

# BUSM 2020 HEALTH SERVICES MANAGEMENT

**Credit Points** 10

**Legacy Code** 400277

**Coordinator** David Lim ([https://directory.westernsydney.edu.au/search/name/David Lim/](https://directory.westernsydney.edu.au/search/name/David%20Lim/))

**Description** The health workplace is a complex and sophisticated environment that can be understood in many different ways and mean different things to different members of an organisation. Assumptions about organisational structure and action are based on conceptualisations and beliefs about the nature and goals of an organisation. This unit aims to develop an introductory understanding of health administration and management practice and business skills required in an evolving health landscape in concordance with the international competency framework for health administrators and managers.

**School** Health Sciences

**Discipline** Public and Health Care Administration

**Student Contribution Band** HECS Band 4 10cp

Check your HECS Band contribution amount via the Fees ([https://www.westernsydney.edu.au/currentstudents/current\\_students/fees/](https://www.westernsydney.edu.au/currentstudents/current_students/fees/)) page.

**Level** Undergraduate Level 2 subject

**Co-requisite(s)** Students enrolled in 3711 Bachelor of Information and Communications Technology (Health Information Management) must have completed or be enrolled in INFS 3010 Healthcare Data Environments

**Equivalent Subjects** BUSM 2021 - Health Services Management (WSTC)

## Learning Outcomes

On successful completion of this subject, students should be able to:

1. Explain the fundamentals of organising, organisational design and culture in health care services.
2. Articulate basic health management skills in monitoring and controlling human and capital resources, risk management and work safety.
3. Distinguish and use the fundamentals of leading and group dynamics in health care.
4. Apply management decision making practices used to ensure quality outcomes for both patients and staff in health services.
5. Analyse the strategic planning, strategic management, performance management and decision-making processes of the health system in the current climate of reform.

## Subject Content

1. Introduction to the profession of health management, historical perspectives, current competencies and employability skills.
2. The environment of management comparing public and private sector, managing diversity and change, quality management, ethics and social responsibility.
3. Fundamentals of organising and provision of services ? what and for whom are we managing?
4. Data used by managers.
5. Organisational design and culture.

6. Work design.
7. Introduction to human resource management and workforce planning.
8. Managerial decision making.
9. Fundamentals of planning and strategic management.
10. Risk management and workplace safety.
11. Fundamentals of controlling and leadership.
12. Current issues and concerns in health management.

## Special Requirements

Legislative pre-requisites

### Special Requirements - NSW Health Legislative Prerequisites

#### Student Compliance Information for all Health-Related Placements

**Prior to enrolling in this subject, students must have submitted a Student Undertaking Form and undertake to apply for a National Police Check, which is required to be submitted before placement, and a Working with Children Check Student Declaration. Use the link to the Special Requirements webpage below for more information.**

To be eligible to enrol in this subject and complete any required health-related placements or experiences, students must meet Western Sydney University program requirements as well as any special, legislated, or policy-mandated requirements.

### Western Program Requirements

Visit the Special Requirements webpage for details about your program.

Special Requirements ([https://www.westernsydney.edu.au/currentstudents/current\\_students/enrolment/special\\_requirements/](https://www.westernsydney.edu.au/currentstudents/current_students/enrolment/special_requirements/))

### Mandatory NSW Health student placement policy requirements

To be able to undertake placement in any NSW Health facility you must be assessed as compliant with NSW Health student placement policy in the first year of your program, regardless of when you expect to go on your first placement. Access and read the NSW Student Compliance Information Booklet.

NSW Student Compliance Information Booklet ([https://issuu.com/uwspublications/docs/wsu\\_student\\_compliance\\_booklet\\_2020\\_v6/](https://issuu.com/uwspublications/docs/wsu_student_compliance_booklet_2020_v6/))

Please ensure that you

1. Find your existing National Police Check or apply for one
2. Gather documentary evidence of your vaccination history
3. Print and complete all relevant NSW Health forms relevant to the campus you are enrolled at or online enrolment requirements
4. Follow booklet instructions on how to have your compliance documents assessed by NSW health staff.

International students have additional requirements; the link to the booklet will inform you of these requirements.

### School Requirements

Contact your School for further details regarding your School's requirements, if any, such as

- If you live outside of NSW or Australia and need to meet your state, territory or country's compliance requirements
- If you need to meet different state, territory or country compliance requirements.
- NSW Working with Children Check (WWCC) or other state equivalent, valid for your entire program.

- Current approved first aid certificate valid for your entire program  
- approved program providers can be found at the Government Training website
- <http://training.gov.au> (<http://training.gov.au/>)
- Other non-health related requirements.

Student Compliance Resources are also available on the Placements Hub web page (NSW students only)

[https://www.westernsydney.edu.au/learning\\_futures/home/placements\\_hub/placements\\_hub/student\\_compliance](https://www.westernsydney.edu.au/learning_futures/home/placements_hub/placements_hub/student_compliance) ([https://www.westernsydney.edu.au/learning\\_futures/home/placements\\_hub/placements\\_hub/student\\_compliance/](https://www.westernsydney.edu.au/learning_futures/home/placements_hub/placements_hub/student_compliance/))

## Assessment

The following table summarises the standard assessment tasks for this subject. Please note this is a guide only. Assessment tasks are regularly updated, where there is a difference your Learning Guide takes precedence.

Item	Length	Percent	Threshold	Individual/ Group Task
Reflection	500 words	25	N	Individual
Critical Review: Comparative Analysis	1,000 words	35	N	Individual
Final Exam: Multiple Choice	120 minutes	40	N	Individual

### Prescribed Texts

- Schermerhorn, J., Davidson, P., Poole, D., Simon, A., Woods, P. and Chau, S.L. (2011). Management: Foundations and Applications First Pacific Edition. Brisbane: John Wiley and Sons

### Teaching Periods