

Department of Health Management and Policy
Faculty of Health Sciences
American University of Beirut

HMPD 204 – section 1
Introduction to Health Services Administration
Fall semester AY 2023 - 2024

Course Instructor:

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Office hours: Feel free to e-mail to address questions and issues. For those who prefer person - to - person communication, virtual meetings can be scheduled.

Class time & location:

Tuesday: 14.00-15.00pm; Room 203

Thursday: 14.00-15.30pm; Room 103

Course description:

This course offers an in-depth examination of the diverse components that form a health system. It provides an opportunity to describe and analyze how provider settings, healthcare personnel, financial resources, technology, and the government interact to meet and serve the health care needs of populations.

Course learning objectives:

Upon successful completion of the course, students will be able to:

1. Identify the essential components of health systems
2. Demonstrate understanding of quality of care issues and performance improvement tools
3. Describe the core functions under human resources management
4. Discuss the influence of technology on the delivery of health services
5. Describe Health Information Systems and its applications and discuss its advantages and disadvantages
6. Identify and describe financing arrangements and funding mechanisms for health services
7. Discuss public health ethical concerns as it relates to health systems
8. Explain how major components of the system are interrelated and impact the delivery of health services

Required readings

The required textbook for this course is: Lawrence F. Wolper, Health Care Administration (Fifth Edition). Jones and Bartlett Publishers (2011).

The material in the textbook will also be supplemented with additional book chapters and articles related to the topics that are under discussion.

Course requirements and student evaluations:

Your performance in this course will be evaluated based on:

| | Assessment | Percent | Due Date | Linked to which objectives? |
|----|---|----------------|-----------------|------------------------------------|
| A. | Pair Assignment: Students will work in pairs to analytically answer open-ended questions | 20% | October 10 | 1 & 2 |
| B. | Quiz 1: 15mn – MCQ format | 10% | October 17 | 3 |
| C. | Quiz 2: 15mn – MCQ format | 10% | October 26 | 4 & 5 |
| D. | Quiz 3: 15mn – MCQ format | 10% | November 14 | 6 |
| E. | Group presentations: Analysis of one country's HCS | 20% | November 23, 28 | 8 |
| F. | Video Assignment: Each student will prepare a 2mn video to illustrate key concepts of Ethics in Public Health | 20% | December 16 | 7 |
| G. | Participation | 10% | | |

AUB/FHS policies

- **Academic Integrity:** Cheating and Plagiarism will not be tolerated. Review the student Code of Conduct in your handbook and familiarize yourself with definitions and penalties. The AUB student code of conduct is available on the following web page <https://www.aub.edu.lb/sao/Documents/Student%20Handbook%202016-2017.pdf>. If you're in doubt about what constitutes plagiarism, ask your instructor because it's your responsibility to know. The American University of Beirut has a strict anti-cheating policy. Penalties include failing marks on the assignment in question, suspension or expulsion from University and a permanent mention of the disciplinary action in the student's records.
- **Students with Disabilities:** AUB strives to make learning experiences accessible for all. If you anticipate or experience academic barriers due to a disability (such as ADHD, learning difficulties, mental health conditions, chronic or temporary medical conditions), please do not hesitate to inform the Accessible Education Office. In order to ensure that you receive the support you need and to facilitate a smooth accommodations process, you must register with the Accessible Education Office (AEO) as soon as possible: accessibility@aub.edu.lb; [+961-1-350000](tel:+961-1-350000), x3246; West Hall, 314.
- **Non-Discrimination – Title IX – AUB:** AUB is committed to facilitating a campus free of all forms of discrimination including sex/gender-based harassment prohibited by Title IX. The University's non-discrimination policy applies to, and protects, all students, faculty, and staff. If you think you have experienced discrimination or harassment, including sexual misconduct, we encourage you to tell someone promptly. If you speak to a faculty or staff member about an issue such as harassment, sexual violence, or discrimination, the information will be kept as private as possible, however, faculty and designated staff are required to bring it to the attention of the University's Title IX Coordinator. Faculty can refer you to fully

confidential resources, and you can find information and contacts at www.aub.edu.lb/titleix. To report an incident, contact the University's Title IX Coordinator Ms. Mitra Tauk at 01-350000 ext. 2514, or titleix@aub.edu.lb. An anonymous report may be submitted online via EthicsPoint at www.aub.ethicspoint.com.

Detailed Course schedule and lessons plan

| Date | Subject | Reading Material |
|--|---|---|
| Aug. 29 | Intro to the Course | |
| Aug. 31, Sept. 5 <i>LO 1</i> | What is a Health Care System (HCS)? - Introduction to the concepts of Access, Utilization, Equity, Governance - Components of a HCS | Declaration of Alma Ata |
| Sept. 7 <i>LO 1</i> | Evolution of HCS (flipped): students prepare the chapter; students will be selected randomly to explain the concepts to class mates during class time | Health Care Administration, Laurence F. Wolper, Fifth Edition (Chapter 12) |
| Sept. 12, 14, 19 <i>LO 1</i> | The Delivery of Healthcare Services - Primary prevention to tertiary care - Ambulatory vs. hospital based | Prevention is Primary, Larry Cohen et al, (Chapter 1; "Beyond Brochures") Health Care Administration, Laurence F. Wolper, Fifth Edition (Chapter 2 & 10) Intro to Health Services, S. Williams & P. Torrens, 7 th ed. (Chpt 8) or 5 th ed. (Chpt 10) |
| Sept. 21, 26, 28 <i>LO 2</i> | Performance Improvement - Assessing and improving quality - Patient safety and accreditation | Health Care Administration, Laurence F. Wolper, Fifth Edition (Chapter 17) |
| Oct. 3, 5, 10 <i>LO 3</i> | Human Resources Management - <i>Definitions VOP before Oct. 3 class</i> - Planning & Recruitment - Performance appraisal - Retention | Managing Human Resources in Health Care Organizations, Leiyu Shi, (Chpt 1. P. 1-20 "Human resources in the healthcare sector"; Chpt. 3 "Essential components ...") Human Resource Management, Raymond J. Stone, 4 th ed. (Chapter 22; "Assessing human resources management effectiveness") |
| Oct. 12 <i>LO 3</i> | Human Resources Management Discussion of a case study | |
| Oct. 17, 19 <i>LO 4</i> | Technology in HCS Implications on quality, access, equity | Health Care Administration, Laurence F. Wolper, Fifth Edition (Chapter 8) |
| <i>LO 5</i> | Health Information Systems <i>Interactive VOP (integrated questions to verify knowledge acquisition)</i> | Health Care Administration, Laurence F. Wolper, Fifth Edition (Chapter 8) |

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| <p>Oct. 24, 26, 31</p> <p>LO 6</p> | <p>Financing and Structuring Health Care</p> <ul style="list-style-type: none"> - Financing health systems - Reimbursing providers - <i>Lebanese HCS VOP before Nov. 2 class</i> | <p>Intro to Health Services, S. Williams & P. Torrens, 7th ed. (Chpts 4 & 5) or 5th ed. (5 & 6)</p> <p>Handout: Provider Payment Methods and Incentives, Randall P. Ellis and Michelle McKinnon Miller</p> |
| <p>Nov. 2</p> <p>LO 6</p> | <p>Financing and Structuring Health Care</p> <ul style="list-style-type: none"> - Exercise Reimbursing providers | |
| <p>Nov. 7, 9</p> | <p>NO CLASS – Students work on group presentations</p> | |
| <p>Nov. 14, 16, 21</p> <p>LO 7</p> | <p>Ethical Considerations pertaining to Health Systems</p> | <p>Belmont Report</p> <p>Intro to Health Services, S. Williams & P. Torrens, 7th ed. (Chapter 15)</p> |
| <p>Nov. 23, 28</p> | <p>Group presentations</p> | |
| <p>Nov. 30</p> | <p>Spared for contingency</p> | |