

LAUREA UNIVERSITY OF APPLIED SCIENCES

Degree Programme in Health Promotion, Knowledge Management of the Future, SYF13SJ

Ylemmät ammattikorkeakoulututkinnot

Knowledge Management of the Future in the Social and Health Care Sector

Knowledge Management of the Future in the Social and Health Care Sector (90 credits) leads to a Master's degree in the social and health care sector. Depending on their earlier degrees, the graduates will have the title Master of Health Care or Master of Social Services. The education will be provided at the Laurea University of Applied Sciences' Lohja units, and it will take two years to complete.

Knowledge Management of the Future in the Social and Health Care Sector is suitable for actors in the public, private and the third sector. The programme is intended for students who wish to develop into future-oriented agents of renewal in their work. The renewal focuses on developing the operating methods and processes of knowledge management but also on developing service innovations relevant to customer insight in the future.

The degree programme will impart a capacity to apply a research and development oriented approach to projects that combine a vision of information management in social and health care, an understanding of user and customer needs and knowledge of service-centred ICT architectures. The graduates will have a capacity to work in various expert, superior, development or planning tasks in the public or the private sector.

The studies will be arranged as blended learning that uses online pedagogy and various media. Thanks to the flexible study arrangements, the participants will be able to study while working. Prior learning will be recognized and taken into account when planning the students' personal learning paths, and missing competences will be complemented as necessary.

Degree programme structure

Curricula at Laurea are composed of modules and study units. A module refers to a broader area of expertise which the student typically will master after completing a number of study units (courses) in this particular area.

The degree programme curriculum (90 cr. in total) consists of compulsory advanced professional studies (40 cr.), a Master's thesis and related work (30 cr.) and elective studies (20 cr.) (Figure 1).

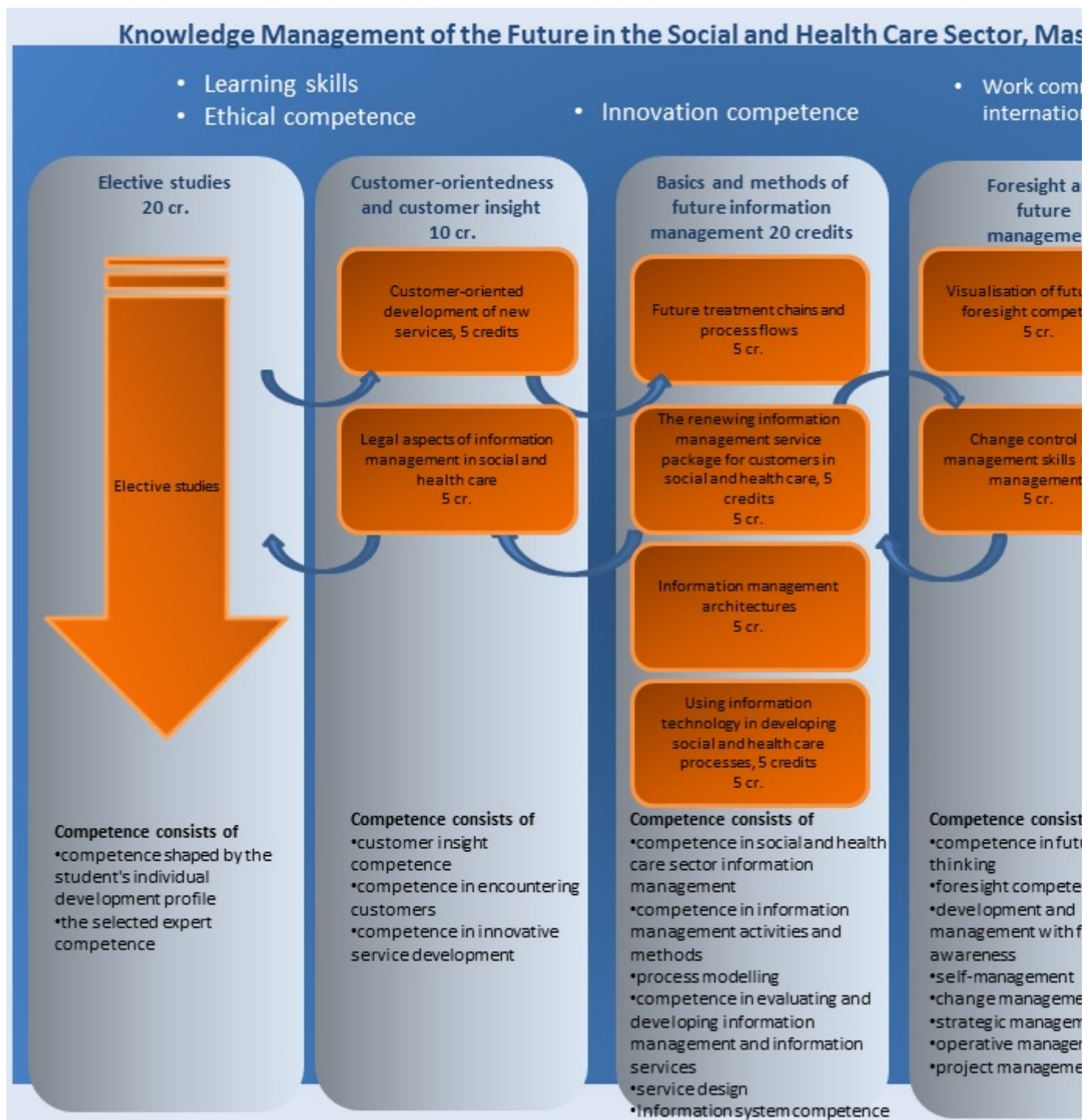


Figure 1. Structure of the Knowledge Management of the Future programme

In their advanced professional studies, the students will learn more about applying theory to practice, analytical skills, skills in project management and participation in research and development as well as information and communication skills. Advanced professional studies are divided into three modules: Customer-orientedness and customer insight 10 cr., Basics and methods of future information management 20 cr., and Foresight and future management 10 cr., 40 credits in total.

Advanced professional studies

In this degree programme, the students will complete their theses as practical research and development

assignments or as part of Laurea's development projects in the world of work. In their theses, the students should demonstrate their mastery of workplace development activities and an ability to combine their professional competence, knowledge and competence in research and development methods at a profound level into an ability to develop and study the world of work and its development processes.

To complete the degree, the student must take a maturity test in the field of his or her thesis that demonstrates his or her expertise in the field and skills in Finnish or Swedish. The studies in research and development competence that are part of the thesis are included in the module on Research and Development (30 cr.).

Master's thesis

		1. year	2. year
OP	STUDIES	60	30
F031	CUSTOMER-ORIENTEDNESS AND CUSTOMER INSIGHT		
F7045	Customer-oriented development of new services	5	
F7046	Legal aspects of information management in social and health care	5	
F032	BASICS AND METHODS OF FUTURE INFORMATION MANAGEMENT		
F7047	Treatment chains and process flows of the future	5	
F7048	The renewing information management service package for customers in social and health care	5	
F7049	Information management architectures	5	
F7050	Using information technology in developing social and health care processes	5	
F030	FORESIGHT AND FUTURE MANAGEMENT		
F7051	Competence in visualisation of future and foresight	5	
F7052	Change control and management skills	5	
F033	RESEARCH AND DEVELOPMENT - THESIS		
F7021	Thesis	15	15
F034	ELECTIVE STUDIES		
		60	30

F031 CUSTOMER-ORIENTEDNESS AND CUSTOMER INSIGHT, 10 cr

Description:

The module will familiarise the students with the latest concepts and theories of customer-oriented service business and its applications in the world of work as well as with developing their personal skills in encountering customers and recognizing their own strengths. The module is an introduction to the legislative framework of information management in social and health care sector and to ethical action.

F7045 Customer-oriented development of new services, 5 cr

The student is able to:

- recognize, and thoroughly master, the ethical meanings of the life experience of customers from different cultures
- act independently as innovative developers of services in different national and international organisations and operating environments
- use and master creative and innovative models and development methods for problem-solving in service business
- evaluate and develop service quality in a customer-oriented manner
- assume responsibility for renewing and developing their own and their organisation's learning in work with customers

Contents of the study unit:

- skills in encountering customers and ethical customer insight
- communal ethical action in different customer relation environments
- creative approaches and innovativeness in service development
- competence in developing service business models and methods

Study unit description:

The study unit teaches the students to encounter the customer at a profound level, with a versatile understanding of the meanings and interfaces of communal and ethical action in work with customers. The knowledge base in service development is broadened and deepened, drawing on theoretical models and methods of innovative development.

F7046 Legal aspects of information management in social and health care, 5 cr

The student is able to:

After completing the study unit, the students will:

- have an idea of the legislation on work with customers that governs social and health care and its key principles and contents
- master the contents of general and specialist legislation on information management, data protection and confidentiality
- master the key contents of legislation relevant to service provision
- master the basics of social and health care sector legislation that determines the duties and responsibilities of professionals.

Contents of the study unit:

- legislation on the customer's position in health care
- legislation applicable to social and health care professionals
- duty to provide services
- data protection and security legislation
- ethical action in information management
- information management legislation
- procurement legislation

Study unit description:

During this study unit, the students will familiarise themselves with the customer's position and basic rights in the service system, examine the legal basis of service provision methods and duty to provide services, practices determined by data protection and confidentiality legislation as well as the duties and responsibilities of professionals in social and health care.

F032 BASICS AND METHODS OF FUTURE INFORMATION MANAGEMENT, 20 cr

Description:

In this module, the students will be offered a thorough introduction to the competence required to master the concepts, systems and process flows of information management in the social and health care sector. They will build up their knowledge of information service packages that support the promotion and maintenance of citizens' welfare and health and aim to prevent illnesses, including the development of these services. They will develop expert skills in evaluating the management of a health care customer's information as part of information management services, and build up their competence in information system architecture ranging from basic health care to specialist care and the private sector. They will focus on controlling information management services as well as on application and development competence in national and international contexts. The students will also familiarise themselves with information management architectures in the Finnish social and health care sector.

F7047 Treatment chains and process flows of the future, 5 cr

The student is able to:

- understand and master information management terminology
- be able to recognize and evaluate structures in the operating environment of social and health care, service provision policies and processes and change needs in society and organisations
- recognize the impacts of treatment chain and information flow processes and identify development needs in which the perspective of promoting health and welfare is emphasised in decision-making processes between various organisations and actors.
- be able to model processes and evaluate the mechanisms and impacts of changes in the actions of various actors and customers
- be able to evaluate the impacts of treatment paths and chains in promoting health and welfare as well as the benefits gained, financially and in terms of user and customer satisfaction in national and international contexts.

Contents of the study unit:

- key concepts, operating areas, actors and process flows of information management in the social and health care sector
- nationally defined operating environments, structures and networks in the social and health care sector
- process flow models and forms in the public and the private sector
- social and health care quality systems
- description and analysis of process flows
- improving service availability and customer initiative by means of ICT solutions
- control of and policies for the future of social and health care in national and international contexts

Study unit description:

The students will build up their competence in describing and developing customer-oriented information management process flows. They will be able to evaluate and develop descriptions of customer treatment chains and treatment paths within the fields of various actors. As their expertise expands, they will be able to renew, develop and evaluate a changing operating environment to ensure that it will meet future challenges in national and international contexts.

F7048 The renewing information management service package for customers in social and health care, 5 cr

The student is able to:

- understand and be able to evaluate processes and ERP systems related to decision-making in the context of a social and health care sector patient information system
- be familiar with and able to evaluate the contents and structures of a patient's treatment information relevant to multiprofessional work and the significance of terminology use in information systems
- have and extend their knowledge of social and health care sector information management services as a whole
- in cooperation with experts, be able to develop and design new e-services in a customer-oriented manner and applying communal methods
- be able to draw on the latest scientific information in the development area in applying information to development efforts

Contents of the study unit:

- information structures/contents and terminology in social and health care sector documents,
- principles of processing patient documents
- trends and outlook for social and health care sector information management systems and services
- social and health care sector e-services and service design
- renewal mechanisms of customer-oriented service packages
- communal and interactive service development

Study unit description:

The students will build up their competence in developing the information service process of the patient/customer in the service instance and their skills in evaluating the management of a health care customer's information as part of the information management service. In this unit, the students will be introduced to creative service design and development competence related to e-services as well as application and development competence in community-oriented design of new e-services.

F7049 Information management architectures, 5 cr**The student is able to:**

- be familiar with and able to describe the structures and basic architectures of ICT systems used in social and health care
- be able to strategically combine an in-depth knowledge of social and health care sector process flows and IT solution models developed to support information management services
- be able to anticipate new strategic approaches enabled by ICT development in the social and health care sector and to lay a conceptual foundation for the development and commissioning of innovative service solutions that rely on information technology
- have tools for evaluating the efficiency and quality of ICT-based solutions.

Contents of the study unit:

- hardware platforms, information networks, applications and user interfaces as components of the information system
- service-oriented architecture (SOA)
- Architectures and functionalities of various social and health care sector information systems (maintenance, cooperation, administration)
- planning and evaluation of usability in social and health care sector information systems
- evaluating the impact, cost-effectiveness and quality of information systems

Study unit description:

The students will be extensively introduced to the service architectures of social and health care sector information systems, enabling them to understand basic technological solutions and to analyse critically how various ICT system solutions can support social and health care sector activities. This study unit will lay a conceptual foundation for the unit "Using information technology in developing social and health care processes", which will impart further expertise in the user-centered development of systems.

F7050 Using information technology in developing social and health care processes, 5 cr**The student is able to:**

- have extended their competence in social and health care towards understanding the possibilities offered by IT solutions developed to support process flows and information management services and the goals set for these
- identify development needs in their own organisation and be able to innovatively recognize the IT elements on offer for setting up new services and developing old ones
- have developed into persons skilled in the broad evaluation of the efficiency and quality of ICT-based solutions and strategic agents of change.

Contents of the study unit:

- role of information systems in improving social and health care sector processes and quality
- administration and supervision of information systems and services for health, improvement of their strategic and operative standard
- customer-oriented information services, supporting networks and independence

- linking health promotion services to technologies used by the customer (e.g. mobile devices)

Study unit description:

The students will learn to map and critically assess the possibilities offered by ICT for improving the efficiency of operation, accessibility of services and quality in social and health care. The study unit will also impart a capacity for customer-oriented definition of the requirements of new information services and gauging the benefits to be achieved through combined knowledge of the social and health care sector and information technology.

F030 FORESIGHT AND FUTURE MANAGEMENT, 10 cr

Description:

In this module, the students will develop their skills and competence related to working methods and techniques of the future. The students will get a grasp of change management and control tools that will enable them to set a course for the future of information management both in Finland and internationally, in an open-minded and future-oriented manner and in cooperation with the work community and the organisation's strategic management

F7051 Competence in visualisation of future and foresight, 5 cr

The student is able to:

- involve the actors, stakeholders and partners of the organisation in participatory recognition and systematic mapping of information that points the way to the future
- examine the organisation as an open and learning system
- involve the actors, stakeholders and partners of the organisation in participatory efforts to communally interpret information that points the way to the future
- reinforce future-oriented self-directiveness

Contents of the study unit:

- strategic awareness and future thinking
- weak signals, megatrends and scanning the operating environment
- action theory and communicative planning
- self-organisation, self-directiveness
- systemic, processual and evolutionary perspectives to development

Study unit description:

In this unit, the students will explore the organisation as an open and learning system, familiarise themselves with various sources of information on the future, analyse the organisation as an operating system and look for ways of drawing on the organisation's internal resources and network relationships as a starting point for participatory and future-aware development.

Study unit contents:

F7052 Change control and management skills, 5 cr

The student is able to:

- plan and organise operative activities
- act in compliance with a selected strategic decision in changing situations
- lead change management
- lead systematic project work aiming to develop information management
- as experts, assume responsibility for projects aiming to renew and develop the organisation's competence

Contents of the study unit:

- the planning, implementation, evaluation and gauging of quality management/relationship with the development and direction of processes
- information management procurements and project administration
- lifespan models of information system development: analysis, definition of requirements, implementation, testing, training, commissioning, utilisation and maintenance, decommissioning
- risk management, various planning and project management methods (agile methods, customer-oriented planning, ensuring commitment)

- elements and stages of a strategic development project
- controlling the costs, quality and profitability of a development project
- system development performance indicators (KPI and SLA)
- needs to renew the organisation's competence brought about by evolving information services

Study unit description:

The students will recognize the underlying values of their own managerial activities, their manner of managing and their ability to lead people and manage networks, as well as familiarise themselves with the basics and methods of strategic and operative planning and management.

They students understand the methods of quality management as an instrument of development and a foundation for activities. They will be introduced to leading information management procurements and projects and learn how to influence the optimisation of well-being at work. They will familiarise themselves with the various steps and methods of information management development projects and be able to set for them requirements that take into consideration the users and customers as well as service quality and cost-effectiveness. They will be able to lead projects and gauge the achievement of their objectives.

F033 RESEARCH AND DEVELOPMENT - THESIS, 30 cr

Description:

The objective of this module is to develop the students' ability to apply research data and to draw on the selected methods to analyse and solve workplace problems and improve their capacity for independent and demanding expert work. The thesis should demonstrate the students' ability to limit and discuss the selected development target, a capacity for development-oriented thinking, command of theories and research and development methods they will need in their work, familiarity with the theme of the thesis and literature in the field, ability for professional communication and a capacity for long-term work and understanding of entities.

F7021 Thesis, 30 cr

The student is able to:

The aim of the thesis is to develop the students' ability to apply research data, to use selected methods for analysing and solving workplace problems and to carry out demanding specialist tasks independently. The thesis must demonstrate the students' ability to define and process chosen development targets, a development-oriented approach, mastery of the theories and research and development methods needed in their work, familiarity with the thesis topic and related literature, skills in professional communication, the ability to work with long-term persistence and skills in understanding things holistically.

Contents of the study unit:

- carry out development work and applied research in their fields independently;
- apply research information they have acquired in their theses, critically and analytically;
- apply suitable information gathering methods in their development projects;
- use chosen research and development methods and master related documentation and reporting;
- evaluate and communally oppose other students' theses in terms of background, implementation, outcome and reporting, as in a research community;
- work as experts in applied research and development teams;
- gather information independently, and monitor, analyse and critically evaluate the development of professional practices and research data in their fields;
- produce and apply information independently.

Study unit description:

The thesis can be a research or development project that increases the student's professional skills and serves the development needs of the labour market. Theses that take the form of development projects can focus on new or improved work processes, products, methods, events or artworks. The thesis can also be a development plan or other plan, or a progressive report with development proposals.

F034 ELECTIVE STUDIES, 20 cr

Description:

The module includes 20 credits of elective studies, which the students can select based on their own interests and learning needs. An agreement on the elective studies will be made while discussing the students' personal study plans.

As a rule, the elective studies may be put together from the offer of Laurea Lohja and other Laurea units, or the Master's degree programmes of other units that are part of the FUAS Federation. For example, the studies can also comprise participation in a R&D&I project or a conference. Prior higher education studies, including specialisation studies whose contents have a link to the degree programme, may also be recognised as elective studies following the RPL principle.

Considering the objectives of the degree programme, it is recommended that the students mainly select elective studies comprising

- service business studies
- social and health care sector information management studies
- management studies
- studies relevant to research methodology