



MODULE DESCRIPTOR

General information	
Name of the Module	Designing and Developing Health and Social Care Services
Leader	Lahti University of Applied Sciences
Credits	10 ETCS
Level (NQF)	7
Requirements	Requirements and prerequisites for students Currently enrolled on a Master Programme in Health or Social Care (level 7)
Areas of expertise	Social Care Management, Health Care Management, Service Design
Duration	13 weeks
Learning and teaching	



<p>Learning outcomes</p>	<p>After completing this module successfully, students will be able to:</p> <p>Understand and apply customer driven service development process and methods. (Main LO)</p> <ol style="list-style-type: none"> 1. Identify and analyse future trends and megatrends for health and social care sector (big picture) (assignment 1 own project step 1) 2. Build the health and social care project case stakeholder and ecology map (assignment 2) 3. Carry out customer driven analysis and research (assignment 3) 4. Design and iterate the customer service journey (assignment 4) 5. Organize the execution of the customer journey through Service Blueprint (assignment 5) 6. reflect the consequences of customer driven approach to management (assignment 6) 	
<p>Implementation</p>	<p>This module will be delivered using a blended or online learning approach via a virtual learning environment (Reppu), online lectures and optional face-to-face lectures/tutorials during an intensive week. For students who do not take the option of attending the intensive week these activities will be facilitated online. The module will be organised into core units, which cover the relevant module materials.</p>	
	<p>Lectures</p>	<p>30 hours</p>
	<p>Group work</p>	<p>150</p>
	<p>Tutor group supervision (intensive week)</p>	<p>20</p>



	Tutor group supervision (online)	10
	Independent learning	60
	TOTAL	270 hours
Content (key words)	Service design; future trends and megatrends; customer driven approach; customer service journey; customer driven management	
Assessment methods and criteria	<p>Pre-learning assignment: Independent learning and group discussions on the first day of the intensive week</p> <p>Assignments are carried out as group work (four students in each)</p> <p>Project based development in elderly care (health and social)</p> <p>Assignment 1: Future trends and megatrends for health and social care</p> <p>Assignment 2: Stakeholder and ecology map</p> <p>Assignment 3. Customer driven analysis and research</p> <p>Assignment 4. Customer service journey</p> <p>Assignment 5 and 6. Customer driven approach and management</p>	



<p>Learning and Teaching strategies</p>	<p>Independent learning</p> <p>Group work</p> <p>Tutor supervision</p>																																													
<p>Grading</p>	<p>MARK: The indicative equivalence of the grades between the Lahti University of Applied Sciences, Frankfurt University of Applied Sciences, Charles University and Edinburgh Napier University systems is detailed below along with the ECTS grade.</p> <table border="1" data-bbox="788 783 1733 1222"> <thead> <tr> <th>ECTS Grade</th> <th>Edinburgh Napier University</th> <th>Lahti University of Applied Sciences</th> <th>Frankfurt University of Applied Sciences</th> <th>Charles University</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>D5-D4</td> <td>5</td> <td>1</td> <td>1</td> </tr> <tr> <td>A</td> <td>D3-D1</td> <td>4</td> <td>1</td> <td>1</td> </tr> <tr> <td>B</td> <td>P5</td> <td>3</td> <td>2</td> <td>2</td> </tr> <tr> <td>B</td> <td>P4</td> <td>3</td> <td>2</td> <td>2</td> </tr> <tr> <td>C</td> <td>P3</td> <td>2</td> <td>2</td> <td>2</td> </tr> <tr> <td>D</td> <td>P2</td> <td>2</td> <td>3</td> <td>3</td> </tr> <tr> <td>E</td> <td>P1</td> <td>1</td> <td>3</td> <td>3</td> </tr> <tr> <td>FX</td> <td>F1-F5 (F6)</td> <td>Fail</td> <td>4</td> <td>4</td> </tr> </tbody> </table>	ECTS Grade	Edinburgh Napier University	Lahti University of Applied Sciences	Frankfurt University of Applied Sciences	Charles University	A	D5-D4	5	1	1	A	D3-D1	4	1	1	B	P5	3	2	2	B	P4	3	2	2	C	P3	2	2	2	D	P2	2	3	3	E	P1	1	3	3	FX	F1-F5 (F6)	Fail	4	4
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<p>Learning platform</p>	<p>https://reppu.lamk.fi/course/view.php?id=8657</p>																																													



Other information	Mandatory literature and materials are available on Reppu
Contact persons	Module Leader Päivi Huotari, Principal Lecturer, Lahti UAS, paivi.huotari@lamk.fi Module team Mirja Kälviäinen, Principal Lecturer, Lahti UAS, mirja.kalviainen@lamk.fi CU Matej Lejsal, Charles University, matej.lejsal@fhs.cuni.cz Janyne Afseth, j.afseth@napier.ac.uk Frankfurt Ulrike and Kristiana

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LAHTI UNIVERSITY OF APPLIED SCIENCES
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