

SYLLABUS

Vocational School

Course Code	Course Title		Credits	ECTS Value
TDS 205	Bozyel Insurance Health Services Management		(2-1-3)	6
Prerequisite Courses:	None			
Course Language:	Turkish	Course Delivery Mode:	Face-to-face	
Course Type and Level:	Compulsory / Fall Semester / Associate Degree			
Instructor's Title, Name, and Surname		Course Hours	Office Hours	Contact
Lecturer Şeyda ÇAVMAK		3	Monday– Wednesday 13:00– 16:00	seydacavmak @cag.edu.tr
Course Coordinator:	Lecturer Şeyda ÇAVMAK			
Course Objectives				
Course Learning Outcomes	Upon successful completion of this course, the student will be able to;		Relations	
			Program Outcomes	Net Contribution
	1	Develop conceptual skills in the field of health management.	3,4	5,4
	2	Manage teammates, projects, and groups in change-oriented healthcare institutions.	2	5
	3	Understand the healthcare system and its organization, and improve organizational skills.	2,6	4,3
	4	Identify, analyze, and interpret problems in the delivery of healthcare services.	2,9	5,4
	5	Enhance managerial skills to make decisions and organize effectively.	7	4
	6	Conduct medical documentation processes within the framework of quality standards.	5	4
7	Record and store patient information in compliance with confidentiality principles.	10	4	
Course Content:	Concepts of health and the healthcare system; characteristics of health services; factors involved in the production of health services; types of healthcare institutions and the healthcare market; hospital organization, classification, types, and characteristics in Türkiye; clinical, administrative, and support services provided in hospitals; field practices related to the functioning of healthcare institutions; text readings, film analyses, and classroom discussions in the context of health management.			
Course Schedule (Weekly Plan)				
Week	Topic	Preparation		Teaching Methods and Techniques
1	Introduction, sharing expectations regarding the course	Students will write down their expectations and prepare a short self-introduction paragraph.		Lecture, brainstorming, written expression

2	Health Services and Their Characteristics (non-deferrable, 24/7 availability, non-storable, etc.) / Film Discussion	Watching the film The Butterfly's Dream, reporting impressions in a short written text.	Lecture, audiovisual methods, class discussion
3	Classification of Health Services / Story of Socialization in Health (Article)	Reading the article, writing a report.	Lecture, case study, group discussion
4	Components and Characteristics of Healthcare Systems	Conducting a short research on health systems.	Lecture, Q&A
5	Historical Development of Health Services in Türkiye / Health Transformation	Reading the article, writing a report.	Article analysis, small group work, class discussion
6	Historical Development of Health Services in Türkiye / Sulfata & Kidney Stories	Reading the story, preparing commentary.	Case analysis, creative writing, brainstorming
7	Guest Lecturer – Sharing Experiences (Health Financing)	Preparing at least two questions for the guest speaker.	Guest experience, panel, Q&A
8	Midterm Exam		
9	Midterm Exam		
10	Introduction to Hospital Services and Field Observation	Filling in the observation form, preparing a short evaluation report after the visit.	Technical visit, observation, on-site application, Q&A
11	Hospital Management and Organization	Reading Health Institutions I (Şeker & Bulduklu, 2017), Chapter 4.	Lecture
12	Management of Healthcare Services / Support, Quality, and Technical Services Management	Reading Health Institutions I (Şeker & Bulduklu, 2017), Chapter 8.	Lecture, experience sharing (internship observations)
13	Medical Services, Scientific Councils, and Committees	Reading Health Institutions II (Çelik, 2019), Chapter 2.	Lecture, case study (discussion of council/committee decision-making processes through case examples)
14	Guest Lecturer – Sharing Experiences (Roles in Medical Care Services)	Preparing at least two questions for the guest speaker.	Guest experience, interview, Q&A
15	Sustainability in Health Services and Green Hospital Practices	Researching an example of a green hospital or a sustainability project.	Flipped classroom, small group case study, student panel
16	Guest Lecturer – Sharing Experiences (Health Insurance Processes)	Preparing at least two questions for the guest speaker.	Guest experience, interview, Q&A

17	Final Exam		
18	Final Exam		

Course Resources

Textbook:	Erdem, R., Bostan, S., & Özata, M. (2022). Sağlık hizmetleri yönetimi. Nobel Akademik Yayıncılık.
Recommended References:	Yüceler, A., Özcan, E., Altuntaş, M., & Sütlü, S. (2021). Sağlık hizmetleri yönetimi. Nobel Akademik Yayıncılık.

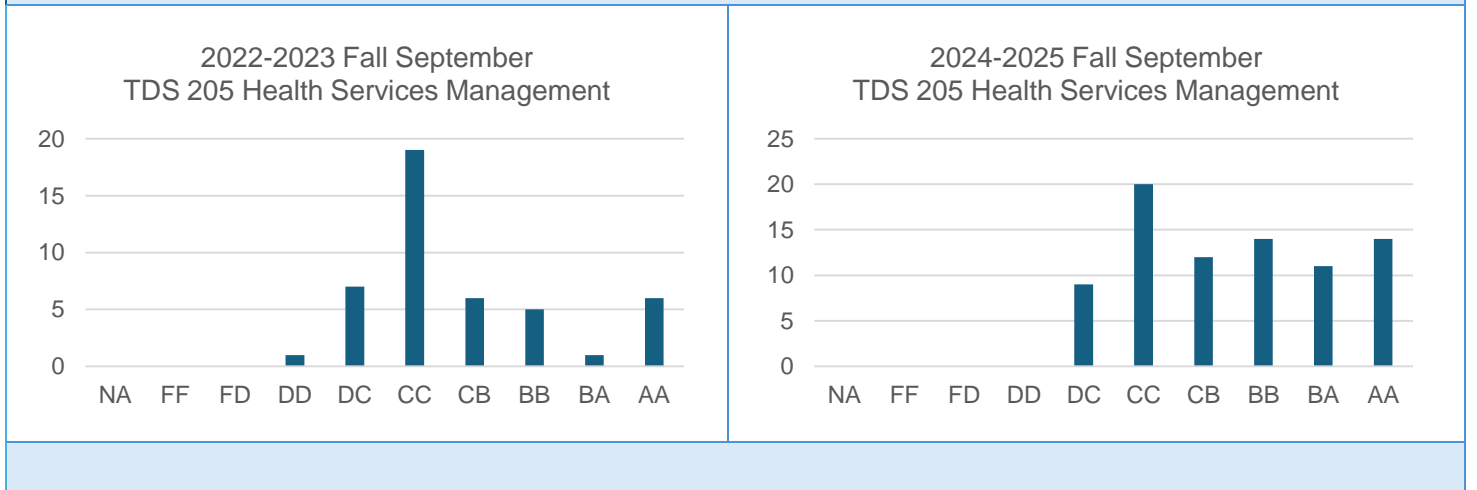
Course Assessment and Evaluation

Activities	Number	Percentile	Notes
Midterm Exam	1	%20	Written exam
Portfolio	1	%20	Reports of film analyses, field observations, and article discussions
In-Class Discussions & Participation	1	%10	Active participation in discussions, group work, and classroom activities
Final	1	%50	Comprehensive exam

ECTS Table

Content	Number	Hours	Total
Course Duration	14	3	42
Out-of-Class Study	14	3	42
Portfolio	10	3	30
In-class discussion & participation	10	2	20
Midterm Exam (Midterm Exam Duration + Midterm Exam Preparation)	1	16	16
Final Exam (Final Exam Duration + Final Exam Preparation)	1	20	20
Total:			170
Total / 30:			$170 \div 30 \approx 5.6 \approx 6$
ECTS Credit:			6

Past Term Achievements



Evaluation Rubrics

Portfolio Evaluation Rubric (0–100 Points)

Scope: Film analyses, article reports, and field observation reports

Weight in Semester Evaluation: 20%

Criteria	Description	Point Range (%)
1. Content and Conceptual Understanding	Accurately summarizes the report, film, article, or field observation; connects it with health management and hospital concepts covered in class.	0–30
2. Analysis and Critical Thinking	Evaluates observed events/film scenes/article topics with a critical perspective; explains cause-effect relationships; provides solutions or interpretations.	0–35
3. Structure and Organization	Report is logically structured; headings, paragraphs, and audiovisual materials (if any) are appropriately used.	0–15
4. Writing and Language Use	Grammar, language, and academic style are appropriate; language is clear and fluent.	0–10
5. Use of Sources and References	Articles, lecture notes, or other academic sources are properly cited; APA style is applied.	0–10

In-Class Discussion and Participation Rubric (0–100 Points)

Scope: Classroom participation

Weight in Semester Evaluation: 10%

Criteria	Description	Point Range (%)
1. Frequency of Participation	Student attends regularly and actively engages in discussions.	0–25
2. Quality of Ideas and Contribution	Contributions are constructive, relevant, conceptually grounded, and provide new perspectives.	0–35
3. Listening and Collaboration	Listens carefully to peers' opinions, responds respectfully; demonstrates collaboration in group work.	0–20
4. Questioning and Critical Thinking	Asks questions that deepen discussions and encourage critical thinking.	0–20