

# Health Services Management

## Master of Science (MSc)

### Total Course Credits

- Core: 22
- Non-core (Elective): 6
- Thesis: 4

### Program Description

Health services management is a branch of humanities and an interdisciplinary knowledge with application in the field of medical sciences, whose main activities and tasks include planning, organizing, coordinating, leading and controlling in health and medical organizations in such a way that the organization can achieve its maximum productivity and desired performance and respond to the needs and demands of the health system in a desirable manner. Other topics that are addressed in this field include policymaking, governance, safety, quality, accreditation, financial management, budgeting, change management, communication management, supply chain and distribution, facilities and equipment management, information technology management, human resource management, insurance, hospital and health center standards, intra- and inter-sectoral relations, health organizations, healthcare organization and management, strategic and operational management, project management, justice, productivity and accountability.

Graduates of this field can provide services and perform duties in different parts of the health system and in different job positions, most of which are specified in the book on the classification of health care jobs, from administrative, executive and expert jobs to educational and research management jobs, based on their level of knowledge, skills and acquired and inherent competencies.

Graduates of the non-continuous master's degree in this field are expected to be able to learn more management skills than the bachelor's degree and use them in health and medical centers as experts or managers. This group is expected to learn most of the skills that middle managers in the health system need, for example, skills such as financial management, equipment management, facilities management, information technology management, supply chain and distribution management, and operational management. Some will also learn skills such as communication policy-making, leadership, governance, stewardship, system analysis, critical and systemic thinking, and strategic management, which most senior managers need. Basically, these individuals, like doctoral graduates, can engage in research, education, and consulting in the field of health system management in academic positions and respond to the questions and needs of policymakers and health system managers.

### Admission Requirements

- The accepted documents are as follows:
- Graduates of general doctorates in medicine, dentistry and pharmacy
- All bachelor's degrees in medical sciences and bachelor's degrees in management of all majors, hospital administration, management, law, social sciences, accounting and economic sciences

## Expected Competencies at the End of the Program

### General Competencies\*

The general competencies expected of graduates of this level are:

- Ability to search for scientific resources electronically
- Ability to communicate and interact
- Ability to lecture and teach
- Ability to research and write scientific texts
- Ability to think critically and solve problems
- Executive and managerial competencies
- (Professionalism)
- Teamwork

### Educational Strategies, Methods and Techniques\*

This program is based on the following strategies:

- Task Based Education
- Subject Based Education
- Field Based
- Evidence Based Education
- Student and Teacher-Oriented Education

In this course, the following educational methods and techniques will be mainly used:

Lecture

- Seminar
- Types of intra-group, interdisciplinary, inter-university hospital conferences
- Discussion in small groups - educational workshops - journal clubs and book reading
- Use of simulation and distance learning techniques according to the possibilities of participating in the education of lower levels
- Internship
- Self-Education, Self-Study, Personal training
- Other educational methods and techniques according to the needs and educational goals

### Student Assessment (Types and Methods)

- Types of written tests (Multiple-choice tests, descriptive tests, homework assignments and written reports during and at the end of the semester)
- Oral exams and presentations in class
- Reports on practical work in the form of research and applied projects and their results
- In order to evaluate the professional ethics of students, the 360-degree evaluation method is also used, and given the spread of computers and virtual courses online and offline in the higher education system, electronic tests are also used in the evaluation of students
- Also, with the aim of continuous evaluation throughout the course, the use of a portfolio, including the evaluation of a log book and the evaluation of all scientific, educational, research and professional behavior of the student from the beginning of the training course, such as regular participation in scientific meetings of the group, articles, encouragement, reminders and certificates of work, etc., is recommended.

### Assessment Frequency

Continuously, periodically and finally

## Ethical Considerations

\*Note: The related document(s) can be found at <http://hcmep.behdasht.gov.ir/>

## Table of the Courses

**Table 1. Compensatory Courses**

Code	Title	Theoretical		Practical		Internship		Total		Prerequisite or Concurrent Courses
		Credit	Teaching hours	Credit	Teaching hours	Credit	Teaching hours	Credit	Teaching hours	
01	Medical information systems*	0.5	9	0.5	17	-	-	1	26	-
02	Hospital organization and management	2	34	-	-	-	-	2	34	-
03	Principles of health care services	2	34	-	-	-	-	2	34	-
04	Health Information Technology	2	34	-	-	-	-	2	34	-
05	Financial and budget management in healthcare	2	34	-	-	-	-	2	34	-
06	Principles and fundamentals of management	2	34	-	-	-	-	2	34	-
07	Writing and administrative correspondence	2	34	-	-	-	-	2	34	-
08	Principles and foundations of micro and macroeconomics	2	34	-	-	-	-	2	34	-
09	Accounting principles	2	34	-	-	-	-	2	34	05
10	Sociology of Health	2	34	-	-	-	-	2	34	-
11	Marketing in healthcare organizations	2	34	-	-	-	-	2	34	-
12	Organizational Behavior Management	2	34	-	-	-	-	2	34	-

\*Taking this course is mandatory for all students who have not previously taken them.

In addition to the course credits, the student is required to take all or some of the compensatory courses in Table 1, as determined by the educational department and approved by the university's Graduate Education Council.

**Table 2. Core Courses**

Code	Title	Theoretical		Practical		Internship		Total		Prerequisite or Concurrent Courses
		Credit	Teaching hours	Credit	Teaching hours	Credit	Teaching hours	Credit	Teaching hours	
13	Strategic Management in the Health System	3	51	-	-	-	-	3	51	-
14	Healthcare Systems in Iran and the World	3	51	-	-	-	-	3	51	-
15	Internship 1	-	-	-	-	2	102	2	102	-
16	Health Economics	2	34	-	-	-	-	2	34	-
17	Project Management in the Health System	2	34	-	-	-	-	2	34	-
18	Case Study	2	34	-	-	-	-	2	34	-
19	Communication Management in Health	2	34	-	-	-	-	2	34	-
20	Performance Management in Health Organizations	2	34	-	-	-	-	2	34	-
21	Human Resource Management in Advanced Health Systems	2	34	-	-	-	-	2	34	-
22	Internship 2	-	-	-	-	2	102	2	102	15
23	Thesis	-	-	4	-	-	-	4	-	-

**Table 3. Optional/Elective Courses\***

Code	Title	Theoretical		Practical		Internship		Total		Prerequisite or Concurrent Courses
		Credit	Teaching hours	Credit	Teaching hours	Credit	Teaching hours	Credit	Teaching hours	
15	Specialized English	2	34	-	-	-	-	2	34	-
16	Research Methodology in Health Sciences	1	17	1	34	-	-	2	51	-
17	Epidemiology and vital statistics	2	34	-	-	-	-	2	34	-
18	Insurance in the health system	2	34	-	-	-	-	2	34	-
19	Management of medicines and medical equipment	2	34	-	-	-	-	2	34	-
20	Fundamentals of Ethics and Law in Healthcare	2	34	-	-	-	-	2	34	-
21	Entrepreneurship in the health system	2	34	-	-	-	-	2	34	-

\*The student must take 6 credits from the courses in the table above, appropriate to the topic of the thesis, after approval from the supervisor.



### Workshop titles\*

<b>Workshop title</b>	<b>Duration</b>	<b>Optional mandatory</b>
Reference writing	4 hours	Optional
Skills in reading and writing scientific articles	4 hours	Mandatory
Familiarity with national accreditation standards for Iranian hospitals	4 hours	Mandatory
Knowledge-based economy and knowledge-based institutions in the field of health	4 hours	Mandatory
Ethics in research and examples of research violations	4 hours	Mandatory
Entrepreneurship, commercialization and wealth creation	4 hours	Mandatory
Artificial intelligence startups in the field of health management	4 hours	Mandatory
Development of new technologies in health management	2 hours	Mandatory

\*Participation in mandatory workshops that the student has participated in previous courses is optional.