

Managing for Service Effectiveness - Community Health and Social Care

Institute of Local Government Studies, School of Government and Society

College of Social Sciences

Details

Code 17376

Level of study Third/Final year

Credit value 20

Semester 0

Module description

This module explores core theory concerning the definition and measurement of outcomes in community health and social care and the application of this theory in community health and social care management practice. Theory is examined from both private and public sector contexts. Particular attention is applied to identifying differing stakeholder views on outcomes; user/patient involvement; relevant equality dimensions and the concepts of rights and power. Current central and local government policy is explored as well as the use of outcome frameworks in contract negotiation and management. The management of internal and external systems is critically discussed.