

Implementation plan Finished

Study unit	Health Care Service Design (V1565), 5.0
Implementation	SYV61721: 2/2017-2018 (08.01.2018 - 15.06.2018)
Type	HEALTH CARE SERVICE DEVELOPMENT (V116)
Groups	Primary: SYV617SJ Others :
Involved in the project	
Lecturers	Päivi Pöyry-Lassila
Number of participants	Minimum: 12 Maximum: 35
Enrolment period	27.11.2017 08:00 - 08.12.2017
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	Pöyry-Lassila Päivi (Teacher in charge), Aholaakko Teija-Kaisa (Other teacher)
Campus	Laurea Tikkurila
Main location for implementation	
Implementation method	Optima realization/student group, Project/venture/R&D 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	15.07.2018 Storing of graded material ends.: 15.06.2019
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	
Learning objectives	Having completed this study unit the student is able to: - manage and develop information technology in health care with user-centered methods. - anticipate and develop future patient centered health care services with service design methods. - develop and co-create future patient centered, lean health care facilities and apply service design methods in practice.
Contents	The study unit consists of three contact sessions and a learning assignment. The preliminary contents of the contact sessions are: 20.1.2018: 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. 10.2.2018: Service design tools and practices - Hands-on exercises; Examples of development projects in health care IT, patient centered services and co-creation of services, and Instructions for the learning assignment. 24.5.2018: Presentations of the learning assignments, feedback. The learning assignment is a group project realized in an authentic service design case in health care. The groups will work independently between the second and third contact session.
Study material	Study material will be published 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. Groups will have an opportunity to get feedback and advice on the learning assignment either in a face-to-face or online meeting with the teachers.
Evaluation criteria and methods	Evaluation scale 0...5. https://laureauas.sharepoint.com/sites/linkfi/Dokumentit/Evaluation_criteria_of_a_study_unit
R&D methods	Customer centered service design methods

Implementation plan Finished

Other arrangements	
--------------------	--