



UNIVERSITY
TECHNOLOGY,
MAURITIUS

School of Health Sciences

In Collaboration with
School of Sustainable Development and Tourism

MSc Health Services Management (Part-Time)

PROGRAMME DOCUMENT

VERSION 4.0

MHSM v4.0

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MSc Health Services Management

A. PROGRAMME INFORMATION

Health services are undergoing continuous changes and health care professionals are confronted with an ever challenging work environment. They are brought to interact with a wide range of health care workers and the general public. This MSc in Health Services Management is designed to equip managers and other health care providers with management skills and knowledge through a range of practice based modules covering various aspects of health services management. The programme comprises modules covering management skills and techniques, change management, problem solving, computer literacy, resource management, strategic management, legal and ethical issues so as to manage a sustainable. These concepts are operationalised into the management challenges of running a successful health service, and the personal development skills needed for managing change and innovation.

TARGET PARTICIPANTS

This programme is open to all medical and paramedical graduate professionals from both the public and private sectors working in health care and health services provision. The programme is also opened to professionals who have managerial responsibilities or who aspire to embrace a managerial career in the health services sector.

B. PROGRAMME AIMS

This MSc programme aims to lead students from practical to conceptual skills, from service delivery to strategic management skills and to problem-solving and project management by equipping them with the knowledge and skills necessary to facilitate efficiency, effectiveness and a high quality of service in the health care system. The programme aims to provide an understanding of sustainable management principles and their application to the complex health services environment.

C. PROGRAMME OBJECTIVES

The objectives of the programme are:

- to provide professionals engaged in health services with further educational opportunities in the field of Health Services
- to provide managers and other professionals in the field of health care the opportunity to explore the various aspect of health services management in Mauritius and internationally
- to critically assess and apply a range of key management concepts, models and functions related to sustainable health services management
- understand the drivers behind health reforms and be able to develop strategies for effective management within the health care system
- to evaluate health services delivery in the local context and have an understanding of the nuances of health services management internationally
- to develop research knowledge and skills in the field of health services management

Part I - REGULATIONS

D. GENERAL ENTRY REQUIREMENTS

As per UTM 'Admissions Regulations' and 'Admission to Programmes of Study at Masters and Postgraduate Diploma Level'.

E. PROGRAMME ENTRY REQUIREMENTS

a) A bachelor's degree from a recognized university or any other recognised institution of higher education.

Or

b) Exceptionally candidates holding a Diploma from an approved institution with at least 3 years of relevant professional work experience, acquired within the last 5 years, may be admitted.

F. PROGRAMME MODE and DURATION

Part Time: 2 Years, comprising of 4 semesters

Each academic year includes 2 semesters and each module comprises of 45 hours, with the exception of the dissertation.

G. TEACHING AND LEARNING STRATEGY

The programme will consist of a wide variety of teaching methods, including lectures, individual or group projects, presentations, workshops, seminars and case studies. Self-learning will be the key feature of the programme, enabling students to explore, investigate and research in various issues related to health services management.

H. STUDENT SUPPORT AND GUIDANCE

In addition to traditional lectures, group tutorials or individual tutorials are arranged for students.

I. ATTENDANCE REQUIREMENT

As per UTM Regulations

J. CREDIT SYSTEM

Each module is equivalent to 3 credits. All modules will carry 100 marks and the project/dissertation will carry 300 marks (9 credits).

1 credit = 15 contact hours

K. STUDENT PROGRESS AND ASSESSMENT

For the award of the Masters degree all modules must be passed overall with passes in the examinations, coursework and other forms of assessment. All modules will have

equal weighting. Research Methods in Healthcare will be assessed 100% by coursework as follows: article critique, research proposal, mini project-based assignments including fieldwork and presentation.

Written examinations will be of a maximum of 3 hours' duration. Continuous assessment will carry up to 50% of the total marks and will be based on seminars, case studies, class tests and/or assignments, etc.

The dissertation will carry 300 marks (9 credits).

L. EXIT POINTS

MSc	42 Credits
Postgraduate Diploma	30 Credits
Postgraduate Certificate	18 Credits

Grading

Grade	Marks x (%)
A	$70 \leq x \leq 100$
B	$60 \leq x < 70$
C	$50 \leq x < 60$
D	$40 \leq x < 50$
F	$x < 40$
A-D	Pass
F	Fail

M. AWARD CLASSIFICATION

CPA \geq 70	Masters Degree with Distinction
$60 \leq$ CPA $<$ 70	Masters Degree with Merit
$40 \leq$ CPA $<$ 60	Masters Degree
CPA $<$ 40	No Award

N. PROGRAMME ORGANISATION AND MANAGEMENT

Programme Development Committee: Dr Nardawoo Jaypaul, Dr. Prabha Ramseook-Munhurrin, Dr Yirajen Vuddamalay; Prof O.P. Mishra, (Visiting Professor from Banaras Hindu University), Dr Sharmila P. Seetulsingh-Goorah.

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Part II - PROGRAMME STRUCTURE & SYLLABUS OUTLINE

O. MSc Health Services Management

PROGRAMME STRUCTURE AND PLAN - (PART-TIME)

Semester 1		YEAR 1		Semester 2			
Code	CORE MODULES	Hrs L+ T	Credits	Code	CORE MODULES	Hrs L+ T	Credits
SERV 5113B	Administration and Management of Healthcare	2 + 1	3	MBUS 5105B	Health Policy, Planning and Project Management	2 + 1	3
COMM 5105B	Health Promotion	2 + 1	3	SERV5115B	People and Healthcare Services	2 + 1	3
OPS 5311B	Quality Assurance and Safety in Healthcare Services I	2 + 1	3	STAT 5302B	Research Methods in Healthcare	2 + 1	3
Semester 1		YEAR 2		Semester 2			
Code	CORE MODULES	Hrs L+ T	Credits		CORE MODULES	Hrs L+ T	Credits
OPS 5312B	Quality Assurance and Safety in Healthcare Services II	2 + 1	3	ECON 5306B	Healthcare Economics	2 + 1	3
VLEN 5107B	Information Management in the Health Services sector	2 + 1	3	OPS5115B	Healthcare Operations Management	2 + 1	3
HLTH 5105E	Contemporary Issues in Health	2 + 1	3	FIN5103B	Procurement and Financial Management	2 + 1	3
DISS 5000	DISSERTATION			DISS 5000	DISSERTATION		9

Q. MODULE OUTLINE

YEAR 1, SEMESTER 1

SERV 5113B: Administration and Management of Healthcare

Development of the healthcare systems; Functions of health services; Structure of healthcare services in Mauritius; Public vs private healthcare services; Issues in health services; Reforms, change and re-engineering: effectiveness, efficiency, quality, accountability, service improvement in healthcare; Understanding the concept of administration & management for the health sector; Decision making in healthcare services; Understanding the policy making process in healthcare; Facing changes and challenges within the health care structure; HR issues in

healthcare; Management of specific services; primary healthcare; Emergency services; Special care services. Disasters and epidemics. Chemical and biological hazards.

COMM 5105B: Health Promotion

Communication in healthcare; Institutional and public audiences; methods of communication; roles of media in the dissemination of Health information; Health promotion; Consumer behaviour and user involvement in healthcare: understanding behaviour change, changing perspectives on health and illness in society; promoting a healthy lifestyle and preventive services

OPS 5111B: Quality Assurance and Safety in Healthcare Services I

The healthcare service Industry; Nature of Service; Healthcare Service encounter; healthcare service development and design; Servicescapes and its impact on customer behaviour; Measuring healthcare service evaluation including quality, efficacy and safety; Understanding and managing the service customer; Service failure and recovery strategies; Service delivery systems; Managing service employees; Ethics and values in healthcare services delivery; Record keeping; Work overload and quality and safety of service delivery.

YEAR 1, SEMESTER 2

MBUS 5105B: Health Policy, Planning and Project Management

Public policy in healthcare; process of policy and planning; formulation, implementation and evaluation of policy; influence of political, economic, and social environmental factors on policy and planning; stakeholders in healthcare policy and planning; citizen participation, impacts of public health policies and planning, health service planning; Comparative healthcare systems and health system reform; Accountability; Managing the Budgetary Process for blueprint and process; Monitoring and Control of project; Risk Assessment and Management; Project Quality Management.

STAT 5302B: Research Methods in Healthcare

Research Concepts: Research issues, problems, questions, hypotheses; Measurement and Scaling in Research: Reliability, validity; Research Design and Survey Methods; Ethics in Research; Techniques for Literature Review; Questionnaire Design; Qualitative Methods: designing, gathering, processing and analysing qualitative research information; Quantitative Methods: Introduction to Statistics, Data Description, Hypothesis Testing, t-tests and ANOVA; , Factor Analysis, Chi-square and Regression Analysis; Data analysis with SPSS; Reporting and presenting research in healthcare.

SERV 5115B: People and Healthcare Services

Patient Psychology; Patient behaviour and utilization of healthcare services; Social justice in healthcare services; Special care: elderly, handicapped, psychiatric illness, bereavement, terminal/palliative care.

YEAR 2, SEMESTER 1

OPS 5311B: Quality Assurance and Safety in Healthcare Services II

This module will examine the basic principles, methods, and tools required to provide consistent quality for providers and consumers alike in the health care system. Topics will include Quality Management: concepts, definitions, characteristics, quality gurus; Strategic Approach to Quality Management; Quality planning: QFD and Kano Model; Standards and Awards Programmes; Six

Sigma, EFQM, Kaizen, improvement teams; TQM; ISO Standards; Quality Tools; Statistical Process Control; Cost of quality; Benchmarking; Total healthcare quality; Patient Safety issues: Hospital infections and medication safety; Clinical Governance and Best practices; Guidelines and benchmarks.

VLEN 5107B: Information Management in Health Services Sector

Information technology fundamentals; history of health information systems; health information management; data quality: health information regulations, laws and policy; clinical information systems; clinical information systems and value; meaningful use and health IT policy; implementing HIT; managing organizational change; health information standards; health information security; consumer and patient-oriented information systems.

HLTH 5105E: Contemporary Issues in Healthcare

Impact of complementary and alternative medicine on healthcare; direct to consumer advertising in pharmaceutical management of diseases; The internet & health; medication safety; health tourism; counterfeit medicines; Healthcare services and chronic disease management; Sustainability in healthcare.

YEAR 2, SEMESTER 2

ECON 5306B: Healthcare Economics

This module will examine the features of medical care as a commodity and discuss the distinctive economic characteristics of health. Demand and supply for health and medical care services; production, cost and technology of health care; the market system and the functioning of insurance markets; the economic explanations for the behaviour of medical care providers; the role of and economic justification for government involvement in the medical care system; analysis of various proposals for health care reform and their economic implications; Pharmacoeconomics.

OPS 5115B: Healthcare Operations Management

This module provides insight into the major requirements to be met in the design, planning, operation and control of hospitals and community health services. The topics are: Operations Strategy; Workplace and work system design; healthcare scheduling; capacity management; queueing models in health services management; healthcare supply chain management; inventory management; Food hygiene and Catering; Leadership and mentoring; Corporate Ethics. Medical waste management.

FINxxxB: Procurement and Financial Management

Role of accounting in a business; Introduction to financial and managerial accounting; Accounting information to aid managerial decision making; Accounting mechanics, Understanding financial statements, Financial statements analysis, Cost allocation and activity based costing, Costing systems and methods, Profit reporting for management analysis, Cost-volume-profit analysis, Budgetary planning and control, Capital investment appraisal; Performance measurement; Balanced Scorecard, Procurement for health care.

DISS 5000: Dissertation

A 15,000-18,000 words dissertation will have to be submitted at the end of the semester. The work submitted should conform to the school's Postgraduate Dissertation Guidelines.