

## COURSE SPECIFICATION

**Name of Institution** Mahidol University  
**Campus/Faculty/Department** ASEAN Institute for Health Development

### Section 1 General Information

1. **Course Code and Title**
2. **ADPM 641 Health Providers in Health Systems**  
 สอสม ๖๔๑ ผู้ให้บริการสุขภาพในระบบสุขภาพ
3. **Number of Credits**  
 2 (1-2-3) Credits (lecture – laboratory – self-study)
4. **Curriculum and Course Type**  
 Program of Study Master of Primary Health Care Management  
 (International)  
 Course Type  Core  Required  Electives
4. **Faculty Member in Charge of this Course and Advisor of Internship**
  - 4.1 **Faculty Member in Charge of this Course**  
 Assoc.Prof.Dr. Orapin Laosee  
 ASEAN Institute for Health Development  
 Phone number: 02-4419040-3 Ext. 63, E-mail: orapin.lao@mahidol.edu
  - 4.2 **Lecturers**  
 Assoc.Prof.Dr. Orapin Laosee  
 Prof. Dr. Supasit Pannarunothai  
 Assoc. Prof. Dr. Nilawan Upakdee  
 Asst. Prof. Dr. Kanchit Sooknark  
 Dr. Anuwat Supachutikul  
 Asst. Prof. Dr. Nonglak Pagaiya  
 Dr. Orathai Khiaocharoen  
 Dr. Boonchai Kijsanayotin  
 Prof. Dr. Direk Patmasiriwat  
 Asst. Prof. Dr. Pudtan Phanthunane
5. **Semester/The training experience required in the curriculum** Semester  
 1/2023
6. **Pre-requisite** None
7. **Co-requisite** None
8. **Venue of Study** ASEAN Institute for Health Development, Mahidol University
9. **Date of Latest Revision** 25 May 2023

## Section 2 Goals and Objectives

### 1. Course Goals

This course aims to provide knowledge and abilities as follows:

- 1) Students will be able to explain the objectives and core principles of health service providers in the health system based on the PHC approach and in the framework of social health protection.
- 2) Students will be able to discuss the incentive roles of social health protection and financing in enhancing the efficiency and equity of the health service provision system.
- 3) Students will be able to identify the mechanisms and good practices to ensure continuous quality improvement in health service provision.
- 4) Students will be able to explain advanced knowledge in the main areas of health facilities management, such as human resources, business planning, risk management, and health information management.

### 2. Objectives of Course Development/Revision Field Experience Course

The revision aims to meet the needs of health providers in the universal health coverage system. Additionally, it aims to promote the utilization of information technology to reflect the updated trend in conducting research.

## Section 3 Course Management

### 1. Course Description

An overview of health providers in the health system; patterns and types of health providers; incentive systems for improving the quality of health services and provider behaviors; health care financing management techniques for health providers; health care accreditation and quality improvement systems; business plans and management for health providers; health human resources development and human resources management for the universal health coverage; providers of the complementary and alternative medicine; the management of health care information systems for health providers; the efficiency management for health providers; the risk management for health providers; closing the gap, strategies for health providers in improving the social health protection.

ระบบการสนับสนุนคุณภาพของการบริการสุขภาพให้ดีขึ้นและพฤติกรรมผู้ให้บริการ เทคนิคการจัดการการเงินการดูแลสุขภาพสำหรับผู้ให้บริการสุขภาพ ระบบค่าตอบแทนจูงใจเพื่อพัฒนาคุณภาพบริการและพฤติกรรมของผู้ให้บริการ เทคนิคการบริหารจัดการการคลังสำหรับผู้ให้บริการ

สุขภาพ ระบบการรับรองคุณภาพและปรับปรุงคุณภาพ แผนธุรกิจและการบริหารจัดการสำหรับผู้ให้บริการ การพัฒนาและการบริหารจัดการกำลังคนด้านสุขภาพเพื่อหลักประกันสุขภาพถ้วนหน้า ผู้ให้บริการการแพทย์สนับสนุนและแพทย์ทางเลือก การบริหารระบบข้อมูลสุขภาพด้านผู้ให้บริการด้านสุขภาพ การบริหาร ประสิทธิภาพผู้ให้บริการด้านสุขภาพ การบริหารความเสี่ยงผู้ให้บริการด้านสุขภาพ การปิดช่องว่างเพื่อการพัฒนาการคุ้มครองทางสังคมด้านสุขภาพสำหรับผู้ให้บริการ

## 2. Credit Hours per Semester

Lecture	1	Hour
Laboratory/Field Trip/Internship	2	Hour
Laboratory	0	Hour
Self Study	3	Hour

## 3. Number of hours that lecturers provide counseling and guidance to individual student

Monday and Friday 14.00-16.00 at Building 1, 2<sup>nd</sup> floor ASEAN Institute for Health Development; Office hours (at least 2 hours/week)

## Section 4 Development of Students' Learning Outcome

1. A brief summary of the knowledge or skills expected to develop in students; the course-level expected learning outcomes (CLOs) On completion of the course, students will be able to:

- 1) Explain the objectives and core principles of health service providers in the health system based on the PHC approach and in the framework of social health protection.
- 2) Discuss the incentive roles of social health protection and financing in enhancing the efficiency and equity of the health service provision system.
- 3) Identify the mechanisms and good practices to ensure continuous quality improvement in health service provision.
- 4) Students will be able to explain advanced knowledge in the main areas of health facilities management, such as human resources, business planning, risk management, and health information management.

2. How to organize learning experiences to develop the knowledge or skills stated in number 1 and how to measure the learning outcomes

CLOs	Teaching and learning experience management	Learning outcomes measurements
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	Lecture	Individual Work	Group Work	Test	Assignment quality	Individual Reports	Group Reports
CLO1	x			x	x		
CLO2	x			x	x		
CLO3	x	x			x	x	
CLO4	x		x		x		x

## Section 5 Teaching and Evaluation Plans

### 1. Teaching Plan

Week or No.	Topic	Hours			Teaching and Learning Activities	Lecturers
		Lecture	Laboratory	Self Study		
1	An overview of health providers in the health system	1	2	3	Lecture, Discussion	Assoc. Dr. Nilawan Upakdee
2	Patterns and types of health providers	1	2	3	Lecture, Discussion	Assoc. Dr. Nilawan Upakdee
3	Incentive systems for improving the quality of health services and provider behaviors	1	2	3	Lecture, Discussion	Prof. Dr. Supasit Pannarunothai
4	Health care accreditation and quality improvement systems	1	2	3	Lecture, Discussion	Dr. Anuwat Supachutikul
5	Business plans and management for health providers	1	2	3	Lecture, Discussion, Case study	Dr. Kanchit Sooknark
6	Health human resources development and human resources management for the	1	2	3	Lecture, Discussion	Asst.Prof.Dr. Nonglak Pagaiya

	universal health coverage (I)					
7	Health human resources development and human resources management for the universal health coverage (II)	1	2	3	Presentation, Discussion	Asst.Prof.Dr. Nonglak Pagaiya
8	- Health care financing management techniques for health providers	1	2	3	Lecture, Discussion	Dr. Orathai Khiaochaoen
9	Providers of the complementary and alternative medicine	1	2	3	Lecture, Discussion	Dr. Orathai Khiaochaoen
10	Examination					All instructors
11	The management of health care information systems for health providers	1	2	3	Lecture, Discussion	Dr. Boonchai Kijsanayotin
12	The risk management for health providers	1	2	3	Site visit, Discussion	Asst. Dr. Pudtan Phanthunane
13	The efficiency management for health providers	1	2	3	Lecture, Discussion, Case study	Prof. Dr. Direk Patmasirawat
14	Closing the gap, strategies for health providers in improving the social health protection	1	2	3	Lecture, Discussion, Case study	Prof. Dr. Supasit Pannarunothai
15	Wrap up	1	2	3	Lecture, Discussion	Prof. Dr. Supasit Pannarunothai
16	Examination	1	2	3	examination	All instructors

## 2. Evaluation Plan

No.	Learning Outcomes	Evaluation Method	Week of Evaluation	Evaluation Allotment
1.	CLO1: Students will be able to explain the objectives and core principles of health service providers in the health system based on the PHC approach and in the framework of social health protection	Participation	1-4	10%
		Examination	16	10%
2.	CLO2: Students will be able to discuss the incentive roles of social health protection and financing in enhancing the efficiency and equity of the health service provision system.	Quiz	7	10%
		Class discussion	5-9	15%
3.	CLO3: Students will be able to discuss the mechanisms and good practices to ensure continuous quality improvement in health service provision.	Quiz	10	10%
		Participation	10-12	15%
4.	CLO4: Students will be able to explain advanced knowledge in the main areas of health facilities management, such as human resources, business planning, risk management, and health information management.	Presentation	13-15	15%
		Examination	16	15%

## 3. Measurement and evaluation of student achievement

A	= 85-100 %
B+	= 75– 84 %
B	= 65 – 74 %
C+	= 55 – 64 %
C	= 45 – 54 %
F	= 0- 44 %

## Section 6 Teaching Materials and Resources

### 1. Textbooks and Main Documents

1. Asia Pacific Observatory on Health Systems and Policies. Health System in Transition Review. <https://apo.who.int/publications/health-system-in-transition-reviews-hit>
2. Bogard, K., V. Murry, and C. Alexander, eds. 2017. Perspectives on health equity and social determinants of health. Washington, DC: National Academy of Medicine.
3. Commission on Social Determinants of Health, 2008. Final Report. Closing the gap in a generation: Health equity through action on the social determinants of health. Geneva: World Health Organization.
4. Cashin C, Chi YL, Smith PC, Borowitz M, Thomson S (2014) Paying for Performance in Health Care. Implications for health system performance and accountability. London: Open University Press.
5. Collins B (2019) PAYMENTS AND CONTRACTING FOR INTEGRATED CARE THE FALSE PROMISE OF THE SELF-IMPROVING HEALTH SYSTEM. LONDON: KING'S FUND.
6. Emanuel EJ (2020) Which Country Has the World's Best Health Care? New York: Public Affairs. ISBN 978-1-5417-9773-4 (hardcover), ISBN 978-1-5417-9772-7(ebook).
7. Marmot M, 2017. Closing the health gap. *Scandinavian Journal of Public Health*; 45: 723–731.
8. Marmot M, 2017. The health gap. Doctors and the social determinants of health. *Scandinavian Journal of Public Health*; 45: 686–93.
9. Mbau R, Musiega A, Nyawira L, Tsofa B, Mulwa A, Molyneux S, et al (2023). Analysing the Efficiency of Health Systems: A Systematic Review of the Literature. *Applied Health Economics and Health Policy* (2023) 21:205–224 <https://doi.org/10.1007/s40258-022-00785-2>.
10. National Academies of Sciences, Engineering, and Medicine. 2023. Federal Policy to Advance Racial, Ethnic, and Tribal Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/26834>.

11. OECD, Eurostat and World Health Organization (2017), A System of Health Accounts 2011: Revised edition, OECD Publishing, Paris.  
<http://dx.doi.org/10.1787/9789264270985-en>
12. OECD (2016) Better Ways to Pay for Health Care. OECD (2017), Tackling Wasteful Spending on Health, OECD Publishing, Paris.  
<http://dx.doi.org/10.1787/9789264266414-en>

## 2. Documents and Important Information

1. <https://www.policymedical.com/top-5-priorities-for-healthcare-risk-managers/Polycymedical>
2. <https://www.investopedia.com/articles/personal-finance/072315/importance-healthcare-risk-management.asp>
3. <https://healthinformatics.uic.edu/blog/risk-management-in-healthcare/>
4. <https://www.mlmic.com/why-mlmic/services-resources/risk-management-tips>
5. [https://survey.charteredaccountantsanz.com/risk\\_management/small-firms/monitor.aspx](https://survey.charteredaccountantsanz.com/risk_management/small-firms/monitor.aspx)

## Section 7 Evaluation and Improvement of Course Management

1. Evaluation Strategies for Course Effectiveness by Students
  - 1.1 Evaluation of students by peer students to be done by the Faculty of Graduate Studies (Education Services Section)
  - 1.2 Student evaluation to be done by Course Directors at the end of the course
    - Course content
    - Course management
    - Suggestions
    - Overall opinion
2. Teaching Evaluation Strategies
  - Observation of student behaviors, attitudes, and academic contents during activities of class participation
  - Students' report and analysis
  - Question and answer
  - Group presentation
3. Teaching Improvement
 

Presentation of course development, techniques used in teaching, and improvement with the participation of program management committee members of AIHD at program management committee meetings.



#### 4. Verification of Students Achievements in the Course

- Analysis of students' learning outcomes using scores from class attendance, individual report activity and presentation
- Observing changes in perception and attitude of individual students and development i.e. personality, presentation, participation in working group, participatory action

#### 5. Course Revision and Improvement Plan

- Meeting with all lecturers teaching the course to discuss and review the course before the semester starts and before each period of teaching
- Teaching materials sharing among lecturers for mutual learning, understanding, and development
- Meeting with all lecturers teaching the course to discuss and review after the course closed to consider requests, feedback, and suggestions of students and make minor improvements to the course syllabus and materials before the next academic year.



Appendix  
Relations between the course and the program

Table 1 Curriculum Mapping

● Major responsibility      ○ Minor responsibility

Course Objectives (CLOs)	Program learning domains												
	1. Morality and ethics			2. Knowledge		3. Intellectual skills			4. Interpersonal Skills and Responsibility		5. Numeral Analysis Skills, Communication and Use of Information Technology		
	1.1	1.2	1.3	2.1	2.2	3.1	3.2	3.3	4.1	4.2	5.1	5.2	5.3
CLO1: Students will be able to explain the objectives and core principles of health service providers in the health system based on the PHC approach and in the framework of social health protection	●	●			○								
CLO2: Students will be able to discuss the incentive roles of social health protection and financing in enhancing the efficiency and equity of the health service provision system				●	●	●						○	

Course Objectives (CLOs)	Program learning domains												
	1. Morality and ethics			2. Knowledg e		3. Intellectual skills			4. Interperson al Skills and Responsibili ty		5. Numeral Analysis Skills, Communication and Use of Information Technology		
	1.1	1.2	1.3	2.1	2.2	3.1	3.2	3.3	4.1	4.2	5.1	5.2	5.3
CLO3: Students will be able to discuss the mechanisms and good practices to ensure continuous quality improvement in health service provision				●	○			●	●	●		○	
CLO4: Students will be able to explain advanced knowledge in the main areas of health facilities management, such as human resources, business planning, risk management, and health information management.			○		●	○					●	○	●

\* Expected Learning Outcome (TQF.2)

Expected Outcome (TQF.2)

**1. Morality and Ethics**

- 1.1 Exhibits discipline, honesty, and punctuality
- 1.2 Behave according to morals and ethics of academic and professional practice
- 1.3 Avoid academic plagiarism

**2. Knowledge**

- 2.1 Explain the theoretical and practical knowledge associated with primary health care management
- 2.2 Explain the interconnection of various fields of knowledge in primary health care management

**3. Intellectual skills**

- 3.1 Perform the manners of continuously seeking knowledge
- 3.2 Design the research to solve the problem identified in the primary health care management system
- 3.3 Defend in significant ways with questions or points of view or controversies in related fields.

**4. Interpersonal Skill and Responsibility**

- 4.1 Perform interpersonal communication skills to establish and enhance personal and work-based relationships.
- 4.2 Perform the role of a leader and working team member appropriately

**5. Numeral Analysis Skills, Communication, and Use of Information Technology**

- 5.1 Demonstrate the statistical analysis and its interpretation
- 5.2 Communicate clearly and effectively to an array of audiences for a range of purposes.
- 5.3 Use information technology effectively to support the study, research, and efforts to accomplish a specific purpose

Table 2 Relations between the course and the PLOs

Course	PLOs
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	PLO1	PLO2	PLO3	PLO4	PLO5	PLO6	PLO7	PLO8
ADPM 641 Health Providers in Health Systems 2 (1-2-3) Credits	R	R	I	P	R	I	P	P

### Program Learning Outcomes (TQF.2)

PLO1 Exhibit responsibility, discipline, and honesty according to organizational rules, academic and professional ethics, and morality.

PLO2 Explain the interconnection of multidisciplinary knowledge associated with primary health care management.

PLO3 Design research in primary health care management based on systematic process.

PLO4 Defend in significant ways with questions or points of view or controversies about the area of the primary health care system.

PLO5 Interact professionally when working as a team as both leader and member for solving and managing work assigned.

PLO6 Perform statistical data analysis as they support evaluating, planning, and managing the primary health care system.

PLO7 Communicate clearly and effectively to an array of audiences for a range of purposes.

PLO8 Use information technology effectively to support the study, research, and their efforts to accomplish a specific purpose.

Table 3 Relations between CLOs and PLOs

CLOs	PLOs							
	PLO1	PLO2	PLO3	PLO4	PLO5	PLO6	PLO7	PLO8

