



McGill

School of
Continuing Studies

École
d'éducation permanente

Certificate in Health and Social Services Management

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Career and Professional Development

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Improve
your career
prospects

The full details of the program, admission requirements, and admission procedures summarized in this document can be found in the School of Continuing Studies' current course calendar. If there are any discrepancies between the course calendar and this summary, the information in the course calendar takes precedence in all cases. McGill University reserves the right to change this information at any time.

Looking for a Rewarding and Challenging Career in the Health and Social Services Industry?

Health and Social Services like any other industry requires good management to keep it working efficiently. The projected 2017-2018 health and social service expenditure in Quebec will rise to \$34,564 million which is a rise of 2.4% from the previous year. Given the increasing costs, today, health care administrators must make sure that clients receive the best possible care at the lowest possible cost.

As a health care or social services administrator, you will be responsible for planning, directing and coordinating the delivery of services in hospitals, reception centers for the youth and elderly, local community centers and other health and social establishments. You will be working with other professionals and may be responsible for budgeting, managing employees, purchasing equipment as well as overseeing facilities and equipment worth millions of dollars. If you are compassionate, possess tact and diplomacy are flexible and hard working, a career in the health care industry may be the choice for you.

Typical career opportunities include:

- Health Records Technician
- Medical Records Clerk
- Records Filing-System Clerk
- Records Management Clerk
- Technical Records Clerk
- Medical Records Administrator
- Healthcare Operations Administrator
- Social and Community Services Administrator
- Health Information Administrator
- Health Services Project Administrator

How can a McGill Program help prepare you for a career in the Health and Social Services Industry?

The Certificate in Health and Social Services Management, the Diploma in Health and Social Services Management and the Graduate Certificate in Health Services Management will provide you with an integrated base of management knowledge in the field of health and social services management. It will focus on the development of skills in the day to day management of the provision of services in terms of both efficiency and human criteria.

The Program

The Certificate in Health and Social Services Management is a 30 credit program which consists of 1 co-requisite course and 10 required courses.

Corequisite courses to the program are not included in the total credit requirement for the program.

The certificate's program requirements are:

1 Corequisite to program:

CMSC 000 Foundations of Mathematics (or the Exemption by Examination Test) (12 CE units)

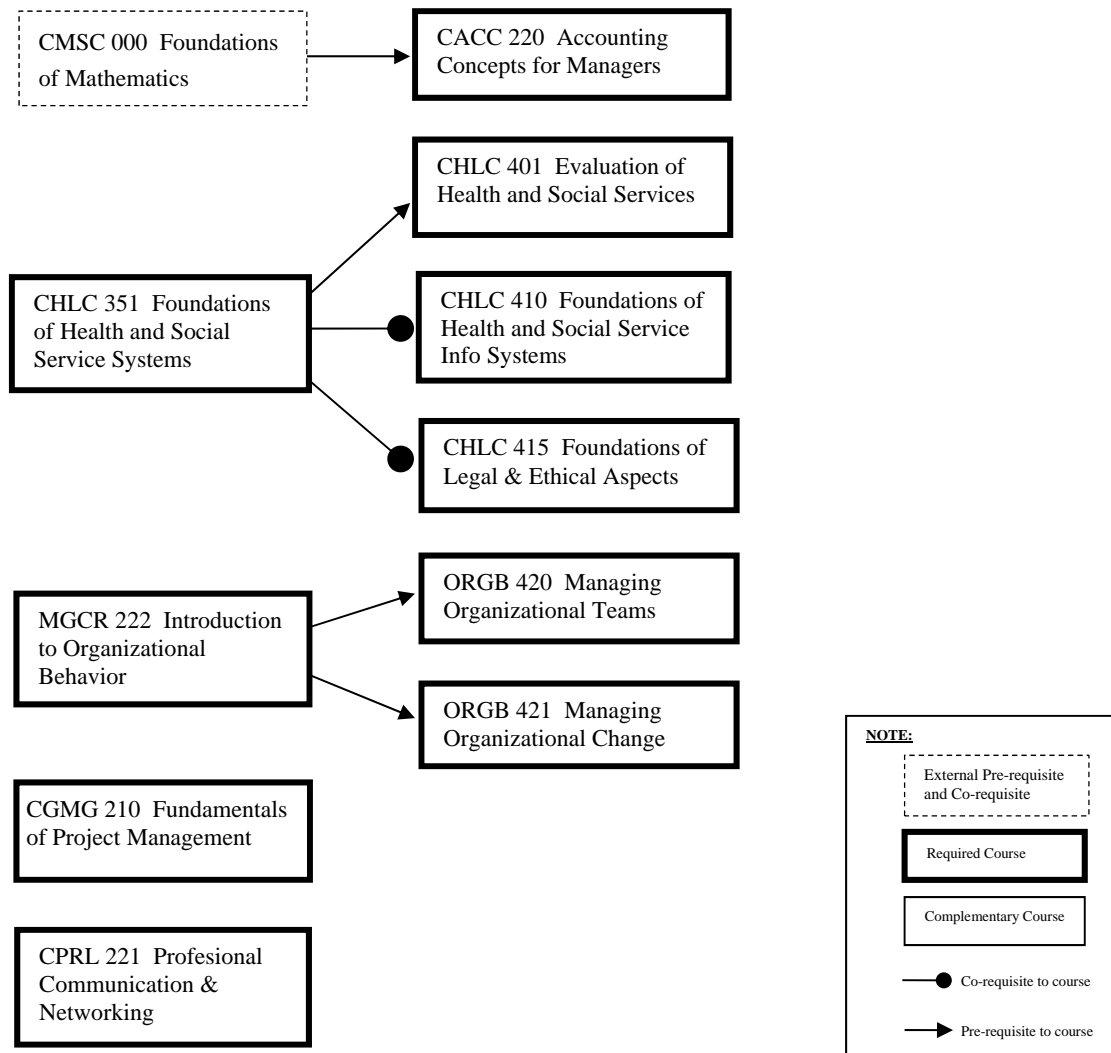
10 Required courses (30 credits):

CACC 220	Accounting Concepts for Managers
CGMG 210	Fundamentals of Project Management
CHLC 351	Foundations of Health and Social Service Systems
CHLC 401	Evaluation of Health and Social Services Management
CHLC 410	Fundamentals of Health and Social Services Information Systems
CHLC 415	Foundations of Legal and Ethical Aspects
CPRL 221	Professional Communication and Networking
MGCR 222	Introduction to Organizational Behavior
ORGB 420	Managing Organizational Teams
ORGB 421	Managing Organizational Change

Note: All courses are 3 credits unless otherwise stated.

Course Sequence

Certificate in Health and Social Services Management



Course Descriptions

CACC 220 Accounting Concepts for Managers

(3 credits)

Pre-requisite:

CMSC 000 Foundations of Mathematics

This course covers concepts in managerial and financial accounting, develops an understanding of cost behaviour, budgeting and financial statements, and provides practice in financial decision-making skills.

CGMG 210 Fundamentals of Project Management

(3 credits)

Pre-requisites:

None

Fundamental principles and best practices of project management essential to the successful development of projects or other complex undertakings within an organization; includes methods for defining, planning, and scheduling activities and resources.

CHLC 351 Foundations of Health and Social Service Systems

(3 credits)

Pre-requisite:

None

This course will provide an overview of private and public social services within Quebec and its evolution over the last century. Will examine the structures, functions and relations of social organizations. Students will achieve an understanding of the nature of the social services and the subjective impact of seeking and providing help.

CHLC 401 Evaluation of Health and Social Services

(3 credits)

Pre-requisite:

CHLC 351 Foundations of Health and Social Services Systems

Understanding the responsibility of management for the timely appraisal of programs and services delivered by health and social services organizations with a view to ensuring their quality, safety, effectiveness and efficiency. Topics include: program evaluation, continuous quality improvement, organizational performance, utilization management, risk management, accreditation and human resources.

CHLC 410 Fundamentals of Health and Social Services Information Systems (3 credits)

Corequisite:

CHLC 351 Foundations of Health and Social Services Systems

Fundamental approaches of information systems and data management. Topics covered include: integration of technology in the health care system; use of information technology and management systems to improve access, quality, safety and efficiency.

CHLC 415 Foundations of Legal and Ethical Aspects

(3 credits)

Corequisite:

CHLC 351 Foundations of Health and Social Services Systems

The legal and ethical issues relevant to the health care system in Quebec. Topics include: major legislation relevant to the health care system; the relationship between civil and criminal law; law and medicine; law and ethics; human rights, professional responsibility and liability.

CMSC 000 Foundations of Mathematics**(12 CE units)**

Pre-requisites:

None

Operations with real numbers, polynomials, first-degree equations and applied word problems. Factoring, fractions, exponents, roots and radicals. Absolute values, equations and inequalities. Quadratic equations, applied problems, arithmetic and geometric sequences and series.

CPRL 221 Professional Communication and Networking**(3 credits)**

Pre-requisites:

None

Fundamental theories and practices of communication and networking (internal and external) in the workplace. Writing, speaking, presentation and team interaction skills.

MGCR 222 Introduction to Organizational Behaviour**(3 credits)**

Pre-requisites:

None

Individual motivation and communication style; group dynamics as related to problem solving and decision making, leadership style, work structuring and the larger environment. Interdependence of individual, group and organization task and structure.

ORGB 420 Managing Organizational Teams**(3 credits)**

Pre-requisites:

MGCR 222 Introduction to Organizational Behavior

Theory, research, and applications. Principles of team processes and effectiveness in organizational settings, specifically the theoretical developments and empirical findings of group dynamics and team effectiveness, and practical strategies and skills for successful management of organizational teams.

ORGB 421 Managing Organizational Change**(3 credits)**

Pre-requisite:

MGCR 222 Introduction to Organizational Behavior

Organizational change theory and techniques are examined with an emphasis on techno-structural interventions such as Quality-of-Work-Life approaches. Through simulations and case-studies, the course explores initiatives in organizational change, primarily in contemporary Canadian organizations. It also includes opportunities for "hands-on" experience in work and organization redesign.

Admission Requirements

Applications for admission are not accepted from the general public. Interested organizations should contact assistant.cms@mcgill.ca for further details.

To be admitted to an Undergraduate Certificate in Health and Social Services Management:

- Applicants must hold a CEGEP diploma (DCS, DEC or equivalent) OR
- Applicants who do not have the normal academic background for admission but are 21 years of age and older may be admitted as mature students OR
- Applicants between 18 and 21 years of age who do not have a CEGEP diploma but have at least a high school leaving certificate may be accepted into a qualifying program (a copy of the certificate must be provided).

Language Requirements

- The **language of instruction** for most courses and programs at McGill is English; however, students may submit any written work that is to be graded in English or French, except in cases where knowledge of the language is one of the objectives of the course.
- Applicants must demonstrate an adequate level of **proficiency in English prior to admission**, regardless of citizenship status or country of origin. McGill University has this language requirement in place to ensure that all students are provided with the opportunity to succeed in their chosen program.
- In all cases, the University reserves the right to require **proof of English** proficiency if it is deemed necessary. For additional information, please click on the link below.

<http://www.mcgill.ca/continuingstudies/current-students/academic-policies/language-policy>