

Implementation plan Finished

Study unit	Health Care Service Design (V1565), 5.0
Implementation	SYV61621: 2/2016-2017 (09.01.2017 - 20.06.2017)
Type	HEALTH CARE SERVICE DEVELOPMENT (V116)
Groups	Primary: SYV616SJ Others :
Involved in the project	
Lecturers	Päivi Pöyry-Lassila
Number of participants	Minimum: 12 Maximum: 35
Enrolment period	28.11.2016 08:00 - 01.01.2017
Main timing for implementation	According to a schedule agreed by the parties
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: No Suitable for virtual UAS: Yes
Teachers	Aholaakko Teija-Kaisa (Other teacher), Pöyry-Lassila Päivi (Other teacher)
Campus	Laurea Tikkurila
Main location for implementation	
Implementation method	Optima realization/student group Language: English Virtuality: 1 cr Integration of R&D: 3 cr
Implementation class	LbD based on local project or development task
Focus areas	Expertise in nursing and coping at home, Service business
Evaluation at the latest	20.07.2017 Storing of graded material ends.: 20.06.2018
Exam days	
Having completed the study unit the student is able to	- to manage and develop information technology in health care - to anticipate and develop future patient centered health care services - to develop and co-create future patient centered, lean health care facilities
Previous studies	
Previous studies, more information	
Learning objectives	To learn how to manage and develop information technology in health care with user-centered methods. To learn how to anticipate and develop future patient centered health care services with service design methods. To learn how to develop and co-create future patient centered, lean health care facilities and apply service design methods in practice.
Contents	The course consists of three lectures and a learning assignment. The preliminary contents of the lectures are: 6.4.2017: Practicalities of the course, Introductory lecture about service design in health care (central concepts, tools, and practices of service design) and Group work based on pre-reading articles about service design. 7.4.2017: Service design tools and practices (e.g. ATLAS planning game, CoCo Cosmos, etc.); Examples of development projects in health care IT, patient centered services, and co-creation of services, and Instructions for the learning assignment. 20.5.2017: Presentations of the learning assignments, feedback.
Study material	Study material in Optima: selection of articles about service design in health care.
Tutoring and communication	Tutoring during lectures. Tutoring and communication between lectures via Optima and email.
Evaluation criteria and methods	Evaluation scale 0...5.
R&D methods	Customer centered service design methods