

## COURSE OUTLINE

### 1. GENERAL

<b>SCHOOL</b>	Faculty of Social, Political and Economic Sciences		
<b>DEPARTMENT</b>	Social Work		
<b>LEVEL OF STUDIES</b>	Undergraduate – Level 6		
<b>COURSE CODE</b>	Z9	<b>SEMESTER</b>	
<b>COURSE TITLE</b>	Health and Welfare Services Administration		
<b>TEACHING ACTIVITIES</b> <i>in case the ECTS Credits are distributed in distinct parts of the course e.g. lectures, labs etc. If the ECTS Credits are awarded to a course as a whole, then please note down the teaching hours per week and the corresponding ECTS Credits.</i>	<b>TEACHING HOURS PER WEEK</b>	<b>ECTS CREDITS</b>	
	3	5	
<i>Add lines if necessary. The teaching organization and methods used are described in the point 4.</i>			
<b>COURSE TYPE</b> <i>Background, General Knowledge, Scientific Area, Skill Development</i>	Scientific Area		
<b>PREREQUISITES:</b>	No		
<b>TEACHING &amp; EXAMINATION LANGUAGE:</b>	Greek		
<b>COURSE OFFERED TO ERASMUS STUDENTS:</b>	No		
<b>URL COURSE:</b>	<a href="https://eclass.duth.gr/courses/OKA131/">https://eclass.duth.gr/courses/OKA131/</a>		

### 2. LEARNING OUTCOMES

#### Learning Outcomes

*Please describe the learning outcomes of the course: Knowledge, skills and abilities acquired after the successful completion of the course.*

The subject of the course is the introduction of students to the concepts of health and health services (HY), which lead to the necessity of organization and training in these subjects. The supply and demand for PCs lead to further analysis of forms of health care, with an emphasis on their design and management in the modern hospital, as well as their funding. Ways of measuring the hospital product and managing its human resources are examined. Specific issues of occupational hygiene, health technology, supplier compensation, quality and evaluation are issues of interest. At the same time, the study focuses on administrative and financial processes in order to describe and analyze hospital subsystems, etc.

Upon completion of the course, students should: (a) identify and describe the concepts of health, health system and health services, in terms of the basic principles of management. (b) describe a health system and an organizational structure of a health service, in order to make efficient use of resources, with an emphasis on human beings. (c) be able to refer to key indicators for the evaluation and quality of health services, as well as other specific issues. (d) have the analytical tools needed to identify the administrative and financial procedures and operations of a hospital.

#### General Skills

*Taking into account the general skills that the graduate must have acquired (as they are listed in the Diploma Supplement and*

are listed below), which of them is intended (for the course)?

Search, analysis and synthesis of data and information, using the necessary technologies  
Adaptation to new situations  
Decision making  
Autonomous work  
Teamwork  
Working in an international environment  
Working in an interdisciplinary environment  
Production of new research ideas

Project design and management  
Equity and Inclusion  
Respect for the natural environment  
Sustainability  
Demonstration of social, professional and moral responsibility and sensitivity to gender issues  
Critical thinking  
Promoting free, creative and inductive thinking

- Adaptation to new situations
- Decision making
- Autonomous work
- Teamwork
- Working in an interdisciplinary environment
- Equity and Inclusion
- Demonstration of social, professional and moral responsibility and sensitivity to gender issues
- Critical thinking
- Promoting free, creative and inductive thinking

### 3. COURSE CONTENT

#### I. Health and Health Services

Description and content ➤ Planning-Planning-Decision Making ➤ Coordination - Measurement - Evaluation

II. Organization of Health Systems φέξ Forms and shapes ➤ Levels of Care κέξ Economic Relations ➤ Issues of health and safety, technology, quality, etc

III. Hospital Organization and Administration ➤ Administrative Instruments and Human Resources

### 4. LEARNING & TEACHING METHODS - EVALUATION

<b>TEACHING METHOD</b> <i>Face to face, Distance learning, etc.</i>	Face to face and distance learning	
<b>USE OF INFORMATION &amp; COMMUNICATIONS TECHNOLOGY (ICT)</b> <i>Use of ICT in Teaching, in Laboratory Education, in Communication with students</i>	Use of IT Technology, videos and interactive communication	
<b>TEACHING ORGANIZATION</b> <i>The way and methods of teaching are described in detail. Lectures, Seminars, Laboratory Exercise, Field Exercise, Bibliographic research &amp; analysis, Tutoring, Internship (Placement), Clinical Exercise, Art Workshop, Interactive learning, Study visits, Study / creation, project, creation, project. Etc.</i>  <i>The student study hours for each learning activity are listed as well as the non-guided study hours so that the total workload at the semester level corresponds to the ECTS standards.</i>	<b>Activity</b>	<b>Workload/semester</b>
	Lectures	25
	Essay Writing/Essay presentation	25
	Conversations after lectures/ Role Playing	25
	Workshops	25
	Independent study	25
	Total Course	125
<b>STUDENT EVALUATION</b> <i>Description of the evaluation process</i>  <i>Assessment Language, Assessment Methods, Formative or Concluding, Multiple Choice Test,</i>	Written examination	

*Short Answer Questions, Essay Development Questions, Problem Solving, Written Assignment, Essay / Report, Oral Exam, Public Presentation, Laboratory Report, Clinical examination of a patient, Artistic interpretation, Other/Others*

*Explicitly defined assessment criteria and if and where are accessible to students are mentioned.*

## 5. SUGGESTED BIBLIOGRAPHY

- Πολύζος Ν., 2014, Διοίκηση και Οργάνωση Υπηρεσιών Υγείας, Εκδόσεις Κριτική, Αθήνα.
- Λιαρόπουλος Λ., 2007, Οργάνωση Υπηρεσιών και Συστημάτων Υγείας, ΒΗΤΑ Ιατρικές Εκδόσεις
- Γούλα Α., 2007, Διοίκηση και Διαχείριση Νοσοκομείου, Εκδ. Παπαζήση.

## ANNEX OF THE COURSE OUTLINE

### Alternative ways of examining a course in emergency situations

<b>Teacher (full name):</b>	Dr. Nikos Polyzos
<b>Contact details:</b>	npolyzos@sw.duth.gr
<b>Supervisors: (1)</b>	Yes
<b>Evaluation methods: (2)</b>	written or oral examination with distance learning methods, provided that the integrity and reliability of the examination are ensured.
<b>Implementation Instructions: (3)</b>	Examination will be held according to the Examination Program announced by the Department. The exam will be held online, through the electronic platform of e-class. Those students who have been enrolled on the course and are aware of long distance education conditions, are allowed to take the examination. On the day and time of the examination, student must connect in groups on the electronic platform of e class, and choose the option Tasks from the column Active tools on the left, where they will find the relevant unit about the course exam. After they read and answer the questions, they will upload their answers on a single word doc, not later than the time provided, by pressing Submit Task and then Choose file. Before they upload the file with their answers, they must save their full name and register number. On their answers they must also write their full name, father's name, semester and register number. Those students who are examined orally, will contact the instructor through personal message.

(1) To be completed with YES or NO

(2) Note down the evaluation methods used by the teacher, e.g.

- *written assignment* or/and exercises
- written or oral examination with distance learning methods, provided that the integrity and reliability of the examination are ensured.

(3) In the **Implementation Instructions** section, the teacher notes down clear instructions to the students:

α) in case of **written assignment and / or exercises**: the deadline (e.g. the last week of the semester), the means of submitting them to the teacher, the grading system, the participation of the assignment in the final grade and every other detail that should be mentioned.

β) in case of **oral examination with distance learning methods**: the instructions for conducting the examination (e.g. in groups of X people), the way of pronouncing topics, the applications to be used, the necessary technical means for the implementation of the examination (microphone, camera, word processor, internet connection, communication platform), the way the hyperlink is sent, the duration of the exam, the grading system, the participation of the exam in the final grade, the ways in which the inviolability and reliability of the exam is ensured and every other detail that should be mentioned.

γ) in case of **written examination with distance learning methods**: the instructions for assigning the topics, the way of submitting the answers, the duration of the exam, the grading system, the participation of the exam in the final grade, the ways in which the integrity and reliability of the exam is ensured and every other detail that should be mentioned.

There should be an attached list with the Student Registration Numbers only of the beneficiaries to participate in the examination.