

Course Title	Code	Semester	L+P Hour	Credits	ECTS
Medical Management, and New Services Design Skills	MED 616	Phase 1/2/3	28	2	2*

* ECTS credits are the university credits of the courses in Yeditepe University, Faculty of Medicine, Undergraduate Medical Education Program

GENERAL INFORMATION	
Prerequisites	-
Coordination Committee	Medical Faculty Building 6th floor.
Email address for inquiries	
Attendance	Students are required to attend at least 80% of the classes/practices
Language of Instruction	English
Course Level	Second Cycle including First Cycle Degree (One Tier Programme)
Course Type	Elective
Course Coordinator	Turgay İSBİR
Instructors	Tayfun BIRAKOĞLU ; tbirakoglu@sagesseconsultancy.com Can AYDINLIK Özlem Çıragöz ŞENGİR
Goals	Participants will recognize leadership skills to manage their team and how to organize in the case of emergency and lack of crew. Moreover, empathy skills will be developed after course taken to create better relationship with their patients and coworkers, customers.
Content	Leadership Styles, Skills needed in Med, Strategies for New Generation Leadership, Empathy Techniques, Problem Solving with Empathy , Conciliation with Empathy

COURSE LEARNING OUTCOMES			
Students who take this course will	Program Learning Outcomes	Teaching Methods	Assessment Methods
Be able to develop their leadership skills to manage teams	1.1.2, 1.1.4, 1.1.9, 2.1.1, 2.1.2, 2.2.2, 2.2.3, 2.3.1, 2.3.2, 2.4.1, 3.2.2	1,2,3	A,B
Be able to use empathy techniques for conciliation with their patients and coworkers	1.1.4, 2.1.2, 2.2.2, 2.2.3, 2.3.1, 2.3.2, 2.5.1, 3.1.4, 3.2.2	1,2,3	A,B
Teaching Methods:	1:Lecture 2-Small Group Workshops 3-Homework		
Assessment Methods:	A: Exam; B:Homework Evaluation		

COURSE CONTENT		
Week	Topics	Study Materials
1	The difference between leadership and management	Lecture Notes & Small Groups Guideline
2	Understanding the Medical Leadership Style and Understanding Personal Leadership Skills	Lecture Notes & Small Groups Guideline
3	Self Leadership and Management- Emotional Intelligence Methods	Lecture Notes & Small Groups Guideline
4	Team Drives and Management	Lecture Notes & Small Groups Guideline
5	Inspirational Leadership	Lecture Notes & Small Groups Guideline
6	Leading and Coaching Individuals- Flexible Leadership	Lecture Notes & Small Groups Guideline
7	Leading and Coaching Individuals- Mentoring	Lecture Notes & Small Groups Guideline
8	Midterm exam	
9	Motivational Management	Lecture Notes & Small Groups Guideline

10	Empathy And Leadership	Lecture Notes & Small Groups Guideline
11	Effective Listening Methods for Empathy	Lecture Notes & Small Groups Guideline
12	Screening and Visualization to Create Empathy	Lecture Notes & Small Groups Guideline
13	Team Work & Presentations	
14	Final exam	

COURSE MATERIALS	
Text Books	Lecture Notes
Additional Resources	-

ASSESSMENT		
	NUMBER	PERCENTAGE
Midterm Exam	1	25
Assignments (Homework)	1	25
Evaluation of Group Presentations	1	5
Final Exam	1	45
Total		100

COURSES CONTRIBUTION TO PROGRAM					
COMPETENCE AREA-1 / Professional Practices	Contribution				
COMPETENCE 1.1. Health Service Provider	1	2	3	4	5
Competency 1.1.1. Integrates knowledge, skills, and attitudes acquired from basic and clinical medical sciences, behavioral sciences, and social sciences to provide health services.					
Competency 1.1.2. Demonstrates a biopsychosocial approach that considers the individual's sociodemographic and sociocultural background without discrimination based on language, religion, race, or gender in patient management.				X	
Competency 1.1.3. Prioritizes the protection and improvement of individuals' and community's health in the delivery of healthcare services.					
Competency 1.1.4. Performs the necessary actions in the direction of maintaining and improving the state of health as considering the individual, social, social and environmental factors affecting health.					X
Competency 1.1.5. Provides health education to healthy/ill individuals and their families, as well as to other healthcare professionals, by recognizing the characteristics, needs, and expectations of the target audience.					
Competency 1.1.6. Demonstrates a safe, rational, and effective approach in the processes of protection, diagnosis, treatment, follow-up, and rehabilitation in health service delivery.					
Competency 1.1.7. Performs interventional and/or non-interventional procedures safely and effectively for the patient in the processes of diagnosis, treatment, follow-up, and rehabilitation.					
Competency 1.1.8. Provides healthcare services considering patient and employee health and safety.					
Competency 1.1.9. Considers changes related to the physical and socio-economic environment at both regional and global scales that affect health, as well as changes in the individual characteristics and behaviors of those who seek healthcare services.				X	
COMPETENCE AREA-2 / Professional Values and Approaches	Contribution				
COMPETENCE 2.1. Adopting Professional Ethics and Principles	1	2	3	4	5

Competency 2.1.1. Considers good medical practices while performing the profession.				X	
Competency 2.1.2. Fulfills duties and obligations within the framework of ethical principles, rights, and legal responsibilities required by the profession.					X
Competency 2.1.3. Demonstrates determined behavior in providing high-quality healthcare while considering the patient's integrity.					
Competency 2.1.4. Evaluates own performance in professional practices by considering own emotions and cognitive characteristics.					
COMPETENCE 2.2. Health Advocate					
Competency 2.2.1. Advocates for the improvement of healthcare service delivery by considering the concepts of social accountability and social responsibility in the protection and enhancement of community health.					
Competency 2.2.2. Plans and implements service delivery, education, and counseling processes related to individual and community health, in collaboration with all stakeholders, for the protection and improvement of health.					X
Competency 2.2.3. Evaluates the impact of health policies and practices on individual and community health indicators and advocates for the improvement of healthcare quality.					X
Competency 2.2.4. Gives importance to protecting and improving own physical, mental, and social health and takes necessary actions for it.					
COMPETENCE 2.3. Leader-Manager					
Competency 2.3.1. Demonstrates exemplary behavior and leadership within the healthcare team during service delivery.					X
Competency 2.3.2. Utilizes resources in a cost-effective, socially beneficial, and compliant manner with regulations in the planning, implementation, and evaluation processes of healthcare services as the manager in the healthcare institution.					X
COMPETENCE 2.4. Team Member					
Competency 2.4.1. Communicates effectively within the healthcare team and takes on different team roles as necessary.				X	
Competency 2.4.2. Displays appropriate behaviors while being aware of the duties and responsibilities of healthcare workers within the healthcare team.					
Competency 2.4.3. Works collaboratively and effectively with colleagues and other professional groups in professional practice.					
COMPETENCE 2.5. Communicator					
Competency 2.5.1. Communicates effectively with patients, their families, healthcare professionals, and other occupational groups, institutions and organizations.				X	
Competency 2.5.2. Communicates effectively with individuals and groups who require a special approach and have different sociocultural characteristics.					
Competency 2.5.3. Demonstrates a patient-centered approach that involves the patient in decision-making mechanisms during the diagnosis, treatment, follow-up, and rehabilitation processes.					
COMPETENCE AREA-3 / Professional and Personal Development	Contribution				
COMPETENCE 3.1. Scientific and Analytical Approach	1	2	3	4	5
Competency 3.1.1. Plans and implements scientific research, as necessary, for the population it serves, and utilizes the results obtained, as well as those from other research, for the benefit of the community.					
Competency 3.1.2. Accesses and critically evaluates current literature related to their profession.					
Competency 3.1.3. Applies evidence-based medicine principles in the clinical decision-making process.					

Competency 3.1.4. Uses information technologies to enhance the effectiveness of healthcare, research, and education activities.				X	
COMPETENCE 3.2. Lifelong Learner					
Competency 3.2.1. Manages effectively individual study processes and career development.					
Competency 3.2.2. Demonstrates skills in acquiring, evaluating, integrating new information with existing knowledge, applying to professional situations, and adapting to changing conditions throughout professional career.				X	
Competency 3.2.3. Selects the right learning resources to improve the quality of health care and organizes the learning process.					

ECTS ALLOCATION			
Activity	Quantity	Duration(Hours)	Total Workload(Hours)
Lectures	14	1	14
Independent learning	14	2	28
Site visit	-	-	-
Big Team Work and Presentations	1	2	2
Mid-term exam	1	2	2
Small Group Works	14	1	14
Assignments	1	5	5
Final exam	1	2	2
Total Work Load			67
Total Work Load / 30 (h)			2.23
ECTS Credits			2