

GENERAL INFORMATION		
Course name	Health Care Organization	
Course director	Asst. Prof. Ivan Miškulin, PhD	
Assistants	Prof. Maja Miškulin, MD, PhD Nika Pavlović, PhD Terezija Berlančić, MD	
Study program	Integrated undergraduate and graduate university study program Medical Studies in German	
Course status	Elective	
Year of study, semester	4th year, 7th semester	
Credits allocated and form of instruction	ECTS student workload	1
	Number of teaching hours (L+S+E)	15 (5+10+0)
COURSE DESCRIPTION		
Course objectives		
<p>Familiarizing students with the interrelationship between economic legality and health systems, characteristics of health management and evaluation of cost-effectiveness in health. The acquisition of knowledge of the indicators of the population health status, the process of evaluating the population health status and the main reasons for its implementation. Familiarizing students with the principles, objectives and levels of healthcare. The acquisition of knowledge of healthcare measures, medical technology and the relationship between the latter and healthcare organization. The acquisition of knowledge of the planning process in health and its importance. The acquisition of knowledge of rationalization in healthcare. The acquisition of knowledge of healthcare organization, basic elements of health system, its functioning, partners in the health system, purpose and objectives of the healthcare system, its levels and some medical institutions and organizations. The acquisition of knowledge of basic elements of healthcare financing models and basic healthcare financing systems in modern countries. The acquisition of knowledge of the implementation of healthcare and the importance of teamwork and communication in the associated context. The acquisition of knowledge of healthcare management (management of human resources, processes, resources). Familiarizing students with evaluation in health, its importance and role and reasons for its implementation. The acquisition of knowledge of the insurance system and improving the quality of healthcare as an imperative for further development. Familiarizing students with fundamental postulates of social and health policies. The acquisition of knowledge of health needs of particularly vulnerable population subgroups and the organizational and legislative framework of the health system responsibility. Familiarizing students with the relationship between the healthcare system and local and regional self-government. Familiarizing students with the role of various professional organizations in the health system. Familiarizing students with the relationship between the Croatian Red Cross and its local and regional organizations and the health system. Familiarizing students with the characteristics of health insurance in the Republic of Croatia. The acquisition of knowledge of the interrelationship between civil society organizations and the health system. Familiarizing students with the organization, role and activities of Ministry of Health of the Republic of Croatia. Familiarizing students with the organization and scope of work of the patronage service and its role in promotion and improvement of health and disease prevention. Familiarizing students with the organization, role and scope of work of national health institutes. Familiarizing students with the organization, role and scope of work of public health institutes, with a focus on the activities of promotion and improvement of community health and prevention of diseases in communities where they are implemented.</p>		

The acquisition of knowledge of the insurance system and improving the quality of healthcare (organizational and legislative framework). Familiarizing students with the characteristics of the management of private doctors' offices (medical function, procurement, premises and equipment maintenance, office organization, accounting function, personnel function). Familiarizing students with characteristics of healthcare in emergency states.

Course requirements

There are no specific requirements for this course except those defined in the study program curriculum.

Learning outcomes relevant to the study program

Expected learning outcomes (5-10 learning outcomes)

Knowledge and skills

1. Define the structure of the healthcare plan in the community, with the quality evaluation of healthcare, standards and norms
2. Describe and define basic economic terms in health, explain ways of financing healthcare in the Republic of Croatia and the world and ways of implementing rationalization in public health
3. Identify the most important health movements and projects in the world and present key goals, value principles and strategies Identify the most important current trends in the improvement of health and strategies at local level
4. Specify and describe the organization and implementation of social, patronage and palliative care in Croatia Conclude on key factors affecting the quality of the provided care
5. Comment on the advantages and disadvantages of a centralized health planning model compared to the polycentric model
6. Explain and compare the ownership relations in the health system (counties and the State), provide examples to clarify the practical meaning of ownership
7. Explain the role of various health system stakeholders (the State, the Parliament, the Ministry of Health, CHIF, counties, medical chamber, patient associations, media...)
8. List groups of health professionals, comment on their distribution and needs
9. Specify the financing models of health system and types of health insurance, comment on the concept and its application in the Republic of Croatia
10. Specify the financing models of health system and types of health insurance, comment on the concept and its application in the Republic of Croatia
11. Interpret the basic concepts of the Medical Practice Act and Healthcare Act and clarify their definitions
12. Interpret the Patient Rights Act and clarify its obligations in the context of profession Specify patients' rights and compare the scope of different patients' rights protection models
13. Recognize the impact of the EU accession process on the national health system

Course content

Introduction to health economics, management and organization of healthcare.
Economic legality and healthcare; Economics; Management; Health need; Health management characteristics; Health economics contents; Market laws; Evaluation of cost-effectiveness in health; Health management; Management and administration cycle in health. Evaluation of the population health status.
Grounds of the evaluation; Indicators of the population health status; Procedure for evaluating the population health status; Method of rapid assessment of health needs in the community and the improvement of health in the community.
Healthcare measures and medical technology.
Principles, objectives and levels of healthcare; Healthcare measures – definitions and sub-types, strategic basic objectives of healthcare measures; Medical technology – definitions, types and forms, selection of appropriate technology; Relationship between medical technology and healthcare organization.

Health planning.

Health planning process; Hierarchy of human needs; Health needs; Health requirements; Health planning with regard to time; Health planning with regard to the place of planning; Planning orientation; Technical basis for planning; Evaluation.

Rationalization in healthcare.

Rationalization; Rationing; Analysis of healthcare costs – fundamental criteria; QALY, DALY; Standards; Algorithms; Protocol; Recommendations; Guidelines.

Healthcare organization.

Health; Basic elements of the health system – service providers, service users, paying intermediaries; Functioning of the health system; Partners in the health system; Purpose and objectives of the healthcare system; Health system levels; Medical institutions and organizations.

Healthcare financing.

Fundamental problem of modern health systems; Efficiency and fairness as the basic criteria for the evaluation of healthcare financing methods; Basic elements of the healthcare financing model; Basic functional relationships between healthcare subjects – revenue collection, pooling of financial resources, buying or paying for protection; provision of protection; Basic healthcare financing systems in modern countries – state tax financing; social health insurance; private healthcare financing; personal medical savings accounts; direct healthcare payment.

Healthcare implementation.

Activities and associates in healthcare; Teamwork in healthcare; Communication in healthcare – message and subjects, transmission paths, interpersonal framework, public communication, verbal and non-verbal communication, interference (noise) in transmission of messages, listening; Organization – purpose, structure, rewards, management, conflicts, intervention.

Healthcare management.

Teamwork – types, advantages, disadvantages, team decision-making, team leadership; Formal and informal organization; Communication and cooperation; Motivation, money, responsibilities and career; Staff management procedures; Entrepreneurship in health.

Evaluation in health.

Grounds of evaluation; Complexity and role of evaluation; Order of values and interests of participants; Three levels of evaluation; Moral essence of value differences; Role of doctors; Professional evaluation issues; Forms of evaluation; Contemporary tendencies; Characteristics of evaluation in primary healthcare; Importance of the role of professional organizations.

Quality: evaluation, control, insurance and professional supervision in health activities.

Quality of health work; Approaches to quality evaluation of healthcare – structure, processes, outcome; Quality improvement – evaluation, control and quality assurance; Professional supervision; Standards and norms.

Social and health policy.

Political system; Social ethics principles; Social policy; Social policy measures; Contemporary social policies in Europe; Health policy.

Health needs of particularly vulnerable population subgroups.

Small children; Pregnant women and breastfeeding women; Persons with disabilities; Elderly persons – organizational and legislative framework for responding to the health needs of the mentioned subgroups in the Republic of Croatia.

Local and regional self-government and health systems.

Familiarizing students with the role, scope of work and organizational structure of local and regional self-government units in charge of health in the City of Osijek and Osijek-Baranja County.

Professional organizations in the health system.

Croatian Medical Chamber; Croatian Chamber of Nurses; Croatian Chamber of Pharmacists; Croatian Medical Association and its professional societies and their role in the Croatian health system.

Croatian Red Cross and the health system.

Familiarizing students with the organization, scope of work and activities of the Red Cross Society in Osijek-Baranja County and the Red Cross Society in Osijek, aimed at preserving and improving the health of the population.
 Health insurance in the Republic of Croatia.
 Basic health insurance; Supplementary health insurance; Private health insurance.
 Civil society organizations and the health system.
 Familiarizing students with the organization and scope of work of civil society organizations operating in the field of health in Osijek and Osijek-Baranja County and their role and significance in promoting health and preventing diseases.
 Ministry of Health of the Republic of Croatia.
 Organization of the ministry; scope; legislative framework.
 Patronage service and health.
 Familiarizing students with the organization and scope of work of the patronage service in Osijek and Osijek-Baranja County and its role in promoting and improving health and preventing diseases.
 State health institutes.
 Croatian Institute of Emergency Medicine; Croatian Institute of Public Health; Croatian Institute for Toxicology and Anti-doping; Croatian Institute of Transfusion Medicine; Croatian Institute for Telemedicine; Croatian Health Insurance Fund; Croatian Institute for Health Protection and Safety at work.
 Institutes for public and population health.
 Familiarizing students with the organization, scope of work and activities of the Institute of Public Health in Osijek-Baranja County in promoting and improving health and preventing diseases.
 Quality of healthcare in the Republic of Croatia.
 Quality and Accreditation Agency in Health and Social Care; Health and Social Care Quality Act; Quality standards; Quality indicators according to healthcare providers; Data collection system; Quality assurance system in Clinical Hospital Centre Osijek; Quality assurance system in CIPH of Osijek-Baranja County; Quality assurance system in Osijek Health Center.
 Business management in private doctors' offices.
 Medical function; Procurement; Premises and equipment maintenance; Office organization; Accounting function; Personnel function; Specificities of individual private doctors' offices – private family doctor's office, private gynecologist's office, private dentist's office.
 Healthcare in emergency situations.
 Overview and systematization of emergency situations; Protection measures in emergency situations; Organization of healthcare in emergency situations in the Republic of Croatia; Humanitarian aid in disasters.

Form of instruction	of	<input checked="" type="checkbox"/> lectures	and	<input type="checkbox"/> individual assignments
		<input checked="" type="checkbox"/> seminars		<input type="checkbox"/> multimedia and internet
		workshops		<input type="checkbox"/> laboratory
		<input type="checkbox"/> exercises		<input type="checkbox"/> mentoring activities
		<input type="checkbox"/> distance learning		<input type="checkbox"/> other
		<input type="checkbox"/> field course		

Student obligations
 Come to class prepared by studying the recommended literature for each unit and actively participate in all forms of instruction. The student must participate in at least 70% of classes to pass the course.

Monitoring student learning							
Attendance		Active participation		Seminar paper	x	Experimental work	
Written exam	x	Oral exam		Essay		Research	

Project	Continuous assessment		Paper		Practical work	x
Portfolio						
Assessment and evaluation of students during class and on the final exam						
Students' performance will be evaluated during class and on the final exam. Students are evaluated numerically and descriptively (insufficient (1), sufficient (2), good (3), very good (4), excellent (5)). During classes, a student can earn a maximum of 100 points. Students can earn a maximum of 20 points during classes through different types of activities. On the final exam, students can earn a maximum of 80 points. The final grade represents the sum of the points earned during classes and on the final exam.						
Mandatory reading						
1. Trambacz J. Internationale Gesundheitssysteme im Vergleich, Diplomica Verlag, Deutschland, 2015						
Additional reading						
1. Wasem J, Staudt S, Matusiewicz D. Medizinmanagement: Grundlagen und Praxis des Managements in Gesundheitssystem und Versorgung, MWV Medizinisch Wissenschaftliche Verlagsgesellschaft; 1st edition, Deutschland, 2016						
The number of copies of mandatory reading in proportion to the number of students currently taking this course						
<i>Title</i>		<i>Number of copies</i>		<i>Number of students</i>		
Trambacz J. Internationale Gesundheitssysteme im Vergleich, Diplomica Verlag, Deutschland, 2015		A purchased license for online textbooks shall be used https://bfdproxy48.bfd-online.de/login.htm?back=http%3a%2f%2fpartner.bfd-online.info.bfdproxy48.bfd-online.de%2fameos%2bfdAboGateway%3fabold%3d264117		Access will be granted to all students enrolled in the study program		
Quality monitoring methods ensuring the acquisition of knowledge upon completion, skills and competences						
The quality of course performance is monitored through an anonymous student survey on the quality of the organization and conduction of classes, the course content and the work of professors. The usefulness of the lectures from the students' perspective, the curriculum content, the professor preparedness, the clarity of the presentation, the amount of new content and the quality of the presentation are evaluated. The curriculum and its execution are administratively compared. The participation of students in lectures and exercises, as well as the excuses for missing classes, are controlled and analyzed.						