

USKUDAR UNIVERSITY
VOCATIONAL SCHOOL OF HEALTH

HEALTHCARE MANAGEMENT
PROGRAM

GENERAL INFORMATION ABOUT THE PROGRAM

Healthcare management program is designed to prepare and develop leaders for a healthcare sector that rapidly changing. The objective of this program is to train professionals to have knowledge of managerial procedures and practices and competent in patient/customer relations and communication according to the needs of the healthcare sector. Healthcare management is a developing area in our country and in the world. Fast developments in health technologies and continuous increase in health spending make this area a dynamic and fast-growing field.

The majority of the core courses of 90 credits in the program is provided by healthcare management department. In addition, students will do an internship. Students are educated with versatile, high-quality and universal standards. The existence of medical institutions which is rapidly developing and growing is increasing the demands of the graduated students. In this regard, graduates can find the opportunity to work in public and private health care institutions.

Internship obligation of students will be provided by Ümraniye, Feneryolu and Etiler polyclinics of NP Brain Hospital and also by the solution partners from outside agencies.

COURSE CONTENTS

I. YEAR

FALL TERM (01 SEMESTER)

SKI113 Hospital Management and Organization-I

Description of the hospital, hospital functions, classification of hospitals, differences of hospitals from other businesses, management, management functions, organizational development and regeneration, determination of business units in hospitals, management structure, The importance of the formation of the hierarchy,

SKI103 General Accounting

Business and Accounting Information :The financial statements and the effects of the financial statements of events; Data Collection Techniques for Financial Statements: Accounting vouchers, Types of accounts; Daily Trading: Opening Accounts; Transactions of goods: Periodic inventory system, Perpetual inventory method and revenue operations, Securities transactions; Bank Operations: Banking transactions with the related documents, Deposit operations, Credit operations, Cash loans, Loans, guarantees and sureties; Securities Operations: Types of Bonds, Accounting for promissory notes, Fixed asset transactions, Inventory transactions, Errors.

SKI111 Business Management

Concept of Business; The Historical Development of Enterprise; Human Needs: Goods and Services; Manufacturing Resources; Environment and targets of businesses; Types of Businesses: Feasibility studies, Investment decisions; Businesses Success Conditions: Efficiency and risk concepts; Concept of Management: Definition, Functions, Approaches and Processes; Management Functions: Marketing, Production, Human Resources, Finance, Accounting, Public Relations, Research - development; Businesses Alliances and Mergers; Global and Electronic Business.

SKI107 Introduction to Health and Medical Terminology

The basic definition of human nature and terms, Basic information about the diseases, Basic elements for medical terms, Terms of the motion system, Terms related to the respiratory system, Terms related to the heart and circulatory system, Terms related to the digestive system, Terms related to the nervous system, Terminology relating to the reproductive system, Terms related to the endocrine system.

RPSI209 Positive Psychology and Communication Skills

Definition and basic concepts of behavioral sciences, the biological basis of behavior, the development of life-long behavior, society and social structure, socialization, social structure and social relations, relations system, the creation of social institutions, social influence and conformity behavior, psychology as a science, motives and motivations, sensation and perception, learning and motivation, behavioral disorders, patient behavior that creates a relationship difficulty.

OSG 111 Occupational Health and Safety

Occupational Health and Historical Development of Safety, Occupational Health and Purpose and Importance of Safety, Overview of the Occupational Health and Safety Turkey, Work accidents, Occupational diseases, Work Accidents and Occupational Diseases precautions and Costs arising from occupational diseases.

INGU101English-I

This course helps the students gain basic English grammar knowledge and develop their basic reading, listening, writing and speaking skills.

RKUL101

Seminars, conferences, panels, workshops and speeches to be held for 14 weeks

TURK101 Turkish Language I

This course provides the students with knowledge on the status and importance of language as a social structure of a nation, language-culture relations, the place of Turkish among other languages with its historical development and spread.

ATA101 Atatürk's Principles and History of Turkish Revolution-I

Reform movements as a reaction to decline and disintegration of the Ottoman Empire caused by political, social, cultural and socio-psychological problems that emerged as a result of the encounter of the western and Turkish cultures; political events during the transitional period from the Ottoman Empire to the national state and the foundation of the Turkish Republic following the national struggle led by Mustafa Kemal Atatürk.

I.YEAR**SPRING TERM (02 SEMESTER)****SKI116 Hospital Management and Organization-II**

Hospital-environment relationship, Sharing of targets, creation of job tools, Employee empowerment techniques, Power sharing, Planning within the organization, Bed capacity ratios, Hospital architecture and varieties, service place selection and the importance of service, control of aims and achieve degrees, Re-planning, material management, health information systems, service marketing, functional relationships, Patient satisfaction, office supply operations, benchmarking between countries in terms of the level of health services

SKY104 Human Resources in Health Institutes

Development of Human Resource Management, Objectives and Principles; Contents of Human Resource Management: Human resources planning, Finding and selection of human resources, Recruitment and familiarize, Performance evaluation, Training, Development, The establishment and implementation of the disciplinary system, Remuneration of human resources; Career Management; International Human Resource Management; Using Technology in Human Resource Management The importance, applications and operations of human resource management in public and private hospitals.

SKI114 Statistics

Definition of Statistics: The basic concepts of statistics, Data collection techniques and tools, Classification of data, Frequency distributions of the data collected; Graphs; Averages: Sensitive and Means; Variability: Range, Standard Deviation, Moments; Normal Distribution: Normal distribution function, Calculation of the area under the normal curve; Sampling Theory; Indexes: Indexes compounds.

HUK101 General Law

Social Rules and Law; The Concept of Law and Law Enforcement; Sources of Law; Branches of law; Definition and Types of rights; Vesting, Forfeiture and Use of Rights; People and Person Types: Real people, Legal persons; Real Person's Licenses: Acquire rights; kinship; place of residence; Protection of Personality, Possession, Property, Liability and Responsibility; Judicial Organs

RKUL102 University Culture II

Seminars, conferences, panels, workshops and speeches to be held for 14 weeks

INGU102 English -II

The course covers daily, academic, and Professional communication skills; such as discussions, debates, and presentations that are required in their daily, academic and professional lives.

TURK 102 Turkish Language II

This course provides the students with knowledge on the status and importance of language as a social structure of a nation, language-culture relations, the place of Turkish among other languages with its historical development and spread.

ATA102 Atatürk's Principles and History of Turkish Revolution II

Political social, economic and cultural changes and developments caused by the restructuring of the state and society in line with the Atatürk's principles and revolutions which aimed at rising the Turkish Republic to the level of modern nations; evaluation of the internal and external political events with the aim of finding solution to current problems.

II.YEAR

FALL TERM (03 SEMESTER)

SKI 201 Quality Management in Health Institutes

The concept of quality, quality and theories, the applicability of theories to health care, quality and customer, quality and productivity, quality and cost, Total Quality Management, Development of health care quality, integration of total quality management (TQM) to health services, Creating a culture of Total Quality Management (team work, training, organizational culture), and total quality management, analytical methods, accreditation. Total quality history, definition, importance, Necessary conditions for the formation of total quality, Total quality barriers, Total quality management practices in Turkey, the importance of total quality management in health care and hospitals, Realization conditions, obstacles, Strategies to overcome obstacles that may arise, ISO standards

SKI215 Financial Management in Health Institutes

Financial Objectives, Financial Analysis, Financial Statements, Time Value of Money, Profit planning, working capital management, Fixed assets management, Cost of Capital, Capital Structure Theories

SKI 217 Health Insurance

Health insurance and payment systems, Historical development of insurance, the use of health services of insurance, Types of health insurance, private insurance and social insurance, Health insurance systems, the use of service, Health insurance in our country and around the world, Problems in the field of insurance, reform efforts, cost-cutting methods, service cost, utilization, and health effects, The latest developments in health insurance and payment systems.

SKI 219 Marketing and Public Relations in Health Institutes

Marketing and Services Development, Defining the Concept of Service, Common Characteristics of Services, Importance of the Service Sector, Services Marketing Mix, The traditional marketing mix, Extended marketing mix, Classification of Services, Services Product Concept, Deployment of Services, Pricing of Services, Employee, Customer, Physical Evidence, Environment, Service facility sizes, Demand and Capacity Management Methods, Service Capacity, Model, dimensions, the improvement of quality, service encounter, Relationship Marketing. Mix of Public Relations and Public Relations; The Historical Development of Public Relations; Professionalization in Public Relations and Fundamental Principles; Organization in Public Relations Activities; In-House Public Relations; Research in Public Relations;

Campaign Planning, Practice in public Relations; Appraisal of Public Relations; Media tools and relations; Case Studies and Solutions, The importance, functions and applications of PR in state and private hospitals.

SKI 221 Hospital Information Management Systems

MS Word applications, presentation and applications of advanced word processing, Fast and accurate using skills at keyboard, MS Excel: General Introduction, the worksheet presentation and processing applications, Create Excel functions and formulas, Graph drawing, Data base operations, Use of the macro, recognition and application of computer automation systems that used in public and private hospitals

Total quality history, definition, importance, Necessary conditions for the formation of total quality, Total quality barriers, Total quality management practices in Turkey, the importance of total quality management in health care and hospitals, Realization conditions, obstacles, Strategies to overcome obstacles that may arise, ISO standards

SKI207 Entrepreneurship

The importance of entrepreneurship and development: entrepreneurship concepts within the terms of manager, entrepreneur, employer, boss and financier. The importance of leadership and management qualities in entrepreneurship, entrepreneurial qualities and factors that affects entrepreneurship, developments in entrepreneurship; General Evaluation of Entrepreneurship in Turkey: Development and entrepreneurship, pre-republic entrepreneurship, women entrepreneurs.

II.YEAR

SPRING TERM (04 SEMESTER)

SKI216 Health Economics

The definition and development of health economics, of the health sector in economy, health economics system, analysis of supply and demand for health care, economic growth and development, economic planning, planning of the health sector, project evaluation in the health sector, production and financing of health services, pharmaceutical industry and the economy, economic rationality in health policies.

SKI218 Health Legislation

Basic legal concepts, health legislation, Regulations and recent changes in Turkey, patients' rights, rights and responsibilities of health professionals, ethics.

SKI202 Health Institutes Management

Health - Disease Concepts and Services, Management science - the development and management functions, Health services management, public and private aspects of health services, Health economics, health care financing, Total quality in health care services, manpower planning and management, Inpatient and outpatient medical institutions, Ministry of Health and health services, Social security and health services, health legislation. Organization of the Ministry of Health, types of public and private health care institutions and forms of governance of these institutions, leadership, goal setting, determining the priorities, decision-making, assessment of health needs, performance measurement, urban health management, hospital management, management and organization of emergency medical services, materials management, health care facilities, nursing services, management and organization, pharmacy services management and organization, imaging centers management and organization, management and organization of archives and documentation services.

ILK 101 First Aid

Description of first aid, the importance of the principles of the first aid kit. Bleeding. Shock and types. Injuries. CPR (Cardio-Pulmonary Resuscitation) Foreign body aspiration. Fractures, dislocations and sprains. Burns. Hot and cold exposure. Poisoning. Medical first aid situations. Geriatric emergencies and first aid.

SKI208 Purchasing Management

Classification of materials, basic concepts and definitions, purchasing methods in healthcare