

1	Subject	DENTAL MANAGEMENT			
2	Code	DMS511			
3	Study Program	Study Program of Integrated studies in dental medicine			
4	Organizing Institution (Unit, Institute, Chair, Department)	Faculty of Dental Medicine, Department of Prosthetic Dentistry			
5	Educational degree (first or second cycle)	Integrated study			
6	Study year/semester	5/9	7	Number of credits	2
8	Teacher	Prof. Julijana Nikolovska DDS, PhD			
9	Preconditions	/			
10	Teaching goals: During the theoretical lectures students will have opportunity to obtain basic knowledge on management and specific characteristics of health management.				
11	Brief content				
	Theoretical course				Class
	Fundamentals of management				1
	Healthcare system management				1
	Different types of health institutions and their managing				1
	Levels of management				1
	Management functions				1
	Health institutions as organizing systems				1
	Leadership as a modern access in management				1
	Management and working motivation				1
	Skills and rolls for manager's success				1
	Benchmarking – technique of total quality management				1
	Strategic management				1
	Entrepreneurship, small business, family business				1
	Business plan				1
	Marketing management				1
	Business ethics				1
Total				15	
Seminars				Class	
Elaboration of topics related to methodological units of theoretical course. Students are required to write a professional paper. Topics will be covered by the students in a form of a written document and a lecture presentation.				15	
12	Methods of studying: class room oriented lectures, interactive lectures, group work, practical training, seminar paper				
13	Total available time	60 classes			
14	Organization of the course	15 classes - theoretical course, 15 classes- seminars, 30 classes - home individual learning and other activities			
15	Forms of	15.1.	Theoretical course		15 classes

	teaching activities	15.2.	Practical course, seminars			15 classes
16	Other forms of activities	16.1.	Project tasks			
		16.2.	Individual tasks			
		16.3.	Individual (home) learning			30 classes
17	Method of assessment	17.1.	Tests			30 points
		17.2.	Active participation, seminar paper/project (oral/written presentation)			10 points
		17.3.	Final (oral) exam			60 points
18	Grading criteria (points / grade)	Up to 59 points			5 (five) (F)	
		from 60 to 67 points			6 (six) (E)	
		from 68 to 75 points			7 (seven) (D)	
		from 76 to 84 points			8 (eight) (C)	
		from 85 to 93 points			9 (nine) (B)	
		from 94 to 100 points			10 (ten) (A)	
19	Requirement for signature and taking the final exam	<p>The student is required to actively follow all of the planned activities.</p> <p>Conditional criteria for assessment of knowledge:</p> <p>In order to get a signature, the student should obtain minimum points in both theoretical and seminars;</p> <p>In order to take the final exam, the student should obtain the minimum points from activity and test;</p> <p>If the student has not obtained the minimum points in the continual assessments, he/she in next exam session will have paper part of the exam (40 points) and final exam (60 points)</p>				
20	Language of the course	English				
21	Method for evaluation of the quality of education	Anonymous student's evaluation of the subject, teachers and collaborators involved in the educational activities				
22	Literature					
	22.1.	Mandatory textbooks				
		No.	Author	Title	Publisher	Year
		1	Katrova L.	Basic of Dental Health and Dental Practice Management	Sofia	2013
		2	Nikolovska J.	Authorized lectures		
	22.2.	Additional literature				
No.		Author	Title	Publisher	Year	
1		Dlugacz Y, Restifo A, Greenwood A.	The Quality handbook for Health care organizations/A manager's guide to tools and programmes	Jossey – Bass, San Francisco	2004	