# TBS977 Health Services Evaluation and Development

**6 CP**

**INTAKE C**

**SYDNEY CAMPUS**

**2010**

## Lecturer

Professor Kathy Eagar  
Sydney Business School  
Phone: 0242 214411  
Email: keagar@uow.edu.au

Consultation: by arrangement

## Subject Coordinator

**Professor Kathy Eagar**  
Sydney Business School  
Phone: 02 4221 4411  
Email: keagar@uow.edu.au

Consultation: by arrangement
# SECTION A: GENERAL INFORMATION

## LECTURE TIMES

Lectures will be held in Seminar Room 5, SBS, 9am to 5pm

## LECTURE PROGRAM

<table>
<thead>
<tr>
<th>Week</th>
<th>Topics Covered</th>
<th>Readings</th>
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</table>
| 1    | Emergency Evacuation Procedures  
Introduction to key aspects of the organisation and funding of health services  
The National Health and Hospital Network Reform  
Key research and evaluation questions posed by the proposed national health reform | Palmer GR and Short SD. Health care and public policy: An Australian analysis (3rd ed)  
National Health and Hospital Network Reform Agreement (COAG May 2010)  
| 2    | Introduction to evaluation techniques including evaluation frameworks, program logic, program evaluation and evaluation design  
(Malcolm Masso, guest lecturer) | | |
| 3    | Information sources for health services research and evaluation  
National data sets  
Health needs assessment and gap analysis  
Health outcome measurement  
| 4    | Health service performance measurement  
Translating health services performance research into policy and practice | | |
| 5    | Service planning  
Service development and service re-design  
Lecture notes and subject material can be downloaded from eLearning. To access log onto SOLS at http://www.uow.edu.au/student/

SUBJECT DESCRIPTION
The subject is intended to introduce students to key concepts about the operation of health services, some basic health service research tools for assessing health system performance and key concepts for translating research findings into practice.

STUDENT LEARNING OUTCOMES
On successful completion of this subject, the student should be able to:

1. Describe and understand the key aspects of the organisation and funding of health services
2. Understand the principles of evaluation
3. Conduct simple needs assessment and gap analyses
4. Describe the main dimensions for health system performance assessment
5. Understand research translation strategies include service planning, service development and service re-design

Apply the basic concepts covered in the course to a practical example

ATTENDANCE REQUIREMENTS
To be eligible to pass this subject, students must attend at least 80 per cent of lectures scheduled throughout the session. Class attendance will be recorded and retained within the School.

REQUIRED TEXT
Prescribed Texts


This book is available online from the University Bookshop at http://unicentre.uow.edu.au/unishop/

RECOMMENDED READING

This book is available for borrowing from the University library (one copy at SBS and 4 in the main university library.
### SECTION B: ASSESSMENT

#### ASSESSMENT 1: Evaluation Assignment

**Topic:** CASE STUDY – Select one or more aspects of the 2010 National Health and Hospitals Network Agreement. Design either a research study or an evaluation on this aspect of the reform. You are required to give a rationale for selecting the particular topic and to prepare a comprehensive research or evaluation plan. You are not required to undertake the study.

**Length:** Maximum 2500 words

**Weighting:** 50%

**Due date:** 15 August 2010, before 5 pm

**Assessment details:** Research or evaluation plan

**Marking criteria:** You are required to demonstrate the following knowledge and skills in this assessment
- Understand the principles of evaluation
- Conduct simple needs assessment and gap analyses
- Describe the main dimensions for health system performance assessment
- Demonstrate the skills of preparation of a managerial report

#### ASSESSMENT 2: Research translation assignment

**Topic:** CASE STUDY – Select one or more research studies published in either the academic or practice literature that have important implications for health policy or practice. Provide a rationale for selecting these studies, identify the key implications for policy and/or practice and discuss the strategies you would use to translate the study findings into practice

**Length:** Maximum 2500 words

**Weighting:** 50%

**Due date:** 3 September, before 5pm

**Assessment details:** Business Report
<table>
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<tr>
<th>Marking criteria:</th>
<th>You are required to demonstrate the following knowledge and skills in this assessment</th>
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<tbody>
<tr>
<td></td>
<td>• Understand research translation strategies include service planning, service development and service re-design</td>
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<td></td>
<td>• Apply the basic concepts covered in the course to a practical example</td>
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<tr>
<td></td>
<td>• Demonstrate the skills of preparation of a managerial report</td>
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MINIMUM PERFORMANCE REQUIREMENTS

To be eligible to pass this subject, students must achieve an overall mark of at least 50% and submit both assessment tasks for the subject. Students who do not meet these minimum performance level requirements may be given a TF (Technical Fail) grade on their Academic Transcript.

SUBMITTING ASSESSMENT TASKS

Submitting assessment tasks

A Sydney Business School assignment cover sheet MUST be attached to each piece of written assessment. This cover sheet can be obtained from the website http://www.uow.edu.au/gsb/current/UOW018435.html

Students must submit written assessments in class or by 5.00 pm (3.00 pm on Fridays) to the School reception on the due date. The lecturer or a member of the School administrative staff will sign and stamp the cover sheet and a receipt will be given to the student. Students must retain their assignment receipt and a hard copy of the assessment work until after the completion of the intake.

Faxing, mailing or emailing assignments

Faxing, mailing or emailing of assignment work will NOT be accepted within the Sydney Business School. Assessment work received by these methods will not be marked.

Returning assessment tasks & retention of assessments

The lecturer will return written assessment tasks either in class or inform students that they are available for collection at the School reception. Each assessment task will be awarded a mark and have written feedback from the lecturer.

Assessment tasks which are relevant to the final examination for the subject will be marked and available for collection before the final examination. Uncollected written assessments will be retained by the School until the end of the student appeal period (refer to the Student Academic Grievance Policy section of the subject outline). Students are expected to retain marked assessment tasks until the subject results have been released at the end of the session.

PENALTIES FOR LATE SUBMISSION OF ASSESSMENT

Assessed work must be handed in by the date and time given. Assessed work handed in late will be penalised by the deduction (from the mark given to the assessed work) of 20 percentage points per working day or part thereof. The operation of this rule will not result in a negative mark being carried forward.

Students who are unable to complete assessable work due to adverse or unforeseen circumstances should refer to the Special Consideration Policy in Section C.

REFERENCING AND PLAGIARISM
Failure to give credit to sources consulted, even if they are paraphrased or reworded is called plagiarism. The University may impose penalties on students who plagiarise another’s work, whether it is intentional or not.

Plagiarism means using the ideas of someone else without giving them proper credit. For example, that someone else may be an author, critic, journalist, artist, composer, lecturer, tutor or another student. Unintentional plagiarism can result if you do not understand and use the acceptable scholarly methods of acknowledgement. When it is desirable, or necessary, to use other people's material, take care to include appropriate references and attribution.

Students are responsible for submitting original work for assessment, without plagiarizing or cheating, abiding by the University’s policy on plagiarism as set out in the University Handbook under the University’s Policy Directory and in Faculty Handbooks and subject guides. Plagiarism has led to expulsion from the University.

Students should visit the following university website and become familiar with the university’s policy on Acknowledgement Practice and Plagiarism:

Referencing is not only about acknowledging other people's work; accurate referencing and lists of references are beneficial when researching a topic as they allow the reader to follow up information and read further into the area. In a sense, references provide readers with clues to help them explore different avenues of a topic. When writing an essay it is recommended to reference as you go, documenting all the relevant source information.

The Harvard System of referencing

The Sydney Business School uses the Harvard system of referencing. This system makes use of short references within the body of the text. It is supplemented by a detailed list of references at the end of the text, which provides all the information necessary to find the source material. In-text references include the author and year of publication, and where necessary the page number(s).

It is the responsibility of students to ensure that they are familiar with the Harvard system of referencing and that they use it accurately in all written work submitted.

Students should consult the following University Library website for a detailed explanation and examples of the Harvard system of referencing: http://www.library.uow.edu.au/referencing/

Citation of Internet and other sources

It is necessary for students to reference all sources used in their written work, including but not limited to; worldwide websites, Podcast/ Vodcast, Audiovisual work, media releases, government publications, emails and newspaper/ magazine articles.

Students should consult the following University Library website for a detailed explanation and examples of how to reference websites and other sources
http://www.library.uow.edu.au/referencing/

TURNITIN

Turnitin is a web-based site found at (www.turnitin.com) used by UOW as a tool for detecting plagiarism, along with educating students about the importance of correct referencing techniques. The Turnitin system checks each student’s written assessment against electronic text;
- on the publicly accessible Internet,
- in published works (including ABI/Inform, Periodical Abstracts, Business dateline, and electronic books),
on the ProQuest and Gale commercial databases, and
in every assignment previously submitted to Turnitin

When a student submits his/her written assessment, the system generates an ‘originality report’ that highlights the similarity found between the assessment and all the sources checked by Turnitin. The Turnitin does not check that references are in the correct Harvard format. It is the student’s responsibility to check that all references follow the Harvard format detailed on http://www.library.uow.edu.au/referencing/

It is compulsory for all SBS students to submit all written assignments (final version) into the Turnitin system before submitting the hard copy to the School reception or lecturer. A printed copy of the ‘originality report’ obtained from the Turnitin system must be attached to the assignment. Any assignment received which does not have an attached report will not be marked and therefore be awarded a 0 for this assessment task.

Students are encouraged to submit drafts of their assignment before the due date, thus enabling students to check their referencing and rectify any issues before submission of the final version.

The first time a UOW student uses the Turnitin system, they must register using a functioning UOW email address as their user name. Students must ensure that they only register once with this system.

To access this subject’s site, students will require the following details:

Class ID number: TO BE ADVISED
Enrolment password: TO BE ADVISED

Detailed instructions on how to use and obtain access to the Turnitin system can be found at the website: http://www.uow.edu.au/student/services/id/students/UOW021315.html

CONTACT DETAILS & RECEPTION OFFICE HOURS

<table>
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<tr>
<th>Sydney Business School</th>
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<tbody>
<tr>
<td>Level 14, 175 Liverpool Street,</td>
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<tr>
<td>Sydney NSW 2000</td>
</tr>
<tr>
<td>Telephone: +61 2 9266 1300 or,</td>
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<tr>
<td>1300 727 622 (1300 SBS MBA)</td>
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<tr>
<td>Facsimile: +61 2 9266 1399</td>
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<tr>
<td>Email: <a href="mailto:sbs@uow.edu.au">sbs@uow.edu.au</a></td>
</tr>
<tr>
<td>Website: <a href="http://www.uow.edu.au/gsb/">http://www.uow.edu.au/gsb/</a></td>
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Students and visitors must wear Identification Cards in the holders provided AT ALL TIMES while in the building.

SBS Opening Hours:
Monday - Thursday 09:00 – 21.00
Friday: 09:00 – 17.30

Students who have classes scheduled on Saturdays will be issued with an access card.
SECTION C: UNIVERSITY POLICIES, PROCEDURES AND STUDENT SERVICES

UNIVERSITY POLICIES

Information on the following University Policies can be found at the websites below:

<table>
<thead>
<tr>
<th>Policy Type</th>
<th>Website</th>
</tr>
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<tbody>
<tr>
<td>Non Discriminatory Language Practice and Presentation*</td>
<td><a href="http://staff.uow.edu.au/eed/nondiscrimlanguage.html">http://staff.uow.edu.au/eed/nondiscrimlanguage.html</a></td>
</tr>
</tbody>
</table>

* see brief explanation of policy below.

A comprehensive list of all UOW Policies, Codes of Practice, Course Rules and General University Rules can be found at the website http://www.uow.edu.au/about/policy/alphalisting.html

Special Consideration Policy

SBS recognises that it has a responsibility to ensure equity and consistency across its subjects for all students. Sometimes, in exceptional circumstances, students may need to apply for special consideration in order to complete all assessable work.

Students should apply for special consideration in SOLS (http://www.uow.edu.au/student/) no later than five working days after the assessment date, then submit supporting documentation to administration. Students will be sent a SOLS message with the outcome of their application. Special consideration may include: an extension of time to submit work, a supplementary examination or the student’s composite result is reconsidered without any additional work being submitted.
The University applies strict criteria to the granting of special consideration. Before applying, students should carefully read the University’s Special Consideration Policy that can be found at: http://www.uow.edu.au/handbook/courserules/specialconsideration.html

**Academic Grievance Policy**

The Sydney Business School aims to provide a fair, equitable and productive learning environment for all its students. The Academic Grievance Policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving student academic grievances.

Any student who has a grievance over a result should, in the first instance, attempt to informally resolve this grievance with his/ her lecturer. If the grievance cannot be resolved, the student can complete an Appeal of Assessment Results form and lodge the grievance with the School. This form should be lodged as soon as practical after the release of results of the assessment task or final mark for the subject but no later than ten (10) working days after release of results.

Students may lodge a formal grievance on either of the grounds listed below:

a. failure to adhere to University or Faculty assessment or examination requirements

b. failure to assess work in accordance with specified criteria

  c. bias by marker

  d. technical marking or collating error.

Appeal of Assessment Results form can be downloaded from the website:

Once the School has made a decision on the grievance, if the student still feels the situation has not been fully resolved s/he may consult the Dean of Students. However, the Dean of Students can have no input into the academic judgement of the lecturer and can only review the grievance to ensure the proper procedure has been followed.

For further information, please consult the UOW policy at:

**STUDENT SUPPORT SERVICES AND FACILITIES**

Student Services provides a range of programs and services as detailed below. For further details, please refer to the website http://www.uow.edu.au/student/services/index.html

**CAREERS SERVICE**

The University Careers Service provides free programs, services and resources for all students to enhance career development learning and enable positive graduate outcomes. The Careers Service can assist students to establish career goals, and develop strategies to achieve those goals. Workshops, seminars and information sessions are arranged for students so please check the Careers Service website for details http://www.uow.edu.au/careers/. On the website there are also resources and references to assist in your career development, including a job search database.
Certificate in Global Workplace Practice

This certificate is a new free program offered to enrolled international students who wish to maximise their employability. Please see http://www.uow.edu.au/careers/discover/CGWP.html

Sydney Business School

The Careers Service is located in Office 3, two days per week. Appointments can be made with a Careers Consultant in Sydney by booking with reception.

LEARNING DEVELOPMENT

Learning Development offers a range of free services to all enrolled students including:

- Workshops on academic skills such as essay and report writing; structuring arguments; critical reading; effective referencing; grammar; study skills and exam preparation
- Workshops on English language for international students
- Discipline-specific instruction on learning and language skills within subjects
- Individual consultations on academic and language skills

Sydney Business School

To access the SBS learning and development timetable visit http://www.uow.edu.au/gsb/UOW018436.html

For further enquiries contact Dr. Ruth Waker email: ruth_waker@uow.edu.au

Online Resources

Students can access a range of useful online resources such as guides to report writing, effective referencing, grammar and critical reading strategies at http://www.uow.edu.au/student/services/ld/index.html

PASS PROGRAM

The PASS is a program where students work together to consolidate understanding, reinforce key concepts, and develop effective study strategies. It consists of weekly one-hour, non-compulsory sessions led by ‘Peer Leaders’, students who have excelled at the subject in the past. The program is provided for all students who want to improve their understanding of course material and improve their grades.

To find out more visit www.uow.edu.au/student/services/pass

SEDLOS

The Student Equity and Diversity Liaison Officers (SEDLOs) can help international students during their stay in Australia. They assist students with a range of issues such as orientation to local area, homesickness, study difficulties, academic concerns, budgeting, legal/accidents, student visas, health, personal problems, family emergencies and children’s education. They can give advice about returning home after students complete their studies. The service is free and confidential. The advisers are also student advocates and can provide support through the grievance procedure.

For further information visit the website http://www.uow.edu.au/student/services/SEDLO/index.html
DISABILITY SERVICES

Disability Services is for both current and prospective students and is committed to assisting students with disabilities to achieve their goals in the same way as their peers. They provide reasonable adjustment advice and support to students with a disability or health condition in aiming to ensure that they don’t experience disadvantage in reaching their academic potential.

If you have a disability it is essential that you register with Disability Services so that you get additional help and support. Students who need assistance during their studies should contact 02 4221 4942 or call in at the office located on Level 2, Building 11, UniCentre.

For further information visit the website http://www.uow.edu.au/student/services/ds/index.html

COUNSELLING SERVICE

The University Counsellors offer free and confidential counselling to students with personal or study related difficulties. If you are experiencing problems you are more than welcome to speak with one of the counsellors.

Appointments can be made by phoning 4221 3445 or in person at the Counselling Service on Level 3, Building 11. Although appointments are usually made a week or more ahead, some emergency time-slots are available every day for crisis situations where someone needs to be seen immediately.

LEARNING RESOURCE CENTRE

Learning Development offers a range of free services to all enrolled students who wish to improve their academic or English language skills. There are a range of workshops available including; essay writing and editing; reading for assignments; grammar; presentation skills; pronunciation and exam preparation.

The Learning Development Centre (LDC) runs weekly at the Sydney Business School. Students are able to make one-on-one or group appointments.

Further information can be found at the website http://www.uow.edu.au/gsb/stud_info/learn_dev.html

LIBRARIANS

Each School has a Librarian who is available to help with research related enquiries. Research Help Desk staff are also available in the Library to assist with research needs.

The Graduate School of Business Librarians can be contacted as follows:

Email: lib_gbs@uow.edu.au

Telephone: 0242 213078
DISABILITY LIAISON OFFICER

The Disability Liaison Officer (DLO) can provide advice on how particular disabilities affect university study and information on resources available at the University for assisting students with disabilities. Students commencing courses are advised to contact the Disability Liaison Officer prior to the beginning of their first session of study.

For further information on services offered, consult the Disability Services website or contact the office.

Telephone: 0242 213445
Fax: 0242 215667
Web address: http://www.uow.edu.au/student/services/ds/

SCHOOL DISABILITY ADVISER

School Disability Advisers are academic staff who provide assistance and support to students with disabilities within their School and act as an intermediary between the student and the School's academic and general staff. They provide support, educational advice and referral to appropriate staff on issues related to teaching and learning within the School and the University. Students are advised to communicate specific information about the ways in which their disability affects learning to the Disability Adviser as soon as possible after enrolment.

The Sydney Business School’s Disability Adviser is Associate Professor Nelson Perera who can be contacted as follows:

Telephone: +61 2 9266 1301 (SBS) or +61 2 42 21 5464 (Wollongong campus)
Office location: Office 1 at SBS or 38/ 117 at Wollongong campus
Email address: nperera@uow.edu.au

WOLLYUNGAH INDIGENOUS CENTRE

The Wollyungah Indigenous Centre (WIC) provides academic and personal support for Aboriginal & Torres Strait Islander and other indigenous students. The Centre also runs an indigenous specific orientation program for students who gain entry to the University through the alternative admissions program.

For further information on services offered, contact the centre; details are listed below:

Centre location: Building 30, Wollongong Campus
Opening hours: Monday to Friday, 9.00 am – 5.00 pm
Web address: http://www.uow.edu.au/aec/
Telephone: 02 42 21 3776