



# Diploma in Health and Social Services Management

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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?

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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 hardworking, a career in the health care industry may be the choice for you.

Typical career opportunities include:

- Health Service Manager
- Health and Social Service Manager
- Medical Records Manager
- Healthcare Operations Manager
- Social and Community Services Manager
- Health Information Manager
- Health Services Project Administrator
- Health Records Technician

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

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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, 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 service establishments.

## The Program

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The Diploma in Health and Social Services Management is a 30-credit program which consists of 1 co-requisite course, 9 required courses and 1 complementary course.

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

The diploma's program requirements are:

### **1 Corequisite to program:**

CMS2 500 Mathematics for Management (or the Exemption by Examination Test)

### **9 Required courses (27 credits):**

CACC 520 Accounting for Management  
CACC 523 Financial Aspects of Health Care  
CGM2 510 Project Management: Tools and Techniques  
CHLC 500 Health and Social Service Systems  
CHLC 502 Health and Social Services Information Systems  
CHLC 552 Legal & Ethical Aspects: Health and Social Services  
CMS2 533 Lean Operations and Performance Management in Health Services  
CORG 551 Behaviour in Organizations  
CPL2 510 Communication and Networking Skills

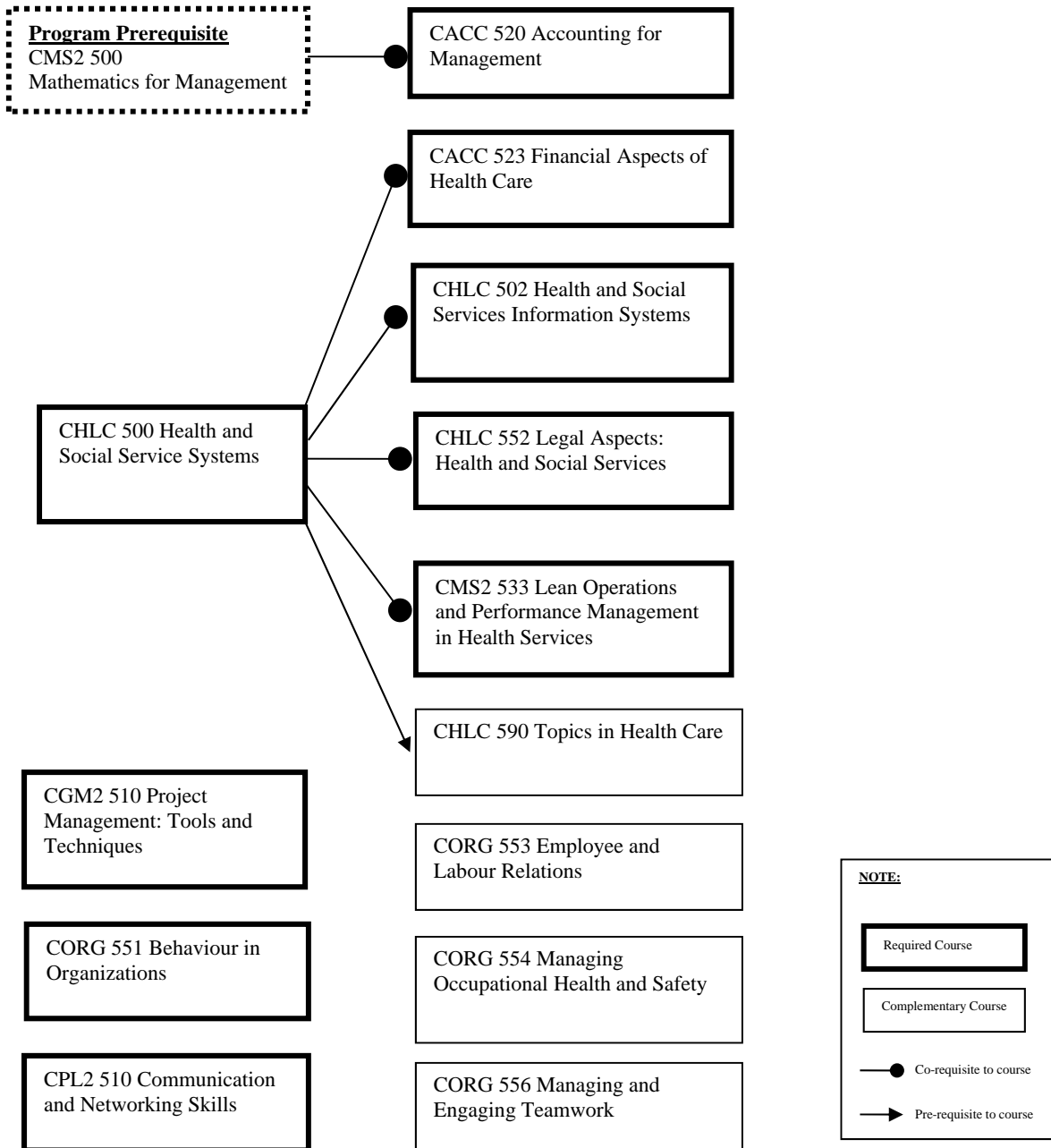
### **1 Complementary course (3 credits) from:**

CHLC 590 Topics in Health Care  
CORG 553 Employee and Labour Relations  
CORG 554 Managing Occupational Health and Safety  
CORG 556 Managing and Engaging Teamwork

Note: All courses are 3 credits unless otherwise stated.

# Course Sequence

## Diploma in Health and Social Services Management



## Course Descriptions

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### **CACC 520 Accounting for Management**

**(3 credits)**

Co-requisite:  
CMS2 500 Mathematics for Management

This course covers financial and managerial accounting. The course provides an understanding of the various financial statements as well as cost behaviour, cost/volume/profit relationships, budgets, responsibility accounting and relevant costing.

### **CACC 523 Financial Aspects of Health Care**

**(3 credits)**

Co-requisite:  
CHLC 500 Health and Social Services Systems

Methods of budgeting in the health care system and evaluating health care investment proposals. Problems of benefit measurement and optimal public investment in relation to fiscal and political constraints. This includes the role of governmental expenditures, the public debt, private contributions in the health care system.

### **CMG2 510 Project Management: Tools and Techniques**

**(3 credits)**

Pre-requisites:  
None

Focus on main concepts and theories of project management from initiation to close-out. Topics include: project life cycle, planning, scheduling, implementing, monitoring, controlling, close-out and ethics. The concepts presented apply to projects of various sizes, types and degrees of complexity.

### **CHLC 500 Health and Social Service Systems**

**(3 credits)**

Pre-requisites:  
None

An overview of the present Québec and Canadian health & social service system: its components, organization, management and challenges/uncertainties; its recent evolution, present organization and foreseeable direction. Interaction and interface between the health system and other social systems; roles and various levels of government and private sector.

### **CHLC 502 Health and Social Services Information Systems**

**(3 credits)**

Corequisite:  
CHLC 500 Health and Social Services Systems

Information systems and data management fundamentals; understanding of integration of technology in the health care setting; effective use of information technology and management systems to improve the quality, safety, access, and cost-effectiveness of health care.

### **CHLC 552 Legal & Aspects: Health and Social Services**

**(3 credits)**

Corequisite:  
CHLC 500 Health and Social Services Systems

Health care system in Quebec, the federal and provincial law relevant to it. Explores relationships between civil and criminal law, law and medicine, law and ethics. Major legislation, case law and legal writings will be presented. Addresses human rights, professional responsibility, civil, criminal liability and dilemmas raised by new technologies.

**CHLC 590 Topics in Health Care****(3 credits)**

Pre-requisite:

CHLC 500 Health and Social Services Systems

Specialized course covering an advanced topic in the health care area selected from current issues or themes in literature. (Content will vary from year to year.)

**CMS2 533 Lean Operations and Performance Management in Health Services (3 credits)**

Corequisite:

CHLC 500 Health and Social Services Systems

Role of operations management and how to create public value by delivering services effectively and efficiently, and measure the performance of the organization, including how the lean approach in healthcare can provide “outside of the box” solutions to resolve process issues and improve quality, cost and delivery of healthcare services.

**CMSC 000 Foundations for Mathematics****(3 credits)**

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.

**CMS2 500 Mathematics for Management****(3 credits)**

Pre-requisite:

CMSC 000 Foundations of Mathematics or the Exemption by Examination Test

Basic mathematics needed for business applications, including graphs, series summation, mathematics of finance, annuity, discounted cash flow, internal rate of return, permutations, combinations, maxima and minima functions with business applications in optimization, introductory statistics and probability.

**CORG 551 Behaviour in Organizations****(3 credits)**

Pre-requisites: None

The implications for management and the essential concepts of social psychology such as motivation, perception, attitude change and organization. Group and organizational dynamics will be the major emphasis of the course. Classroom discussion and student participation is encouraged.

**CORG 553 Employee and Labour Relations****(3 credits)**

Pre-requisites: None

Industrial relations framework, its legal, political, social, economic, ecological and ethical subsystems. Processes governing union-management relations, collective bargaining and dispute resolution, and the roles of executives, supervisors, employees, employee representatives, HR-IR professionals in effective employee relations in unionized and non-unionized environments.

**CORG 554 Managing Occupational Health and Safety****(3 credits)**

Pre-requisite: None

How to develop, implement and manage effective health and safety programs; competencies and roles of employees, supervisors, executives and HR; strategic, legal and ethical implications of legislation, risk behaviour; socio-psychological aspects of mental and physical health and safety issues; communications and training strategies.

**CORG 556 Managing and Engaging Teamwork****(3 credits)**

Pre-requisite: None

Skills and knowledge to work better in teams, to leverage team strengths and avoid or resolve obstacles to build effective teamwork. Topics include: team development, building trust, decision-making in teams, resolving team conflicts and enhancing creativity in groups.

**CPL2 510 Communication and Networking Skills****(3 credits)**

Pre-requisites: None

This course will provide students with leadership skills pertaining to communication and networking in the workplace. Topics covered include influencing, appraising situations, business networking, teamwork and delivering effective presentations.

## Professional Association

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### Canadian Healthcare Association

The Canadian Healthcare Association recognizes individual McGill University courses as meeting the requirements for the university components of the Health Services Management (HSM) and the Long Term Care Management (LTCM) distance learning programs. Students interested in receiving further information on CHA Learning and its programs should visit CHA Learning's website: <http://www.learning.cha.ca/educ/>.

Or contact:

CHA Learning  
Canadian Healthcare Association  
17 York Street  
Ottawa, Ontario K1N 9J6

Tel: (613) 241-8005 ext. 212



## Admission Requirements

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Applications for admission are not accepted from the general public. Interested organizations should contact [assistant.cms@mcgill.ca](mailto:assistant.cms@mcgill.ca) for further details.

To be admitted to the Diploma in Health and Social Services Management, students must meet both the academic and language requirements of the program.

### Academic Requirements:

Students must hold an undergraduate degree in any discipline from a recognized university as approved by the Graduate and Postdoctoral Studies Office with a minimum CGPA of 3.0 out of 4.0 or 3.2 out of 4.0 in the last two years of full-time academic studies.

## Language Requirements

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- 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>