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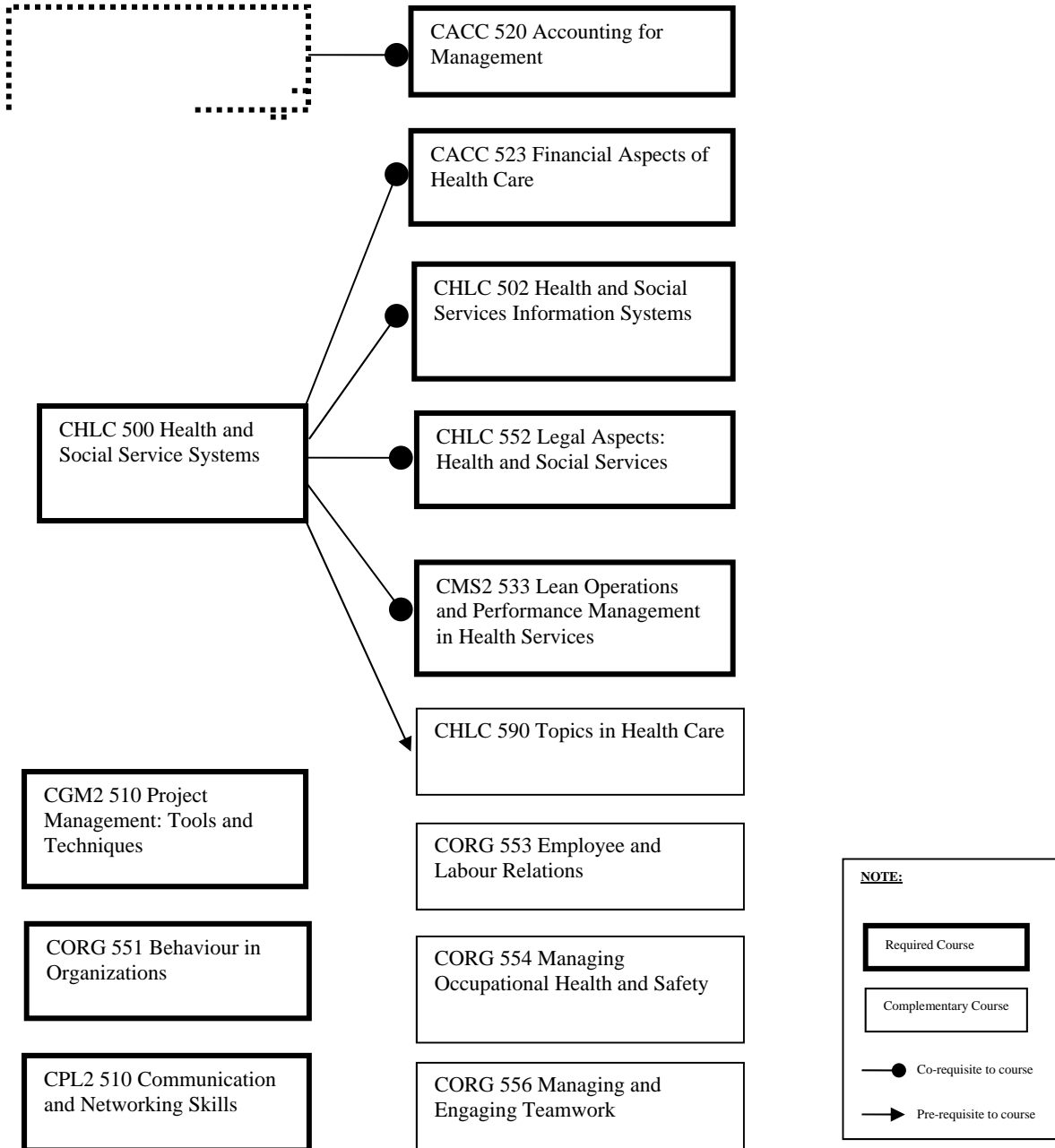
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Health and Social Services like any other industry requires good management to keep it working efficiently. The projected 2017-2018 health and social service expenditure in Quebec will rise to \$34,564 million which is a rise of 2.4% from the previous 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



Diploma in Health and Social Services Management





**HO 3116**  
**H**  
**H**

(3)

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.)

**MB**  
**H**  
**H**

3

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.

**SOO 161**  
**H**  
**H**

(3)

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.

**SO 161**  
**H**  
**H**

(3)

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.

**PS 110**  
**H**

(3)

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.

**OS**  
**H**

**3116**

Industrial relations framework, its legal, political, social, economic, ecological and ethical subsystems. Processes governing union-management relations, collec

**OS 101**

(3)

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.

**OS 102**

(3)

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.

BA

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BA



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