

First and Emergency Aid			
Associate	TR-NQF-HE: Level 5	QF-EHEA: Short Cycle	EQF-LLL: Level 5

## Course Introduction and Application Information

Course Code:	SHM024		
Course Name:	Healthcare Management		
Semester:	Spring		
Course Credits:	<div>ECTS</div> <div>2</div>		
Language of instruction:	Turkish		
Course Condition:			
Does the Course Require Work Experience?:	No		
Type of course:	Departmental Elective		
Course Level:	<div>Associate</div> <div>TR-NQF-HE:5. Master`s Degree</div> <div>QF-EHEA:Short Cycle</div> <div>EQF-LLL:5. Master`s Degree</div>		
Mode of Delivery:	E-Learning		
Course Coordinator:	Öğr. Gör. AYŞEGÜL HÜLCEN DÖNMEZ		
Course Lecturer(s):	Ayşegül Hülçen DÖNMEZ		
Course Assistants:			

## Course Objective and Content

Course Objectives:	In line with the needs of the health sector, it is to provide trained human resources who are knowledgeable about the health policy, quality, health systems and management practices, who are well-versed in the processes of the sector.
Course Content:	Management, health services, health systems, development of health services in Turkey, definition and characteristics of hospitals, financing of health services, marketing in health

## Learning Outcomes

The students who have succeeded in this course;

- 1) Knows the concept of management, its history and current application areas.
- 2) Knows the determinants of health, defines and classifies health services.
- 3) Knows the features, functions and classification of hospitals.
- 4) Knows financing methods in health services.
- 5) Knows human resources, public relations and communication in health services.

## Course Flow Plan

Week	Subject	Related Preparation
1)	General information about the lesson.	
2)	Definition, history and functions of management concept.	
3)	Leadership and theories of leadership	
4)	Characteristics of healthcare and health services, classification of health systems.	
5)	Development and Organization of Health Services in Turkey.	
6)	Review	
7)	Half Term Exam	
8)	Financing of Healthcare Services	
9)	Definition of Hospitals, Features and Classification	
9)	Establishment studies in health enterprises	
10)	Marketing in Health Services	
11)	Human Resources Management in Health Services	
12)	Students' presentations	
13)	Students' presentations	
14)	Review/Final Exam Preparation	

## Sources

Course Notes / Textbooks:	Sağlık İşletmeleri Yönetimi-Dilaver Tengilmoğlu, Oğuz Işık, Mahmut Akbolat, Nobel Akademik Yayıncılık.
References:	Sağlık İşletmeleri Yönetimi-Dilaver Tengilmoğlu, Oğuz Işık, Mahmut Akbolat, Nobel Akademik Yayıncılık.

### Course - Program Learning Outcome Relationship

Course Learning Outcomes	1	2	3	4	5
Program Outcomes					
1) Students will be able to use the basic knowledge, skills, competencies and experiences gained from the basic theoretical and practical courses supported by the course materials, application tools, information technologies and other resources, which contain up-to-date information in the field of First Aid and Emergency Assistance.					
2) In case of emergencies such as sudden illness, emergency birth, accident, disaster or injury, it reaches the scene quickly, evaluates the situation together with the doctor, if necessary, makes the first intervention, provides the appropriate position for the patients or the wounded during the patient transport and provides the proper transportation to the appropriate hospital emergency service.					
3) Using the basic knowledge of the First and Emergency Assistance area, it carries out a task independently.					
4) Using the knowledge and skills acquired in the first and Emergency Assistance area, informs the relevant people and institutions by using the communication network correctly and rapidly in all stages of his duty, and transfers his ideas and solutions to the problems in written and / or verbally.					
5) In order to solve unforeseen complex problems encountered in the applications related to First Aid and Emergency Assistance, the team acts in a harmonious manner within the team and acts in accordance with the quality management and processes and takes individual responsibility when necessary.					
6) Communicates effectively with written and / or verbal communication with colleagues, patients and relatives, physicians and all other health professionals and has the ability to work effectively with different disciplines.					
7) Recognize the institutions and organizations within the health system; As an individual working in the field of First Aid and Emergency Assistance, he / she knows the laws, regulations and legislation related to his / her duties, rights and responsibilities and acts accordingly.					
8) He/She has the awareness of lifelong learning and directs its education to an					

advanced level of education in the same field or to a profession at the same level.	1	2	3	4	5
<b>Course Learning Outcomes</b>					
9) Contributes to projects and activities for the social environment in which he lives with a sense of social responsibility.					
10) By using the knowledge and knowledge about the structure, properties, usage areas and legal regulations of medical devices used in health field; use this information in research, development and follow-up of technological developments.					
11) In case of emergency aid, he / she has the knowledge and skills to keep calm, fast, serial and correct at the scene and to maintain and maintain the physical, social and mental health of both the patient and himself.					
12) He/She follows information in the field by using a foreign language at least at the level of European Language Portfolio A2 General Level.					
13) Uses information and communication technologies together with computer software at the basic level of at least European Computer Driving License required by the field.					
14) Knows the measures for occupational diseases and accidents and applies the principles of Occupational Health and Safety in these cases.					
15) They act in accordance with quality management and processes.					

### Course - Learning Outcome Relationship

No Effect	1 Lowest	2 Average	3 Highest

	Program Outcomes	Level of Contribution
1)	Students will be able to use the basic knowledge, skills, competencies and experiences gained from the basic theoretical and practical courses supported by the course materials, application tools, information technologies and other resources, which contain up-to-date information in the field of First Aid and Emergency Assistance.	
2)	In case of emergencies such as sudden illness, emergency birth, accident, disaster or injury, it reaches the scene quickly, evaluates the situation together with the doctor, if necessary, makes the first intervention, provides the appropriate position for the patients or the wounded during the patient transport and provides the proper transportation to the appropriate hospital emergency service.	
3)	Using the basic knowledge of the First and Emergency Assistance area, it carries out a task independently.	2

4)	Using the knowledge and skills acquired in the first and Emergency Assistance area, informs the relevant people and institutions by using the communication network correctly and rapidly in all stages of his duty, and transfers his ideas and solutions to the problems in written and / or verbally.	2
5)	In order to solve unforeseen complex problems encountered in the applications related to First Aid and Emergency Assistance, the team acts in a harmonious manner within the team and acts in accordance with the quality management and processes and takes individual responsibility when necessary.	2
6)	Communicates effectively with written and / or verbal communication with colleagues, patients and relatives, physicians and all other health professionals and has the ability to work effectively with different disciplines.	
7)	Recognize the institutions and organizations within the health system; As an individual working in the field of First Aid and Emergency Assistance, he / she knows the laws, regulations and legislation related to his / her duties, rights and responsibilities and acts accordingly.	2
8)	He/She has the awareness of lifelong learning and directs its education to an advanced level of education in the same field or to a profession at the same level.	2
9)	Contributes to projects and activities for the social environment in which he lives with a sense of social responsibility.	2
10)	By using the knowledge and knowledge about the structure, properties, usage areas and legal regulations of medical devices used in health field; use this information in research, development and follow-up of technological developments.	
11)	In case of emergency aid, he / she has the knowledge and skills to keep calm, fast, serial and correct at the scene and to maintain and maintain the physical, social and mental health of both the patient and himself.	
12)	He/She follows information in the field by using a foreign language at least at the level of European Language Portfolio A2 General Level.	
13)	Uses information and communication technologies together with computer software at the basic level of at least European Computer Driving License required by the field.	
14)	Knows the measures for occupational diseases and accidents and applies the principles of Occupational Health and Safety in these cases.	
15)	They act in accordance with quality management and processes.	3

## Assessment & Grading

Semester Requirements	Number of Activities	Level of Contribution
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Midterms	1	% 40
Final	1	% 60
<b>total</b>		<b>% 100</b>
PERCENTAGE OF SEMESTER WORK		% 40
PERCENTAGE OF FINAL WORK		% 60
<b>total</b>		<b>% 100</b>

### Workload and ECTS Credit Calculation

Activities	Number of Activities	Workload
Course Hours	14	28
Study Hours Out of Class	13	28
Midterms	1	1
Final	1	1
<b>Total Workload</b>		<b>58</b>