

PROGRAM INFORMATION

Academic Year	2024 - 2025
Credential	Graduate Certificate
Program Delivery	Full - Time
Duration	1 Year
Length	2 Semesters
Program Codes	H167 (KL) – Kirkland Lake Campus H159 (HL) – Haileybury Campus

DESCRIPTION

Help run the systems that keep us healthy.

With Northern's graduate certificate in Health Care Management, you'll be ready to take on a leadership role in just about any healthcare environment. Leveraging your existing credentials, this one-year program provides an overview of the complex management and delivery systems we rely on. By fostering effective leadership and problem-solving techniques, you can optimize day-to-day operations and outcomes for all stakeholders. You'll master the core concepts of care including ethics, safety, and patient rights. You'll learn the fundamentals of medical terminology, and the IT systems that operate in healthcare environments.

And finally, before you go onto a career with a consulting firm, nursing home, hospital, clinic, or public health department – you'll wrap up everything you've learned with a custom project that focuses on leadership in healthcare. The Healthcare Management Program is designed for both domestic and international students with experience in the health care field who are seeking to enhance their existing post-secondary credentials and looking to transition into management roles in emerging healthcare environments, within the Ontario and Canadian healthcare context. Comprehension of patient needs, socio-cultural factors, behaviors and health services information are key focus areas of this program and will enable students to develop new skills in the areas of leadership, human resources management, conflict resolution, and strategic thinking.

CAREER OPPORTUNITIES

This program will groom students for management roles in emerging Healthcare environments. Emphasis is placed on leadership, ethics, patient care and communication. Comprehension of patient needs, socio-cultural factors, behaviors and health services information are key focus areas of this program. Students will develop their skills and knowledge in order to become integral leaders and team members of a structured healthcare team. With growing diversity in the healthcare system, employment can be found in many settings, including:

- Clinics
- Consulting firms
- Healthcare associations
- Hospitals
- Nursing homes
- Physician practices
- Mental health organizations
- Public health departments

- Rehabilitation centers
- Skilled nursing facilities
- Universities and research institutions

VOCATIONAL LEARNING OUTCOMES

1. Build and maintain relationships with multiple stakeholders in the healthcare environment.
2. Use language and terminology appropriately to communicate clearly, concisely, and correctly with multiple stakeholders in the healthcare environment.
3. Practice within the legal, ethical and professional scope of practice in the province of Ontario as a member of the health care team.
4. Use information management best practices to the creation, storage and maintenance of health care documentation and records.
5. Create a vision for successfully managing change in order to attain an organization's strategic goals.
6. Manage human resources taking into consideration leadership preferences, organizational change issues, and ethics to inspire individual and organizational success.
7. Consider all the elements of the health care milieu in Ontario including regulation, standards and funding considerations when making operational decisions.
8. Develop and implement quality assurance and risk management processes in the operation of a health care environment.
9. Use financial principles to support efficient allocation of resources in patient and family-centred strategies.

PROGRAM COURSES

The following reflects the planned course sequence for full-time offerings of the program. Programs at Northern College are delivered using a variety of instruction modes. Courses may be offered in the classroom or lab, entirely online, or in a hybrid mode which combines classroom sessions with virtual learning activities.

Semester 1		Hours
HM1043	Introduction to Patient Care	42
HM1053	Medical Terminology	42
HM1063	Introduction to Patient Safety	42
HM1073	Healthcare Management	42
HM1103	Healthcare IT Systems	42
HM1093	Communication in Health Care I	42
 Semester 2		
GN1443	Indigenous Culture and Awareness	42
HM2113	Professionalism and Ethics	42
HM2063	Quality and Safety in Healthcare	42
HM2073	Leadership and Healthcare Change	42
HM2083	Healthcare and Cultural Competence	42
HM2093	Communication in Health Care II	42
HM2103	Final Project	42

PROGRAM PROGRESSION

The following reflects the planned progression for full-time offerings of the program.

Fall Intake

- Sem 1: Fall 2024 (September-December)
- Sem 2: Winter 2025 (January-April)

WORK INTEGRATED LEARNING OPPORTUNITIES

N/A

ARTICULATION/TRANSFER AGREEMENTS

A number of articulation agreements have been negotiated with universities and other institutions across Canada, North America and internationally. These agreements are assessed, revised and updated on a regular basis. Please contact the program coordinator for specific details if you are interested in pursuing such an option. Additional information can be found at [Articulation Agreements](#).

ADDITIONAL INFORMATION

N/A

PROGRAM SPECIFIC REQUIREMENTS

N/A

ADMISSION REQUIREMENTS

Ontario College Diploma, Ontario College Advanced Diploma, Degree or Equivalent in a healthcare related field of study.

Additional Requirements for International Students

In addition to the general admission requirements, international students must have proof of English Proficiency and meet the requirements below:

1. Bachelor of Science Degree in a related field of study such as: Medicine, Nursing, Pharmacy, or Dentistry.
2. English Proficiency (we will require one of the following):
 - IELTS Academic (International English Language Testing System – minimum overall band of 6.5 with no individual band below 6.0).
 - TOEFL (Test of English as a Foreign Language) – Internet Based Test (iBT) overall minimum score of 88, with the minimum of 22 in each component: Reading: 22; Listening: 22; Speaking: 22; Writing: 22.
 - PTE (Pearson Test of English) Academic – Graduate Diploma: 60+

All educational documents must be submitted in English and will be dependent on the country of citizenship. For more information, please contact admissions@northern.on.ca.

GRADUATION REQUIREMENTS

- 10 Program Courses
- 2 Communications Courses
- 1 General Education Course

GRADUATION ELIGIBILITY

To graduate from this program, a student must attain a minimum of 65% or a letter grade of CR (Credit) in each course in each semester unless otherwise stated on the course outline. Students should consult departmental policies and manuals for additional detail and exceptions.

GRADUATION WINDOW

Students unable to adhere to the program duration of one year (as stated above) may take a maximum of two years to complete their credential. After this time, students must be re-admitted into the program, and follow the curriculum in place at the time of re-admission.

CONTACT INFORMATION

For questions about being admitted into the program, please contact Northern College Admissions at admissions@northern.on.ca or by phone at 705-235-3211 ext. 7222. For questions about the content of the program, contact the Program Coordinator:

Elizabeth Desjardins, Program Coordinator
Email: desjardinse@northern.on.ca

COURSE DESCRIPTIONS

Semester 1

HM1043 Introduction to Patient Care

This course will provide a general introduction to students on the core concepts of patient care in the Healthcare system. Important concepts such as patient rights to privacy and confidentiality, respect and dignity will be overarching themes in the course. Students will also learn about the importance of communication and clarity when working within a team in any Healthcare setting.

HM1053 Medical Terminology

This course provides students with the fundamental notions necessary for understanding Medical Terminology. Students will learn the basic anatomical structures of the body and identify commonly used abbreviations in the healthcare field. The emphasis of this course is placed on the proper use of the elements of medical terminology, such as prefixes, suffixes and root words. This course will serve as a foundation for the continuous learning of medical terminology that will continue throughout the remainder of the program. Progress will be monitored with several written assignments, one quiz and one final exam, which will be administered at the end of the course.

HM1063 Introduction to Patient Safety

This course provides an extensive informative introduction to the field of patient safety. Students will learn about the requirements for a safe environment and why safety is critical to the healthcare field. Issues such as systems thinking, clear communication, human factors and error theories as well as risk reduction will be at the core of this course content. Teamwork and creating a culture of safety will also be important topics covered by the instructor.

HM1073 Healthcare Management

Management and leadership within the healthcare setting are the focus of this course. Students will be taught and tested on the concepts of strategic planning, effective communication, leadership, negotiating, the culture of leaders and coaching practices.

HM1093 Communication in Health Care I

This course focuses on the development of effective interpersonal communication skills necessary for the many different facets of healthcare. Students are encouraged to develop self-awareness, while simultaneously interpreting the messages and needs of others (from patients to colleagues). They are also encouraged to become more aware of the impact of their own communication choices and patterns. They will have opportunity to develop and use communication techniques that demonstrate personal awareness, respect and active listening skills.

HM1103 Healthcare IT Systems

This course provides a systematic summary of the principles of healthcare systems and informatics for Healthcare professionals. Students will be given a brief history of healthcare informatics, as well as an outline of computer, information, and healthcare informatics literacy needed for an understanding of healthcare informatics. Also highlighted will be the essential elements, such as the structure, and function of healthcare informatics departments, the purpose and standards, electronic medical records, information security and confidentiality, and system integration. Students will be encouraged to integrate this knowledge with their other course content.

Semester 2

GN1443 Indigenous Culture and Awareness

This general education course will provide students with an introduction to Canadian Indigenous Nations' history, sovereignty, land titles, cultural history and current critical issues. Topics addressed include the content of Indigenous rights, economic and social development, community and political processes, and business law and policies, justice & social services. Canadian Indigenous History and Relations is a general education course that has been incorporated into all programs at Northern College.

HM2113 Professionalism and Ethics

This course will teach students about the importance of professional goal-setting and ethics within the Healthcare environment. Values, beliefs and analysis will serve as the pillars to student education. They will also be encouraged to think critically and apply positive problem-solving techniques in the workplace. Cultural, ethical, legal and gender issues that relate to professionalism will be examined.

HM2063 Quality and Safety in Healthcare

This course is an introduction to fundamentals of patient safety and quality measures. It will educate students on the standards of safety evaluation as well as the principles of quality improvement. Students will explore the components of quality measures and their construction and evaluation in the current healthcare environment. They will also review and create quality measures within their field and develop a quality improvement project to improve a process or outcome.

HM2073 Leadership and Healthcare Change

This course will focus upon the healthcare system's internal leadership structure. Special emphasis will be placed upon the administrative and decision-making process, as well as the effects of these on the public. Health reform, public policy, the healthcare experience will all be important components of this course in educating students about the day to day within the Healthcare field.

HM2083 Healthcare and Cultural Competence

This course provides a focused look at trans- cultural Healthcare services as well as competence in dealing with multiple and diverse cultures. At the core of this learning experience, students will find belief systems, values, social norms, language abilities and practices that are specific to a multitude of cultures. The aim of the course is to better comprehend and support Healthcare that is both culturally competent, respectful and appropriate. A secondary and related aim is to improve quality care, outcomes and service.

HM2093 Communication in Health Care II

As Healthcare evolves, communication in the field, and externally becomes of paramount importance. Access to accurate, concise, appropriate and customized communication is vital for all stakeholders. From Nurses to Doctors and patients, advocacy groups and even policy-makers, each level of stakeholder requires the best possible information that can be derived from communication. This course will focus and expand upon the concepts introduced in Communications in Healthcare I. Students will study some of the more complex topics such as community mobilization, professional communication and public advocacy.

HM2103 Final Project

The Final Project for the Healthcare Management program is a culmination of the concepts and ideas learned throughout the program. Students are encouraged to engage in an independent experiential project that

focuses on leadership within Healthcare. They will work with the faculty and administrative staff in order to ensure that their work is reflective of the industry and leadership/management values. Students may utilize the allotted time to meet with and learn from professionals in the field so that they can better complete the project.