1. KentVision Code and title of the module

SOCI8007 Managing Uncertainty in Healthcare Organisation

## Division which will be responsible for management of the module

Division of Law, Society and Social Justice (School of Social Policy, Sociology and Social Research - Centre for Health Service Studies - CHSS)

## The level of the module (Level 4, Level 5, Level 6 or Level 7)

Level 7

## The number of credits and the ECTS value which the module represents

15 (7.5 ECTs)

## Which term(s) the module is to be taught in (or other teaching pattern)

Autumn term (term 1) or Spring term (term 2)

## Prerequisite and co-requisite modules and/or any module restrictions

None

## The course(s) of study to which the module contributes

Compulsory to the following courses:

MSc Healthcare Management

Optional to the following courses:

## The intended subject specific learning outcomes. On successfully completing the module students will be able to:

8.1 Critically evaluate key approaches to managing risk and uncertainty and their application to healthcare organisations.

8.2 Apply comprehensive knowledge and a systematic understanding of recent innovative management research and practice to address specific organisational challenges in healthcare.

8.3 Critically reflect upon and evaluate the sources and consequences of uncertainty in decision-making at different levels (political, organisational, professional) in healthcare.

8.4 Critically discuss how inter-agency working and communication can both challenge and support effective risk assessment and management planning.

1. The intended generic learning outcomes.  
   On successfully completing the module students will be able to:

9.1 Critically analyse and research problems systematically and creatively.

9.2 Self-manage work in a complex and interdisciplinary context.

9.3 Communicate effectively to a variety of audiences and/or using a variety of methods.

1. A synopsis of the curriculum

Managing uncertainty in the organisation of healthcare draws upon key managerial insights into the management of risk and uncertainty in contemporary systems of healthcare, with a specific emphasis on management of healthcare service delivery and organisation. The module begins with an introduction to general management principles of risk and uncertainty. Subsequently the module explores the nature of risk and uncertainty in the context of healthcare, in which notions of safety are paramount and the costs and visibility of organisational failures are high. The module further explores the impact upon decision making of increasingly complex systems of healthcare through different organisational forms (bureaucracy, market, network) and at different levels (policy, organisation, profession). The module considers values such as efficiency and effectiveness, and the role of knowledge and domain (e.g. health economics and implementation science in attempting to rationalise professional and managerial decision-making). The module concludes with an examination of new technologies and their impact upon risk, safety and uncertainty in healthcare.

## Reading list

## The University is committed to ensuring that core reading materials are in accessible electronic format in line with the Kent Inclusive Practices.

## The most up to date reading list for each module can be found on the university's [reading list pages](https://kent.rl.talis.com/index.html).

## Contact Hours

Private Study: 126

Contact Hours: 24

Total: 150

## Assessment methods

* 1. Main assessment methods

Coursework - Group presentation - 20%

Coursework - Individual essay, (3,000 words) - 80%

\* The individual essay must be passed in order to pass the module.

13.2 Reassessment methods

100% Coursework

## Map of module learning outcomes (sections 8 & 9) to learning and teaching methods (section 12) and methods of assessment (section 13)

**Module learning outcomes against learning and teaching methods:**

| **Module learning outcome** | 8.1 | 8.2 | 8.3 | 8.4 | 9.1 | 9.2 | 9.3 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *Private Study* | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| *Lectures & Seminars* | **X** | **X** |  | **X** | **X** | **X** | **X** |

**Module learning outcomes against assessment methods:**

| **Module learning outcome** | 8.1 | 8.2 | 8.3 | 8.4 | 9.1 | 9.2 | 9.3 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *Group Presentation* | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| *Individual Essay* | **X** | **X** | **X** | **X** | **X** | **X** | **X** |

## Inclusive module design

The Division recognises and has embedded the expectations of current equality legislation, by ensuring that the module is as accessible as possible by design. Additional alternative arrangements for students with Inclusive Learning Plans (ILPs)/declared disabilities will be made on an individual basis, in consultation with the relevant policies and support services.

The inclusive practices in the guidance (see Annex B Appendix A) have been considered in order to support all students in the following areas:

a) Accessible resources and curriculum

b) Learning, teaching and assessment methods

## Campus(es) or centre(s) where module will be delivered

Medway

## Internationalisation

This module is concerned with issues concerning by public management, and more precisely public health management uncertainty at different levels - in medical practice, and in policy. Various different organisational forms, the roles of hierarchy, market and network are explored with a focus on their various effects on uncertainty. When thinking about uncertainty, there is a need to safety and risk and technology need will be discussed. Public health is generally nationally oriented due to being policy driven, however the syllabus of this module tends to be international, with specific national contexts being explored within the case material discussed in class.

The syllabus of this module deals with the key stages in the decision-making process and draws on a range of sources and other relevant literature drawn from international sources. As a result, the perspectives, frameworks and examples within this literature tends to global in nature, containing examples from many countries around the world. The module supports global, national and regional economic success, including those related to an understanding of international business practices and, also seeks to foster cross-cultural understanding.

**DIVISIONAL USE ONLY**

**Module record – all revisions must be recorded in the grid and full details of the change retained in the appropriate committee records.**

| Date approved | New/Major/minor revision | Start date of delivery of (revised) version | Section revised  (if applicable) | Impacts PLOs (Q6&7 cover sheet) |
| --- | --- | --- | --- | --- |
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