



SHAHREKORD
University Of Medical Sciences

Faculty of Nursing and Midwifery
Center for Medical Sciences Education Studies and Development

Course Plan

Academic year: 1404-1405	Course Title: Nursing Service Management in Clinical Departments	Field and level of education: Master's degree in internal surgical nursing
Credit Amount: 0.5 theoretical credit - 0.5 practical credit		Academic semester: First semester
Course code: 06	Class days and times: Mondays, 10-12	Prerequisite: Nursing theories, models, and their application
Instructors: Dr. Shahram Molavynejad		Lecturer in charge: Dr. Shahram Molavynejad
Office Hours: Saturday through Wednesday, except for class hours, internships, or faculty meetings.		Email: shahrambaraz@yahoo.com molavynejad@skums.ac.ir

Main Objective:

The objective of this course is to provide a comprehensive approach to management principles in the context and organizational context of nursing. In this course, learners, while familiarizing themselves with the standards and scope of nursing management performance, become familiar with various methods of providing nursing care, clinical supervision patterns, and human resource management, and are prepared to play various managerial roles in nursing.

Course Description:

This course, while reviewing the history, theories, principles, and tasks of management and emphasizing the concepts of nursing service management such as: quality improvement process, nursing standards, strategic management, etc., prepares learners for comprehensive management of nursing organizations in order to enhance their managerial capabilities.

Specific objectives in the cognitive/knowledge domain:

- 1- Explain the difference between a manager and a leader.
- 2- Explain effective leadership and leadership styles.
- 3- Explain change planning, its concept and strategies.
- 4- Define problem solving and explain its principles and process.
- 5- Explain the concept of decision making, its principles and importance in the problem solving process.
- 6- Explain the role of organization in nursing management and its related concepts (organizational charts, centralization and decentralization, scope of supervision, coordination, queue and headquarters, etc.).
- 7- Explain the different methods of division of labor in nursing or care models (case, operational, group, primary) along with the advantages, disadvantages and characteristics of each.
- 8- Become familiar with how to calculate the number of nursing staff required for an internal or surgical ward, considering the level of care for hospitalized patients and the duration of direct and indirect nursing care.
- 9- Explain the principles and goals of evaluating the performance of nursing staff.
- 10- Become familiar with the principles, types, and effective implementation methods of human resource development in nursing.

Specific objectives in the field of attitude:

- 11- Demonstrate a sense of commitment and responsibility in the position of nursing management.
- 12- Accept subordinate personnel as individuals with human dignity.

Specific objectives in the field of skills/behavior:

- 13- Introduce the most appropriate leadership style for the clinical or academic work environment.
- 14- Apply the principles of problem solving, decision-making, and change management to solve one of the existing problems in internal and surgical wards.
- 15- Apply quality control of nursing care and its stages.
- 16- Supervise the proper implementation of patient care and educational programs.

Content delivery schedule:

Session	Date	Outline of contents (expected concepts of teaching)	Learner Activities	Teaching Method	Professor
First	3/9/1404	History and theories of management, foundations of nursing service management - review of management principles (planning - organizing - guidance and leadership)	Active attendance and participation in class discussions	Lecture with Feedback and Q&A	Dr. molavynejad
Second	10/9/1404	Psychology in management and organization (change - communication - motivation - creative thinking) - conflict - aggression and conflict management	Active attendance and participation in class discussions	Lecture with Feedback and Q&A	Dr. molavynejad
Third	17/9/1404	Decision-making and problem solving - power and delegation - clinical supervision patterns - employee performance evaluation	Active attendance and participation in class discussions	Lecture with Feedback and Q&A	Dr. molavynejad
Fourth	24/9/1404	Strategic management - comprehensive quality management - recruitment and retention and promotion and development of human resources - human resources supply - budgeting and economics in nursing management - standards and auditing in nursing	Active attendance and participation in class discussions	Lecture with Feedback and Q&A	Dr. molavynejad
Fifth		Explanation of the structure and processes of the hospital quality improvement committee	Active attendance and participation in class discussions	Teacher and Student Participation	Dr. molavynejad
Sixth		Explanation of the policies and procedures of hospital quality improvement offices	Active attendance and participation in class discussions	Teacher and Student Participation	Dr. molavynejad

Seventh		Explanation of the relationship between the hospital quality improvement committee and the quality improvement committee in the treatment deputy	Active attendance and participation in class discussions	Teacher and Student Participation	Dr. molavynejad
Eighth		Preparation of a report on the quality indicators of the review In hospital quality improvement offices	Active attendance and participation in class discussions	Teacher and Student Participation	Dr. molavynejad

Student Responsibilities:

The student is expected to:

- Have an appropriate scientific background to learn the material presented in class.
- Try to expand his/her knowledge from available information sources using the guidance of the professors (self-education).
- Actively participate in educational sessions by providing effective feedback and answering questions raised during the session.
- Study the introduced educational resources and content.
- Complete the assignments and final project of the course on time.
- Actively participate in the clinical environment.

Elective materials:

- ✓ Must be written correctly.
- ✓ Use standard referencing (Harvard, Vancouver).
- ✓ At least three relevant and recent English research articles should be used in the elective materials.
- ✓ Submit the assignments on the due date and attend the exam session.
- ✓ Actively participate in the scientific discussions of the class

Evaluation Method

- Oral presentation: 6 points (30%)
- Written presentation: 2 points (10%)
- End-of-semester exam: 10 points (50%)
- Active attendance in class and participation in discussions: 2 points (10%)

How to evaluate oral presentation (30 points)

.Expanding and developing objectives: 4 points

Categorizing and presenting materials :6

Adhering to the presentation style: 5

Doing new research: 3

Correct use of audiovisual aids: 3

Adhering to the allotted time: 2

Answering questions: 4

Providing a summary and list of references: 3

How to evaluate written assignments (2 points)

1. Table of contents and pagination: 3 points

2. Fluency of content: 5

3. Appropriate coherence of content: 5

4. Compliance with writing rules: 3

5. How to use sources: 4

Huber, D.L. (2018) Leadership and nursing care management. 4th Ed. Elsevier, USA.

Mariner Tomy, A. (2016) *Guide to nursing management and leadership*. 7th Ed. Mosby, USA

Marquis, B. L., Hustone, C.J. (2017) *Leadership roles and management functions in nursig*. 6th Ed. Lippicott, Williams & Wilkins, USA

Swansburg, R.J., Swansburg, R.C. (2018) Management and Leadership for Nurse Administrators. 4th Ed. Jones and Bartlett Publishers, USA.

- ایران نژاد پاریزی م ، ساسان گوهر پ ، سازمان و مدیریت از تئوری تا عمل
- رضائیان، علی، مبانی سازمان و مدیریت
- رضائیان ، علی، مدیریت رفتار سازمانی
- هرسی ، پال و بلانچارد ، کنت ، مدیریت رفتار سازمانی و مدیریت منابع انسانی ، مترجم: قاسم کبیری و یا علی علاقه بند
- هروآبادی شفیقه. مرباغی اکرم . اصول مدیریت خدمات پرستاری و مامایی
- هریس آ توماس، وضعیت آخر، ترجمه: اسماعیل فصیح
- هریس آ توماس، ماندن در وضعیت آخر، ترجمه: اسماعیل فصیح
- روانشناسی روابط انسانی (مهارت های مردمی)، بولتون رابرت، ترجمه: حمیدرضا سهرابی، تهران
- مدیریت یک دقیقه ای؛ نوشته اسپنسر جانسون و کنت اچ بلانچارد. ترجمه: صدیقه ابراهیمی
- مدیر در نقش مربی؛ نوشته کنت بلانچارد و دان شولا، ترجمه: عبدالرضا رضایی نژاد
- رهبری؛ نوشته جان ماکسول، ترجمه: فضل الله امینی
- به پا خاستن برای انسانیت؛ نوشته جان ایزو، ترجمه: امیرمحمد پهلونژاد و دکتر علی صاحبی
- شیوه نهنگ، قدرت ارتباطات مثبت، نوشته کنت بلانچارد، ترجمه: دکتر فرشاد نجفی پور
- محدودیت صفر؛ نوشته جو ویتالی و دکتر ایها لیا کالاهولن، ترجمه: مژگان جمالی
- زبان بدن؛ نوشته آلبرت محرابیان

Main
sources
of
lessons
and
approved
by the
Ministry

Name and signature of the director of the EDC Center	Deputy Director of the Faculty	Name and signature of the department director	Professor's name and signature
			Dr. Shahram Molavynejad