

<i>Name of the course</i>	Social medicine and management in healthcare			Code	
<i>Type of study program Cycle</i>	Integrated University studies, medicine			Year of study	V
<i>Credits (ECTS) :</i>	3,5	<i>Semester</i>	IX	Number of hours per semester (1+e+s)	70 (30+10+30)
<i>Status of the course:</i>	mandatory	<i>Preconditions:</i>	/	<i>Comparative conditions:</i>	/
<i>Access to course:</i>	5 th year medical students			<i>Hours of instructions:</i>	December, 3 weeks
<i>Course teacher:</i>	Prof.dr Boris Hrabac				
<i>Consultations:</i>	Through the entire duration of the program				
<i>E-mail address and phone number:</i>	bhrabac@yahoo.com; 061-203-628				
<i>Associate teachers</i>	Dr.sc.Ivan Bagarić				
<i>Consultations:</i>	Through the entire duration of the program				
<i>E-mail address and phone number:</i>					
<i>The aims of the course:</i>	<p>The aims of the course are:</p> <ul style="list-style-type: none"> • To introduce the student with the basics of the healthcare organization, healthcare economics, the principles of resource allocation in healthcare, methods and mechanisms of payment and contract in healthcare, cost analysis, profit of each healing method and public health laws in the nature of health and disease etc. • To accentuate the importance of communication skills in managers job, as well as an employees, to describe motivation and differentiate motivation from other factors on productivity, to understand the motivation of healthcare professionals, recognize the cause of conflict in healthcare institutions, to learn different techniques regarding conflict solving, to understand the basic characteristics and the dimension of negotiation and to understand the concept of emotional intelligence. 				
<i>Learning outcomes (general and specific competences):</i>	<ul style="list-style-type: none"> • Applying the basic knowledge and understanding the concept of the social healthcare with all its biological, demographic and epidemiological determinants in the view of social factors and environmental characteristics, as well as the understanding of 				

	<p>how the healthcare system functions with all its components intertwining</p> <ul style="list-style-type: none"> • Understanding the importance of motivational and other factors such as organization and resources on the productivity of the medical personnel with the aim of better compliance, quality and productivity • Applying the basic knowledge and possess the basic skill in the area of management in healthcare that are relevant for the lower and middle level in healthcare institutions • Applying the interpersonal skills, concept of emotional intelligence, stress handling, time management, dealing with conflict, teamwork skills, motivation and planning on micro level. 			
<p>Course content (Syllabus):</p>	<p>„Social medicine“ part: concept of health and disease; determinants of health; social and medical diagnostics; the need and demand of healthcare; disease of social pathology; healthcare system and subsystems; the means of healthcare protection; the promotion of health and disease prevention; the network of healthcare institutions and healthcare personnel; economics and health; planning and programming in healthcare; management and healthcare; communication skills; ethical theories in prioritizing in healthcare</p> <p>„Management in healthcare“ part: the meaning and area of management in healthcare; healthcare system and the cycle of reform; interpersonal skills of a successful manager; communication in nursing; conflict management; managing human resources in healthcare; value of associates and employees; teamwork; successful meeting leadership; creative problem solving; motivating associates and employees; leadership in healthcare; the management of change.</p>			
<p>Format of instruction (mark in bold)</p>	<p>Lectures</p>	<p>Exercises</p>	<p>Seminars</p>	<p>Independent assignments</p>
	<p>Consultations</p>	<p>Work with mentor</p>	<p>Field work</p>	<p>Other</p>
	<p>Reminders:</p>			
<p>Student responsibilities</p>				
<p>Screening student work (mark in bold)</p>	<p>Class attendance</p>	<p>Class participations</p>	<p>Seminar essay</p>	<p>Practical training</p>
	<p>Oral exam</p>	<p>Written exam</p>	<p>Continuous assessment</p>	<p>Essay</p>

Detailed evaluation within a <i>European system of points</i>			
STUDENTS RESPONSIBILITIES	HOURS	PROPORTIONS OF ECTS CREDITS	PROPORTIONS OF MARK
Class attendance and participations			
Seminar essay	15	0,5	20%
Written exam	50	2	60%
Oral exam	30	1	20%
Further clarification:			
According to the regulations of the study, final grade is obtained: A = 91-100% 5 B = 79 to 90% 4 C = 67 to 78% 3 D = 55 to 66% 2 F = 0 to 54% 1			
Required literature:	Hrabač,B., i sur.: <i>Socijalna medicina</i> . University of Mostar textbook, ISBN 978-9958-690-72-3), 2010, 225 p. Hrabač,B., Lugonja,M., i Bošnjak,R.: <i>Zdravstvena ekonomika</i> . University library (ISBN 978-9958-16-007-3), Mostar, 2013, 250 p.		
Optional literature:	Hrabač,B., Šunje,A., i sur.: <i>Trening iz zdravstvenog menadžmenta</i> . (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.		
Additional information about the course	Monitoring methods of teaching quality: - student questionnaire - quality analysis by students and teachers - exam results analysis - report of the office for teaching quality - external evaluation (visit of team for quality control)		

Annex: calendar

Teaching unit number	TOPICS AND LITERATURE
I.	Title: Definition and scope of social medicine and public health system. Definition of health and disease. Diagnostics in social medicine.
	Short description:
	Literature: Hrabač, B. et al. : Socijalna medicina. University of Mostar textbook, ISBN 978-9958-690-72-3), 2010, 225 p.
II.	Title: healthcare requirements and requests in a population. Health system and its components. Healthcare measures. Health promotion and disease prevention.
	Short description:
	Literature: Hrabač, B. et al. : Socijalna medicina. University of Mostar textbook, ISBN 978-9958-690-72-3), 2010, 225 p.
III.	Title: Network of health institutions and health professionals. Mreža zdravstvenih institucija i zdravstveni djelatnici. Composition and scope of work of a family medicine team. Team composition in hospitals.
	Short description:
	Literature: Hrabač, B. et al. : Socijalna medicina. University of Mostar textbook, ISBN 978-9958-690-72-3), 2010, 225 p.
IV.	Title: Social diseases as public health problems. Health economics. Analysis of costs and benefits. Cost effectiveness of screening programs. The role of "gate-keeper" in cost control. Questions of equality and righteousness in healthcare system.
	Short description:
	Literature: Hrabač, B. et al. : Socijalna medicina. University of Mostar textbook, ISBN 978-9958-690-72-3), 2010, 225 p.
V.	Title: Primary healthcare based on the family medicine practice concept. Registration of patients in family medicine practice – physician selection. Health statistics and IT system.
	Short description:
	Literature: Hrabač, B. et al. : Socijalna medicina. University of Mostar textbook, ISBN 978-9958-690-72-3), 2010, 225 p.
VI.	Title: Planning and programming in healthcare. Yearly work plan of a family medicine team. Implementation of health reforms – content, context, participants and process. Concept fo healthcare reform in Federation of Bosnia and Herzegovina.
	Short description:
	Literature: Hrabač, B. et al. : Socijalna medicina. University of Mostar textbook, ISBN 978-9958-690-72-3), 2010, 225 p.
VII.	Title: Medical ethics / deontology. Ethical theories of importance for healthcare organization. European Declaration of patient's rights.
	Short description:

	Literature: Hrabač,B. et al. : Socijalna medicina. University of Mostar textbook, ISBN 978-9958-690-72-3), 2010, 225 p.
VIII.	Title: Introduction to management in healthcare system. Organization and management of health institutions.
	Short description:
	Literature: Hrabač,B., Šunje,A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.
IX.	Title: Strategic management and management with strategic planning. SWOT analysis as a tool of strategic planning.
	Short description:
	Literature: Hrabač,B., Šunje,A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.
X.	Title: Organizing; basic type of business organization. Operative leadership and operative control.
	Short description:
	Literature: Hrabač,B., Šunje,A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.
XI.	Title: Human resource management.
	Short description:
	Literature: Hrabač,B., Šunje,A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.
XI.	Title: Management of healthcare quality; standards and accreditation in healthcare system.
	Short description:
	Literature: Hrabač,B., Šunje,A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.
XII.	Title: Communicational skills and management. Communication styles. Non-verbal communication. Communication directed to building relationship with a patient.
	Short description:
	Literature: Hrabač,B., Šunje,A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.
XIII.	Title: Concept of emotional intelligence. Assessment of emotional intelligence.

	Short description:
	Literature: Hrabač, B., Šunje, A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.
XIV.	Title: Managing stress and its meaning for management; causes and consequences of stress. Mobbing. Time management.
	Short description:
	Literature: Hrabač, B., Šunje, A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.
XV.	Title: Assertiveness training. Psychology of leadership and emotionally intelligent leadership.
	Short description:
	Literature: Hrabač, B., Šunje, A. et al.: Trening iz zdravstvenog menadžmenta. (Priručnik za menadžere) Cantonal institute for Public Health in Zenica, Center for Continuous Medical Education, 2007, 117 p.