directed approaches are introduced to encourage the notion of learner independence and to promote application of developing competencies.</p>	<p>The assessment methods place great emphasis on the learner's ability to demonstrate skills (B1) - (B5) through the exams and the problem based exercises, the submission of coursework, reports, case studies, and set of assignments. Every student should submit a report for the practical training, and the graduation project, which provide a perfect vehicle to demonstrate capability in a range of intellectual skills linked to specialist knowledge, understanding and practical skills.</p>

<b>C. Practical Skills</b>	
Able to:	
<b>C1.</b>	Plan, organize, and operate health services management projects ranging over a wide scale of complexity;
<b>C2.</b>	Prepare and deliver coherent and well-structured reports which meet professional standards; Transferable Skills
<b>C3.</b>	Utilize traditional methods and modern technology to present material and data at a professional level;
<b>C4.</b>	Gain competence in the use of new technologies to search for and retrieve suitable materials and make discriminating use of various available resources including the Electronic Library;
<b>C5.</b>	Communicate effectively at a spectrum of different levels and set up suitable channels of communication between various parts of an organization;
<b>C6.</b>	Be fully aware of and adapt to the rapidly changing and risk- oriented nature of real life business;
<b>C7.</b>	Gain competence in the use of special tools necessary in business decision-making situations.



<b>Learning &amp; Teaching Processes</b>	<b>Assessment</b>
<p>These skills are developed through opportunities to practice the activity in an appropriate learning context such as workplace placement. Guidance manuals may be used to support learning. All learners receive initial guidance on how to locate and use material available in textbooks, library and the Internet. The references provided for each module at the outset are for guidelines for the production of coursework, projects, essays, or reports.</p> <p>The reports that should be submitted for graduation project and the practical training modules enable students to achieve (C1, C2).</p>	<p>Coursework portfolios are considered as a mechanism for managing breadth and complexity and as an instrument for providing ongoing feedback. More huge assessment vehicles are the norm with significant opportunity for student negotiation of assessment around a theme through deployment of learning contracts.</p>

### D. Transferable Skills and Personal Qualities

Able to:

- D1.** Understand the importance of communication skills
- D2.** Work effectively with and for others;
- D3.** Strike a balance between self-reliance and seeking help when necessary in new situations;
- D4.** Manage time, prioritize workloads, recognize and manage emotion and stress levels;
- D5.** Utilize information management skills e.g. use of IT, office automation and new communication technologies as they become available;
- D6.** Be responsive to appraisal and recognize continuous learning and training as an integral part of professional practice;
- D7.** Be multidisciplinary in approach, understand the competitive nature of business and foster attitudes of tenacity which help to succeed in demanding circumstances.



Learning & Teaching Processes	Assessment
<p>All modules require coursework and regular feedback, which is given to the learners to develop not only their understanding but also their ability to design and write well-structured reports (D1). Skill (D2) is mainly developed through individual learning. Individuals or group learners develop skills (D3) and (D4) in classes, tutorials, seminars, workshops, which rely on discussion and interaction, as well as presentations given. Skill (D5) is learnt through the management of time to meet the various and sometimes conflicting deadlines for submissions of coursework. Skill (D6, D7) are learnt through tutorials. These skills are also developed through extra-curricula activities including work experience n social and cultural activities.</p>	<p>Effective communication of ideas is an important criterion in assessing all areas of a learner's work, and the regular feedbacks as well as the final mark reflect this. Skill (D2) is assessed through the assembly of necessary information for writing reports especially for the graduation project and the practical training modules, or for the preparation of the coursework. Skills (D3) and (D4) are assessed by both the coursework and the graduation project produced, which, although supervised, is nevertheless the result of independent thought and work /research by the learner.</p>



### 3. THE STRUCTURE OF THE PROGRAM

The College applies the Higher Education Accreditation Commission, Jordan which is based on the credit units. Students should complete 2 (Total of 132 credit hours) 44 courses for the bachelor's degree.

### 4. CURRICULUM PROGRESSION: INTENDED LEARNING OUTCOMES FOR EACH YEAR

Outlined later in this *Handbook of Curriculum Design*.

### 5. STUDENT INDUCTION, SUPPORT AND DEVELOPMENT (in order to deliver the year learning outcomes)

Student induction, support and development are well-developed aspects with a framework, which provides support to the students throughout their program. The key mechanisms include the following:

- Induction procedures for new students at admission with access to senior members of staff. Induction for returning students is also implemented as it is beneficial in specifying the progressive nature of the learning experience, for example, higher order skills and independent learning. In both cases, many meetings are held between the Dean and the students and the Head of Department with the students.
- Provision of Academic tutor for each student
- Provision of good physical and learning resources including internet, library, and up to date electronic educational media, e.g. Email and web based material.
- Provision of good social facilities, e.g. internet cafes, sport spaces, cafeterias, etc.
- Provision of Self Study Facilities:
  - The Electronic Library
  - The College Web page that provides students with all relevant information such as:
    - Undergraduate Handbook
    - Program Specifications
    - Lectures and course notes.
    - Careers Advisory Service to provide information for students and graduates of the College.
    - Student's opinion on the quality of the teaching is considered by completing a Module Evaluation Questionnaire for each module in each semester.
    - Students' Memberships of various committees can add a voice in resource allocation and other matters.
    - Drop-In centre is utilized to enhance students' performance in some courses.
    - Student Financial Aid is provided in two mechanisms: the first mechanism is through the Student work program. The second mechanism is through special Discount Scholarships provided by the College to students based on various criteria.
- Medical insurance

### Mapping of the required courses in the Curriculum to the general Student Outcomes

Course No	Course Title	A. Knowledge & Understanding					B. Intellectual Skills					C. Practical Skills							D. Transferable Skills and Personal Qualities						
		A 1	A 2	A 3	A 4	A 5	B 1	B 2	B 3	B 4	B 5	C 1	C 2	C 3	C 4	C 5	C 6	C 7	D 1	D 2	D 3	D 4	D 5	D 6	D 7
0114101	Arabic Language Skills (1)									3		1			3			3							
0111100	Military Science																								
0111101	National Education																								
0130101	English Skills (1)									3					3			3							
0130102	English Skills (2)									3	1				3			3							
0250105	Business Mathematics																1								
0310110	Principles of Accounting (1)	3																							
0320108	Research Methods & Statistics		3				3						2					2							
0320150	Principles of Microeconomics	3																							
0320211	Financial Management Introduction to	3		2	1																				
0330110	Principles of Marketing	3																							
0380111	Healthcare Organization Management	2	2	2	2			1				1	1				1		2		1				2
0380129	Demography & Biostatistics								2																
0380230	Financial Management of Healthcare Institutions	3	1						1								1								
0380245	Pharmaceutical Management												1												
0380246	Supply & Inventory Management		2	1									2												
0380315	Healthcare Laws & Ethics				3												1								
0380325	Information Management & Medical Records			2						1				2		1						2			1
0380332	Health Economics	3														2									
0380343	Accreditation & Quality Management			3	3		2	1																	
0380360	Applications in Healthcare Quality			1	3	1		3	2		2						1			1	2			1	
0380414	Hospital Management		2	2						1										1					
0380418	Healthcare Systems Management						2																		
0380419	Health Policies & Strategies										3	3					1	1							2
0380420	Accommodation & Support Services					3																			
0380432	E-Health & Computer Applications						2							3								3			1
0380445	Health Resources Management (Applied Topics)					1	3	3	3		1	3					1			1				1	
0380463	Applications in Health Management					2										2			2	2	2			1	
0380481	Graduation Project	2			2	3		3	3		3	3					3	2	2	3	3			3	
0380492	Field Training	1			1				1	2	1			3			1	1	1	3	3			3	
0310111	Principles of Accounting (2)	3																							
0330213	Organization Behavior																	1					1		1
0330317	Human Resource Management	3		1															3				2	1	
0350240	Marketing Health																								2
0350321	Supply Chain Management																1								

1= Low, 2= medium, 3=High