

<i>Name of the course</i>	Social medicine and Health Management			Code	
<i>Type of study program Cycle</i>	Integrated university study, medicine			Year of study	III
<i>Credits (ECTS) :</i>	4.0	<i>Semester</i>	VI	Number of hours per semester (1+e+s)	30 +10+30
<i>Status of the course:</i>	mandatory	<i>Preconditions:</i>		<i>Comparative conditions:</i>	/
<i>Access to course:</i>	Third year students			<i>Hours of instructions:</i>	According to schedule
<i>Course teacher:</i>	Professor Boris Hrabáč, MD, PhD				
<i>Consultations:</i>	As agreed with students				
<i>E-mail address and phone number:</i>	bhrabac yahoo.com 061-203-628				
<i>Associate teachers</i>	/				
<i>Consultations:</i>	As agreed with students				
<i>E-mail address and phone number:</i>					
<i>The aims of the course:</i>	<p>The aims of the course are:</p> <ul style="list-style-type: none"> • Introduce students to the basics of health care organization, health economics, principles of resource allocation in health care, methods and mechanisms of payment and contracting in health care, cost analysis, cost-effectiveness of certain treatment methods, and public health laws of health and disease in society, etc. • Demonstrate the importance of communication skills in the work of managers and employees, define motivation and distinguish the impact of motivation from other factors on productivity, learn the specifics of motivation of health professionals, identify causes of conflict in health care institutions, learn different conflict resolution techniques, identify basic features and dimensions of negotiation , and get acquainted with the concept of emotional intelligence. 				
<i>Learning outcomes (general and specific competences):</i>	<p><u>General outcomes</u></p> <ul style="list-style-type: none"> • manage basic knowledge and understand the concept of population health, with all its biological, demographic and epidemiological determinants, and in the context of the impact of social (socio-economic) and environmental factors, as well as understanding the functioning of the health system and its components within all their interactions; <p><u>Specific outcomes</u></p> <ul style="list-style-type: none"> • understand the importance of motivational and other factors, such as organization and resources, on the productivity of health staff, all with the aim of greater staff satisfaction, better quality of health services and higher productivity; 				

	<ul style="list-style-type: none"> • have basic knowledge, skills and attitudes in the field of health management, which are relevant for lower and middle level managers in health care institutions; • have basic knowledge, skills and attitudes in the field of health management, which are relevant for lower and middle level managers in health care institutions; • have significant interpersonal skills, the concept of emotional intelligence, coping with stress, time management, conflict resolution, teamwork skills, and motivation and planning at the micro level. 			
Course content (Syllabus):	<ul style="list-style-type: none"> • Domain "Social Medicine": the concept of health and disease; determinants of health; socio-medical diagnostics; health care needs and requirements; diseases of social pathology; health system and subsystems; health care measures; health promotion and disease prevention; network of health institutions and health professionals; health economics; health care planning and programming; health management; communication skills; ethical theories in choosing health care priorities. • Domain "Health Management": the concept and scope of health management; health system and reform cycle; interpersonal skills of successful management; communication in nursing care; emotional intelligence; time management; conflict management; human resource management in health; evaluation of associates and employees; teamwork; successful meeting management; creative problem solving; motivation of associates and employees; health leadership; change management. 			
Format of instruction (mark in bold)	Lectures	Exercises	Seminars	Independent assignments
	Consultations	Work with mentor	Field work	Other
Student responsibilities				
Screening student work (mark in bold)	Class attendance	Class participations	Seminar essay	Practical training
	Oral exam	Written exam	Continuous assessment	Essay
Detailed evaluation within a European system of points				
STUDENTS RESPONSIBILITIES	HOURS	PROPORTIONS OF ECTS CREDITS	PROPORTIONS OF GRADE	
Class attendance and participations				
Seminar essay				
Written exam				
Oral exam				

Total			
Further clarification:			
<p>Final score: The final assessment is carried out according to the Regulation of Studies of the University of Mostar and applies to all study groups. According to the Regulations on studying final grade is obtained as follows: A = 91-100% 5 B = 79 to 90% 4 C = 67 to 78% 3 D = 55 to 66% 2 F = 0 to 54% 1</p>			
Required literature:	<ul style="list-style-type: none"> • Hrabač, B., et al: Social medicine. University of Mostar, ISBN 978-9958-690-72-3), 2010, 225 pp. • Hrabač, B., Lugonja, M., and Bošnjak, R.: Health Economics. University of Mostar (ISBN 978-9958-16-007-3), Mostar, 2013, 250 pp. 		
Optional literature:	<ul style="list-style-type: none"> • Hrabač, B., Šunje, A., et al.: Training in health management. (Manual for Managers) Cantonal Institute of Public Health Zenica, Center for Continuing Medical Education, 2007, 117 pp. • Goleman, D.: Working with Emotional Intelligence. Mozaik knjiga, Zagreb, 360 pp, 1998. (ISBN 953-196-535-8) 		
Additional information about the course			

Annexes: calendar classes

The number of teaching units	TOPICS AND LITERATURE
I.	Title: The concept and scope of social medicine and public health. The concept of health and disease. Socio-medical diagnostics.
	Short description:
	Literature: Hrabač, B., et al: Social medicine. University of Mostar, ISBN 978-9958-690-72-3), 2010, 225 pp.
II.	Title: Needs and demands of the population for health care. Health system and its components. Health care measures. Health promotion and disease prevention.
	Short description:.
	Literature: Hrabač, B., et al: Social medicine. University of Mostar, ISBN 978-9958-690-72-3), 2010, 225 pp.
III.	Title: Network of health institutions and health professionals. Composition and scope of work of the family medicine team. Team composition in hospitals.
	Short description:

	Literature: Hrabač,B., et all: Social medicine. University of Mostar, ISBN 978-9958-690-72-3), 2010, 225 pp.
IV.	Title: Social diseases as public health problems. Health economics. Cost-benefit analysis. Cost-effectiveness of screening programs. The role of the "gatekeeper" in cost control. Equality and equity issues in health care.
	Short description:
	Literature: Hrabač,B., et all: Social medicine. University of Mostar, ISBN 978-9958-690-72-3), 2010, 225 pp. Hrabač,B., Lugonja,M., and Bošnjak,R.: Health Economics. University of Mostar (ISBN 978-9958-16-007-3), Mostar, 2013, 250 pp.
V.	Title: Primary health care based on the concept of family medical practice. Registration of patients in the practice of family medicine - the choice of physicians. Health statistics and information system.
	Short description:
	Literature: Hrabač,B., Lugonja,M., and Bošnjak,R.: Health Economics. University of Mostar (ISBN 978-9958-16-007-3), Mostar, 2013, 250 pp.
VI.	Title: Planning and programming in health care. Annual work program of the family medicine team. Health reform implementation - content, context, actors and process. The concept of health reform in the FBiH.
	Short description:
	Literature: Hrabač,B., Lugonja,M., and Bošnjak,R.: Health Economics. University of Mostar (ISBN 978-9958-16-007-3), Mostar, 2013, 250 pp.
VII	Title: Medical Ethics / Deontology. Ethical theories of importance for the organization of health care. European Declaration of the Rights of Patients.
	Short description:
	Literature: Hrabač,B., et all: Social medicine. University of Mostar, ISBN 978-9958-690-72-3), 2010, 225 pp.
VIII	Title: Introduction to Health Management. Organization and management of health institutions.
	Short description:
	Literature: Hrabač,B., Lugonja,M., and Bošnjak,R.: Health Economics. University of Mostar (ISBN 978-9958-16-007-3), Mostar, 2013, 250 pp.
IX	Title: Strategic Management with Strategic Planning. SWOT analysis as a tool of strategic planning.
	Short description:
	Literature: Hrabač,B., Lugonja,M., and Bošnjak,R.: Health Economics. University of Mostar (ISBN 978-9958-16-007-3), Mostar, 2013, 250 pp.
X	Title: Organizing; basic type of business organization. Operational management and operational control.
	Short description:
	Literature: Hrabač, B., Šunje, A., et al .: Training in health management. (Manual for Managers) Cantonal Institute of Public Health Zenica, Center for Continuing Medical Education, 2007, 117 pp.
XI	Title: Human Resource Management.
	Short description:

	Literature: Hrabač, B., Šunje, A., et al .: Training in health management. (Manual for Managers) Cantonal Institute of Public Health Zenica, Center for Continuing Medical Education, 2007, 117 pp.
XII	Title: Health Care Quality Management; standards and accreditation in healthcare.
	Short description:
	Literature: Hrabač, B., Šunje, A., et al .: Training in health management. (Manual for Managers) Cantonal Institute of Public Health Zenica, Center for Continuing Medical Education, 2007, 117 pp.
XIII	Title: Communication skills and management. Communication styles. Nonverbal communication. Communication to build a relationship with the patient.
	Short description:
	Literature: Goleman,D.: Working with Emotional Intelligence. Mozaik knjiga, Zagreb, 360 pp, 1998.(ISBN 953-196-535-8)
XIV	Title: The concept of emotional intelligence. Assessment of emotional intelligence.
	Short description:
	Literature: Goleman,D.: Working with Emotional Intelligence. Mozaik knjiga, Zagreb, 360 pp, 1998.(ISBN 953-196-535-8)
XV	Title: Stress Management and Significance for Management; sources and consequences of stress. Mobbing - harassment at work. Time management. Assertiveness training. Leadership psychology and emotionally intelligent leadership.
	Short description:
	Literature: Goleman,D.: Working with Emotional Intelligence. Mozaik knjiga, Zagreb, 360 pp, 1998.(ISBN 953-196-535-8) Hrabač, B., Šunje, A., et al .: Training in health management. (Manual for Managers) Cantonal Institute of Public Health Zenica, Center for Continuing Medical Education, 2007, 117 pp.