



JC School of Public Health and Primary Care
Faculty of Medicine
The Chinese University of Hong Kong

Short Courses in Master of Science in Health Services Management (2022-2023 Term 2)

BACKGROUND

JC School of Public Health and Primary Care, The Chinese University of Hong Kong offers courses and degrees across all areas of public health practice. We offer all students grounding in professionally recognized competencies and in areas increasingly recognized as core to public health. We also offer courses in areas of special interest – including epidemiology, environmental health, health promotion, health management.

Short courses are available either as standalone opportunities or as a component part of certificate, diploma or degree programmes within JC School of Public Health and Primary Care. They aim to provide continuing education opportunities for those interested in health and healthcare.

For further information website: www.sphpc.cuhk.edu.hk

ORGANIZER

The short course is organized by Master of Science in Health Services Management, JC School of Public Health and Primary Care, The Chinese University of Hong Kong.

PROGRAMME OBJECTIVES

To provide training including public health perspectives and skills necessary to assume effective leadership in public health practice, reflecting the three domains of health improvement, health protection and health service quality.

ADMISSION REQUIREMENTS

A bachelor's degree preferably in medicine or an approved related field. For non-professional degree holders, honours not lower than second class are required.

TEACHING FACULTY

- Courses will be taught by the academic staff, and the affiliated local and international staff, of JC School of Public Health and Primary Care.
- To meet the multi-disciplinary demands of the curriculum, JCSPHPC engages teaching staff from local faculties of nursing, economics, law, pharmacy, business, journalism, geography, and social sciences. We also engage outside experts and collaborate extensively with stakeholders in public health practice, such as the Department of Health, Hospital Authority, Food and Environmental Hygiene Department, and other public institutions.
- JCSPHPC will continue to capitalise on its long established network of international schools of public health (e.g. Johns Hopkins University; University of Oxford; London School of Hygiene and Tropical Medicine; Peking University; and Fudan University), as well as an extension network of public health institutions such as the US Centres for Disease Control and Prevention (US CDC), Chinese Centre for Disease Control and Prevention (CDC China), Shenzhen CDC, Bureau of Health of Shenzhen Municipality, and British Columbia Centre for Disease Control (BC CDC) of Canada.

LANGUAGE

English will be used as the language for instruction.

RECOGNITION

CME Accreditation

ASSESSMENT

Students are required to obtain a 'satisfactory pass' in the assessment for the specified module(s). Upon satisfying these requirements, the "Certificate of Completion" for the selected module will be awarded.

Students who attended at least 75% of the lectures, seminars, tutorials, and practical sessions but did not take the assessment would be awarded a "Certificate of Attendance" instead.

Course Pattern

Course Code	Module	Unit	Duration	Page No.
<i>Term 2 Jan 2023 – Mar 2023</i>				
HSYS5011	Health Informatics	1	Jan 2023	4
HSYS5016	Health Services Planning	1	Feb - Mar 2023	5
HSYS5025	Flow Management in Healthcare Operations	1	Jan - Feb 2023	6
HSYS5026	Complaints Management in Healthcare	1	Feb - Mar 2023	7

HSYS5011 Health Informatics

Course Coordinator: Dr. NT Cheung

(1 credit)

Course Description

This course provides an overview on the key concepts of health informatics and the transformation capability of information technology in modern industries, with an emphasis on the principles of healthcare information systems as well as the importance of informatics in enhancing management effectiveness and achieving managerial goals in healthcare settings. The local and international development of health IT and related challenges will also be discussed.

Learning Outcomes/Objectives

Student should be able to:

1. Understand the key concepts of health informatics including its important role in risk management and quality improvement in the healthcare industry
2. Understand and appreciate how information technology is able to disrupt and transform modern industries
3. Have the capabilities to apply the principles of healthcare information system as a tool in day-to-day healthcare management
4. Gain exposure to the current development of health IT and the challenges ahead, including international perspectives in the field as well as the development of electronic health record sharing and big data in healthcare

Course Schedule

Session	Date	Time	Venue
1	15 Feb 2023 (Wed)	18:30-21:30	JC School of Public Health and Primary Care, Prince of Wales Hospital, Shatin
2	22 Feb 2023 (Wed)	18:30-21:30	
3	1 Mar 2023 (Wed)	18:30-21:30	
4	8 Mar 2023 (Wed)	18:30-21:30	

Fee

Application Fee: \$100

Course Fee: \$4,950

HSYS5016 Health Services Planning

Course Coordinator: Prof. Hong Fung

(1 credit)

Course Description

This course aims to enrich students with the knowledge and acquire competencies in health services planning. The scope of the course ranges from planning for the health of the population to planning of physical facilities. Students will learn to appraise the planning issues of a region or hospital through a case study, group presentation and class discussion.

Learning Outcomes/Objectives

Student should be able to:

1. Understand the central role of delivery systems and planning to address the healthcare needs of a population
2. Learn the approach to capacity planning and role of hospital role delineation in planning
3. Apply the principles of physical planning to improve patient care and patient safety
4. Appraise the planning challenges of a healthcare facility

Course Schedule

Session	Date	Time	Venue
1	9 Feb 2023 (Thurs)	18:30-21:30	JC School of Public Health and Primary Care, Prince of Wales Hospital, Shatin
2	16 Feb 2023 (Thurs)	18:30-21:30	
3	23 Feb 2023 (Thurs)	18:30-21:30	
4	2 Mar 2023 (Thurs)	18:30-21:30	
5	9 Mar 2023 (Thurs)	14:00-17:00	CUHK Medical Centre

Fee

Application Fee: \$100

Course Fee: \$4,950

HSYS5025 Flow Management in Healthcare Operations

Course Coordinator: Prof. Eman Leung

(1 credit)

Course Description

Hospitals often encounter over-crowding, congestion and not having adequate beds issues. This is especially true during winter, and less so during summer influenza seasons. Knowledge in flow management would help to ease these situations. This course introduces students to

1. The concept and practice of flow management in hospital and our broader healthcare context
2. Tools to improve flows of patients, materials and information within an acute care setting and between hospitals and the community
3. The role of healthcare informatics and big data in enhancing hospital flow management
4. Case studies of how exemplary healthcare organizations manage their operations

Learning Outcomes/Objectives

Students should be able to:

1. Understand the concept of flow management, and the value of a system-perspective and healthcare data to improving flow management in a healthcare system
2. Apply the concept and tools of flow management to (i) analyze gaps, and (ii) manage the flow of patient, materials and information

Course Schedule

Session	Date	Time	Venue
1	4 Jan 2023 (Wed)	18:30-21:30	JC School of Public Health and Primary Care, Prince of Wales Hospital, Shatin
2	11 Jan 2023 (Wed)	18:30-21:30	
3	18 Jan 2023 (Wed)	18:30-21:30	
4	1 Feb 2023 (Wed)	18:30-21:30	
5	8 Feb 2023 (Wed)	18:30-21:30	

Fee

Application Fee: \$100

Course Fee: \$4,950

HSYS5026 Complaints Management in Healthcare

Course Coordinator: Ms. Pauline Wong

(1 credit)

Course Description

This course aims to equip students with a macro concept as well as in-depth knowledge and skills to meet the challenges of complaints against healthcare services providers. It introduces students to:

1. the complaints systems in public and private healthcare services institutions in Hong Kong;
2. the knowledge, strategy and practical skills in complaints management including mediation and conciliation;
3. the legal requirements of complaints mechanisms and compliance issues;
4. the law relevant to complaints management including the Apology Ordinance and the Mediation Ordinance;
5. the application of complaints management skills and legal principles in resolving disputes.

Learning Outcomes/Objectives

Students should be able to:

5. Understand the essential principles of and key concepts in patient complaints management in the midst of rising global trend for advocacy of patient rights and accountability;
6. Have a good grasp of the complaint systems in HK healthcare institutions, both public and private;
7. Have a good understanding of the healthcare complaints management systems in major developed countries and the law relating to the making of apology;
8. Appreciate the use of mediation and means of ADR such as conciliation in managing complaints in relation to healthcare provision and operation of healthcare institutions; and
9. Apply the essential legal principles in handling complaints.

Course Schedule

Session	Date	Time	Venue
1	11 Feb 2023 (Sat)	14:00-17:00	JC School of Public Health and Primary Care, Prince of Wales Hospital, Shatin
2	18 Feb 2023 (Sat)	14:00-17:00	
3	25 Feb 2023 (Sat)	14:00-17:00	
4	4 Mar 2023 (Sat)	14:00-17:00	
5	11 Mar 2023 (Sat)	14:00-17:00	

Fee

Application Fee: \$100

Course Fee: \$4,950



**Short Courses in
Master of Science in Health Services Management
(2022-23)
APPLICATION FORM**



Please complete this form in **BLOCK** letters and return before at least 2 weeks before the programme commence.

Title: Prof. Dr. Mr. Ms

Sex: M F

Name : (In English) (In Chinese)

Surname Given name

HK Identify Card No. (Passport No Country *if you do not have a HK ID Card*)

Address:

.....

Tel: Mobile Fax: Email address:

Academic Qualifications

Institution & Location	Date of Attendance (From / To)	Major/Minor	Diploma/Degree
_____	_____	_____	_____
_____	_____	_____	_____

Professional Qualifications

Professional Qualification	Awarding Institution / Country	Date of Award
_____	_____	_____
_____	_____	_____

Working Experience (Please list your current job first)

Institution and Location	Position	Date From / To
_____	_____	_____
_____	_____	_____

Application for (please select as appropriate):

Course Code	Module	Credit	Fee	Please "√"
<i>Term 2 Jan 2023 – Mar 2023</i>				
HSYS5011	Health Informatics	1	\$ 4,950	
HSYS5016	Health Services Planning	1	\$ 4,950	
HSYS5025	Flow Management in Healthcare Operations	1	\$ 4,950	
HSYS5026	Complaints Management in Healthcare	1	\$ 4,950	

Payment: Application Fee HK\$100.00 (Cheque no.)

Remarks:

- No refund will be made after receipt of payment.
- Acceptance of application is subject to availability.
- A student visa is required if applicant do not have the right of abode/right to land in Hong Kong.

I declare that the information given in support of this application is accurate and complete, and understand that any misrepresentation will result in the disqualification of my application for admission.

Signature

Date

Notes for Applicants

1. Submission of Application Form

The completed application and supporting documents should be sent to the following address with **an application fee of HK\$100.00** (A crossed personal cheque or bankdraft made payable to: “The Chinese University of Hong Kong”).

MSchSM Programme Office (Short course)
Room 202, 2/F, JC School of Public Health and Primary Care,
Prince of Wales Hospital,
Shatin, N.T., HONG KONG.

2. Documents to be submitted

One photocopy of certificates of academic/professional qualifications (e.g. diploma/ certificates or other qualifications).
Original documents must NOT be sent.

3. Application Deadline

This application form should be completed and returned **at least TWO weeks before** the programme commences.

4. Selection Process

Applicants will be notified of the application result when the Programme concerned has made its decision.

5. Tuition Fee Payment

Students are required to pay full tuition fee before the course commences. The tuition fee, once paid, is **non-refundable or non-transferable**.

Payment(s) can be made by a crossed cheque or bankdraft, payable to “The Chinese University of Hong Kong”

Application Fee:	HK\$100.00
Course Fee:	In modular basis

Information and Enquiries

Address :

Room 202, 2/F, JC School of Public Health and Primary Care,
Prince of Wales Hospital, Shatin, N.T., Hong Kong

MSchSM Programme Office

Tel: (852) 2252 8428 / 2252 8448

Fax: (852) 2145 7489

Email: healthadmin@cuhk.edu.hk

The Programme reserves the right to cancel the course if the number of registered students is insufficient or for other unanticipated reasons.

The information in this brochure is correct at the time of production (July 2022), and is subject to review and change.

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