

# BUSM 3015 HEALTH SERVICES MANAGEMENT PRACTICE

**Credit Points** 10

**Legacy Code** 400787

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**Description** The subject begins with an overview of the complexity and variability of health services and provides an understanding of component organisations, federal and state policy issues and environmental factors including the role of the private sector and non-government organisations. The changing role of the health services manager and competencies required for effective managing are examined. Influences on organisations are reviewed, including structures, culture, power and politics. Various management functions are explored through 140 hours of placement e.g. strategic planning, performance management, people management including workplace relations, conflict resolution, resource management (financial and asset), risk management, health and safety in the workplace and quality assurance.

**School** Health Sciences

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

Check your fees 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 3 subject

**Pre-requisite(s)** BUSM 2020

**Equivalent Subjects** LGYA 7186 - Health Services Management 2

## Learning Outcomes

After successful completion of this subject, students will be able to:

1. Formulate a report on a health care services management issue involving both internal and external influences.
2. Apply effective management techniques to Health Service Management Cases and Experiences
3. Critically examine standards and practice guidelines being used as a basis for performance measurement in health services.
4. Communicate effectively and manage information in health care organisations.
5. Employ strategic planning, strategic management and the allocation of finances and resources, to make effective decisions for health organisations.
6. Critically analyse future developments in marketing health and sustainable service provision.
7. Apply professional competencies in workplace situations.

## Subject Content

- The Australian healthcare system and its impact on NSW health services.
- Functions and competencies of managers.
- Placement requirements.
- Changes to organisational structure, culture and politics in health services.

- Changing relations with the community and consumers of health services.
- Pro-active management: current strategic health care planning and leadership issues.
- Performance management, bench marking and Quality Improvement in the health arena.
- Human resource management, including managing diversity, recruitment and retention of staff in the face of pending workforce shortages.
- Examples of workplace relations and conflict resolution in health services.
- Risk management, workplace health and safety: case studies from health.
- Casemix issues and resource management including asset management and capital charging.
- Health information systems and communications.

## Special Requirements

Legislative pre-requisites

Prior to enrolling in this subject, students must 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.

## 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/))

## 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.

Type	Length	Percent	Threshold	Individual/ Group Task	Mandatory
Report	1,500 words	20	N	Individual	Y
Presentatio	20 minute presentatio	30	N	Individual	Y
	and 1,000 word handout				
Reflection	2,000 words	40	N	Individual	Y
Viva Voce	140 hour placement and 10 minute viva voce	10	Y	Individual	Y