

Course Title	<b>Nursing Services Management</b>				
Course Code	<b>NURS402</b>				
Course Type	Compulsory				
Level	Bachelor (1st Cycle)				
Year / Semester	4 <sup>th</sup> / Spring				
Instructor's Name	Dr Alexandra Skitsou, Dr Kyriakos Andreou				
ECTS	4	Lectures / week	2+1*	Laboratories/week	0
Course Purpose	The purpose of the course is to provide students with the knowledge of the principles, theories and methodologies related to the application and analysis of Nursing Management.				
Learning Outcomes	<ul style="list-style-type: none"> <li>- Understand and know theories and practical applications related to the administration of Nursing Services.</li> <li>- Apply interpersonal skills to achieve effective cooperation and communication with all support staff</li> <li>- Know, understand and are able to implement or even modify their function as a link in the hierarchical chain of administration / leadership</li> <li>- They deepen the concept and the way of using the management tools</li> <li>- Know, understand and implement management and successful human resource management policies Explain how to apply principles of effective funding of health care / social care and resource users</li> <li>- Know and apply interpersonal skills techniques to achieve effective collaboration and communication with all support staff</li> <li>- Understand critical thinking processes and are able to apply them</li> <li>- Analyze and apply decision-making and problem-solving procedures</li> <li>- Effectively interpret and implement the administration and management of the operation in groups</li> <li>- Understand and assess risk and promote the well-being, safety and protection of all people in the workplace</li> <li>- Understand and evaluate data in order to achieve how patient / client well-being is achieved through the combined resources and actions of all members of the health / welfare team</li> <li>- Adequately understand the value of continuing education in individual and group field</li> <li>- Explain how the principles of effective health care / social care financing and resource use are applied</li> </ul>				
Prerequisites	None		Corequisites	None	

<p>Course Content</p>	<ul style="list-style-type: none"> <li>- Introduction to Management: General concepts and principles of management. Principles of Nursing Administration.</li> <li>- Management Theories: Development of Management Theories. International theoretical framework of Nursing Services Management, leadership.</li> <li>- Participation / Cooperation of health workers</li> <li>- Management tools</li> <li>- Nursing Management: Organizational Management Systems of the Nursing Service. Planning in the Administration of the Nursing Service. Organization of Nursing Services - Methods, Communication - Evaluation - Control in the Nursing Administration.</li> <li>- Staff development, continuing education, work systems, teaching, decision making in the nursing administration. Planning concepts: distribution, philosophy, goals and management plans. Staffing and planning</li> <li>- Training and continuing education of health professionals</li> <li>- Human resource management: Incentives. Contact. Conflict Management and Resolution.</li> <li>- Leadership: evolution over time, modern methods</li> <li>- Organization / Unit Culture</li> <li>- Critical Thinking / Decision Making / Problem Solving: A process of decentralization and participation in decision making and problem solving</li> <li>- Quality assurance and safety for employees and patients</li> <li>- Budget: Basic knowledge about budget estimates. Production based return.</li> <li>- Quality management: Performance evaluation. Quality assurance.</li> </ul>
<p>Teaching Methodology</p>	<p><b>Theory</b></p> <p>The course is delivered to the students through lectures, using computer-based presentations programmes. Case Studies, Discussion, Questions / Answers are also used depending on the content of the lecture. Lecture notes and presentations are available online for use by students in combination with textbooks. Relevant material published in international scientific journals are also used to follow the latest developments related to the subject of the course.</p> <p><b>Tutoring*</b></p> <p>Students will also have the opportunity during the tutoring exercises to understand and consolidate the theoretical part of the course.</p>
<p>Bibliography</p>	<p><b>(a) <u>Textbooks:</u></b></p> <p>Marquis, B., &amp; Huston, C. (2020). <i>Leadership roles and management functions in nursing</i>. LWW.</p> <p>Sullivan, E. J. (2016). <i>Αποτελεσματική Ηγεσία και Διοίκηση στις Υπηρεσίες</i></p>

	<p>Υγείας, 8η Εκδ., Εκδότης: Χ. ΓΚΙΟΥΡΔΑ &amp; ΣΙΑ ΕΕ. <b>(In Greek)</b></p> <p><b>(b) References:</b></p> <p>Webb, L. (2021). <i>Δεξιότητες Επικοινωνίας στη Νοσηλευτική</i>. Εκδόσεις: Παπασωτηρίου. <b>(In Greek)</b></p> <p>Βακολα, Μ. &amp; Νικολάου, Ι. (2019). <i>Οργανωτική Ψυχολογία Και Συμπεριφορά</i>. Εκδόσεις: ROSILI <b>(In Greek)</b></p> <p>Northouse P. G. (2019). <i>Ηγεσία: Θεωρία και πράξη</i>, 8η έκδοση. Εκδόσεις: Παπασωτηρίου. <b>(In Greek)</b></p> <p>Δικαίος, Κ., Καρμπέρης, Α. &amp; Πολύζος, Μ.Ν. (2017). <i>Διοίκηση δημόσιων και κοινωνικών υπηρεσιών</i>. Εκδόσεις: Gutenberg. <b>(In Greek)</b></p> <p>Μπουραντας Δ. (2015). <i>Μανατζμεντ</i>. Εκδόσεις: Μπενος. <b>(In Greek)</b></p> <p>Γουλα, Β. Α. (2014). <i>Οργανωσιακή Κουλτούρα Υπηρεσιών Υγείας</i>. Εκδότης: Παπαζησης. <b>(In Greek)</b></p> <p>Πολύζος, Μ. Ν. (2014). <i>Διοίκηση και Οργάνωση Υπηρεσιών Υγείας</i>. Εκδότης: Κριτική. <b>(In Greek)</b></p> <p>Marquis, B. L. &amp; Huston, C.J. (2010). <i>Leadership Roles and Management Functions in Nursing: Theory &amp; Application</i>. Lippincott Williams &amp; Wilkins.</p> <p>Judge, T. A. (2012). <i>Οργανωσιακή Συμπεριφορά</i>. Εκδότης: Κριτική, 2012. <b>(In Greek)</b></p> <p><i>Through the services of the university library, access is provided to electronic repositories of scientific journals and articles, indicatively <b>ProQuest, Cambridge University Press</b> and <b>Science Direct</b> with thousands of scientific journals in the fields of health sciences.</i></p>
Assessment	<p>The assessment of this course consists of the coursework (midterm exam, class participation) and final exam.</p> <p><b>Mid-Term Exam: 40%</b>. A written midterm exam will be comprised by multiple choice questions, short answer and open questions.</p> <p><b>Student Participation: 10%</b>. The class participation includes formative assessments with interactive problem solving questions.</p> <p><b>Written Final Exam: 50%</b>. A written final exam will be comprised by multiple choice questions, short answer and open questions.</p>
Language	Greek / English



ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ  
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