

HSOC 311

The University of Calgary
Bachelor of Health Sciences
Cumming School of Medicine

Health Services and Health Systems

Winter 2020
Academic Year 2019-2020

Health and Society 311 (HSOC 311)
Health Services and Health Systems
Winter 2020

Instructor

Melanie Rock, MSW, PhD, RSW
Associate Professor
Department of Community Health Sciences, Cumming School of Medicine
3E13 - Teaching, Research and Wellness Building
3280 Hospital Drive NW
University of Calgary
Calgary, AB, Canada T2N 4Z6
mrock@ucalgary.ca

Office Hours/Policy on Answering Student Emails

We would be pleased to meet with students, upon request. You should plan to log on to the course website several times per week. Prior to scheduling a meeting, you should consult the course website, where we will answer questions and respond to inquiries from students. Substantive issues should be addressed in person, during a scheduled appointment if possible. Please send any emails to both the instructor and the teaching assistant for this course. Please put your course number and section in your email's subject line, and include a proper salutation, your full name, student ID, and a proper closing in the body of your email. All emails violating these conventions will be ignored. Questions that can be answered by consulting the course outline and the course website will not be answered.

Teaching Assistant

Amberlee Boulton, BA, MSW Student
amberlee.boulton@ucalgary.ca

Time and Location

Wednesdays 3:00pm to 5:50pm
1509/1509A
Foothills Campus

Prerequisite/Co-Requisite

Health and Society 201 or consent of the Instructor.

Course Description

Introduction to the Canadian health system, the health policy process, institutions and providers in the health system, health care insurance, financing and delivery of health care, population and public health, a systems approach to health in a national and international perspective.

Overarching Themes

- This course builds on foundational knowledge and perspectives regarding services and systems that impact people's health, on the one hand, and the distribution of the conditions for health, on the other hand.
- Students will develop and demonstrate their knowledge about health services and systems by applying perspectives from the social sciences.

Global Objectives

- The assignments will include academic exercises as well as modes of communication that are current in policy circles. In doing so, students will think critically and present ideas cogently, verbally and in writing.
- This class will involve collaboration, including during scheduled classes. Advance preparation is crucial for effective collaboration: therefore, students will take responsibility for mastering foundational knowledge about health services and systems, independently and with guidance.

Learning Objectives

By the end of this course, students will demonstrate the following knowledge and skills:

1. Describe the historical development of health services and systems across Canada, with reference to similarities and differences in other countries.
2. Reflect on the organization and delivery of health services and systems in different parts of Canada.
3. Identify some of the main challenges to and opportunities for health in Canada, with particular attention to geographic and socio-demographic considerations.
4. Assess the extent to which health services and systems meet the needs of different groups.
5. Debate possible solutions to gaps in health services and systems.
6. Recommend changes to health services and systems, with appropriate justifications.
7. Draw defensible conclusions after identifying, assessing, and synthesizing pertinent resources, including textual and audiovisual sources (i.e., scholarly and disciplinary literacy).
8. Contribute effectively to teamwork, including advance preparation and constructive comments on the work of peers.
9. Present ideas, verbally and in writing, in ways that enhance the learning environment to the benefit of peers.

Required Textbooks/Readings

This course does not require a textbook. A list of required readings will be outlined on D2L and links and documents will be made available, where possible. The required readings have been chosen carefully to assist in meeting the objectives for this course. **Students are REQUIRED to complete assigned readings BEFORE each lecture.** Instructors will proceed in class on the assumption that students have read and understood the assigned readings in their entirety. Students should be aware that many of the readings they will be assigned may be of an unfamiliar nature and style. Students should allocate sufficient time to read the assigned materials multiple times.

Whereas students are ultimately responsible for creating their own set of class notes, we will post some materials to the class website. Any content presented in class, whether verbally or in written form, could be used for assessment purposes. Class discussion is understood to constitute content.

Recommended Textbooks/Readings

This course will help in developing knowledge of the content area (i.e., policies and services that are relevant to human health) as well as professional skills (i.e., oral and written communication, teamwork). Supplementary resources for content knowledge will be identified in connection with the class schedule, and the following resources may assist students with enhancing their professional skills:

Lunsford, A. A. (2008). *The St. Martin's Handbook* (6th ed.). Boston: Bedford/St-Martin's.

Strunk, W., Jr., & White, E. B. (2000). *The Elements of Style* (4th ed.). Needham Heights, MA: Allyn & Bacon.

University of Calgary Writing Support Centre (free-of-charge consultations via drop-in sessions, e-mail, and scheduled appointments)

Evaluation

The University policy on grading and related matters is described in section F of the 2019-2020 Calendar. In determining the overall grade in the course, the following weights will be used:

Description	Percentage	Dates	Learning Objectives								
Individual Assessments											
Participation	10	con't	1	2	3	4	5	6	7	8	9
Mid-Term Exam (closed-book)	25	26 Feb	1	2	3	4	5	6	7		
Op-Ed	15	18 Mar		2	3	4	5	6	7		
Team Assessments											
<i>Journal Club</i>	20										
▪ Summaries (2 x 5%)		29 Jan, 4 Mar		2					7	8	9
▪ Appraisals (2 x 5%)		5 Feb, 11 Mar				4			7	8	9

<i>Policy Brief</i>	30										
▪ Presentation with slides (10%)		8 Apr, 15 Apr		2	3	4	5	6	7	8	9
▪ Report (20%)		15 Apr		2	3	4	5	6	7	8	9

- Students must achieve a passing grade on the mid-term exam to receive a grade on the policy brief *and* to pass the course as a whole.
- Students must co-author the policy brief (i.e., presentation and report) to pass the course as a whole.

A Note regarding Writing Assignments

Writing skills are important to academic study in all disciplines. In keeping with the University of Calgary's emphasis on the importance of academic writing in student assignments (section E.2 of 2019-20 Calendar), writing is emphasized, and the grading thereof in determining a student's mark in this course. The Bachelor of Health Sciences values excellence in writing. Competence in writing entails skills in crafting logical, clear, coherent, non-redundant sentences, paragraphs and broader arguments, as well as skills with the mechanics of writing (grammar, spelling, punctuation). The University of Calgary offers a number of instructional services through the Students' Success Centre's Writing Support Services (<http://www.ucalgary.ca/writingsupport/>) for students seeking feedback on assignments or seeking to improve their general writing skills. Students are **strongly encouraged** to take advantage of these programs.

Grading Scheme

Letter Grade	Description	Percentage
A+	Outstanding performance	97-100
A	Excellent performance	90-96
A-	Approaching excellent performance	85-89
B+	Exceeding good performance	80-84
B	Good performance	75-79
B-	Approaching good performance	70-74
C+	Exceeding satisfactory performance	65-69
C	Satisfactory performance	60-64
C-	Approaching satisfactory performance	57-59
D+	Marginal pass	54-56
D	Minimal pass	50-53
F	Did not meet course requirements	0-49

Missed Components of Term Work

- Late assignments will not be graded; that is, students will receive a mark of zero.

- Students who miss the midterm exam will receive a mark of zero.

The only exceptions are those in keeping with the University Calendar (e.g., debilitating illness, religious conviction, or severe domestic affliction). Requests related to such extenuating circumstances must be received in writing. Transportation delays are common events in Calgary and are NOT acceptable reasons for late arrivals to class, meetings and examinations. Please note that while absences are permitted for religious reasons, students are responsible for providing advance notice and adhering to other guidelines on this matter, as outlined in the University Calendar (<https://www.ucalgary.ca/pubs/calendar/current/e-4.html>).

Brightspace by Desire2Learn (D2L)

Brightspace (by D2L) is located on the University of Calgary server and will be used extensively for communication with students. **It is the student's responsibility to ensure that they receive all posted communications and documents and that they receive emails sent by instructors or fellow students through D2L.** Only your @ucalgary.ca email address may be linked to D2L. Please ensure that you are regularly checking your @ucalgary.ca account.

A laptop, desktop, tablet or mobile device is required for D2L access. If you need help accessing or using D2L, please visit the Desire2Learn resource page for students:
<http://elearn.ucalgary.ca/d2l-student/>.

Attendance and Conduct

Regular attendance is vital to effective participation in class and online. Please see the hand-out on assessment of participation, as a graded component for this class, for more information.

Students are expected to take notes during class, and should not rely solely on material supplied by the instructors.

The classroom and the course website should be safe places to share ideas without judgement. We aspire to create a community, through which we can all learn from one another. Students are expected to conduct themselves in a mature and courteous manner at all times. Students are expected to frame their comments and questions, to lecturers and to one another, in respectful manner.

Electronic Devices

The Bachelor of Health Sciences program aims to create a supportive and respectful learning environment for all students. The use of laptop and mobile devices is acceptable when used in a manner appropriate to the course and classroom activities. However, research studies have found that off-topic use of electronic devices in the classroom negatively affects the learning of both the user and others in the class. Students are to refrain from accessing websites that may be distracting for fellow learners (e.g., personal email, Facebook, YouTube).

Students are responsible for being aware of the University's Internet and email use policy, which can be found at <https://www.ucalgary.ca/policies/files/policies/electronic-communications-policy.pdf>

Copyright

It is the responsibility of students and professors to ensure that materials they post or distribute to others comply with the Copyright Act and the University's Fair Dealing Guidance for Students (library.ucalgary.ca/files/library/guidance_for_students.pdf). Further information for students is available on the Copyright Office web page (<http://library.ucalgary.ca/copyright>)

A Note Regarding Instructor Intellectual Property

Generally speaking, course materials (e.g., course outlines, presentations and posted notes, labs, case studies, assignments and exams) remain the intellectual property of their creators. These materials may not be reproduced, redistributed or copied without the explicit consent of instructors. The posting of course materials to third party websites, such as note-sharing sites, without permission is prohibited. Sharing of extracts of these course materials with other students enrolled in the course **at the same time** may be allowed under fair dealing.

Academic Accommodations Based on Disability or Medical Condition

Students seeking an accommodation based on disability or medical concerns should contact Student Accessibility Services; SAS will process the request and issue letters of accommodation to instructors. For additional information on support services and accommodations for students with disabilities, visit www.ucalgary.ca/access/.

Accommodations on Protected Grounds other than Disability

Students who require an accommodation in relation to their coursework based on a protected ground other than disability, should communicate this need, preferably in writing, to their instructor or to the designated BHSc program contact, Mrs. Jennifer Logan (jljlogan@ucalgary.ca), or to Dr. Ebba Kurz, Associate Dean, Undergraduate Health and Science Education, Cumming School of Medicine. The full policy on Student Accommodations is available at <http://www.ucalgary.ca/policies/files/policies/student-accommodation-policy.pdf>.

Academic Misconduct

The University of Calgary is committed to the highest standards of academic integrity and honesty. The University of Calgary has created rules to govern all its members regarding the creation of knowledge and the demonstration of knowledge having been learned. For information on academic misconduct and its consequences, please see the University of Calgary Calendar at <http://www.ucalgary.ca/pubs/calendar/current/k.html> Students are expected to be familiar with these standards and to uphold the policies of the University in this respect. Please know that the University and the Cumming School of Medicine take these rules seriously. **All incidences of academic dishonesty in this course, such as cheating and plagiarism, will be reported to the Associate Dean for investigation;** infractions will be noted on the record of a student found to be guilty.

Recording of Lectures

Audio or video recording of lectures is prohibited except where explicit permission has been received from instructors.

Other Important Information**Freedom of Information and Protection of Privacy Act**

Student information will be collected in accordance with typical (or usual) classroom practice. Students' assignments will be accessible only by the authorized course faculty. Private information related to the individual student is treated with the utmost regard by the faculty at the University of Calgary

Appeals

If there is a concern with the course, academic matter or a grade, first communicate with the instructor. If these concerns cannot be resolved, students can proceed with an academic appeal, as per Section I of the University Calendar. Students must follow the official reappraisal/appeal process and may contact the Student Ombuds' Office (<http://www.ucalgary.ca/ombuds>) for assistance with this and with any other academic concerns, including academic and non-academic misconduct. Students should be aware that concerns about graded term work may only be initiated **within 10 business days** of first being notified of the grade. <https://www.ucalgary.ca/pubs/calendar/current/i-2.html>

Resources for Support of Student Learning, Success, Safety and Wellness

Student Success Centre <http://www.ucalgary.ca/ssc/>
Student Wellness Centre <http://www.ucalgary.ca/wellnesscentre/>
Distress Centre <http://www.distresscentre.com/>
Library Resources <http://library.ucalgary.ca>

Wellness and Mental Health Resources

The University of Calgary recognizes the pivotal role that student mental health plays in physical health, social connectedness and academic success, and aspires to create a caring and supportive campus community where individuals can freely talk about mental health and receive supports when needed. We encourage you to explore the excellent mental health resources available throughout the university community, such as counselling, self-help resources, peer support or skills-building available through the SU Wellness Centre (Room 370 MacEwan Student Centre, <https://www.ucalgary.ca/wellnesscentre/services/mental-health-services>) and the Campus Mental Health Strategy (<http://www.ucalgary.ca/mentalhealth/>).

Student Ombuds' Office

The Student Ombuds' Office supports and provides a safe, neutral space for students. For more information, please visit www.ucalgary.ca/ombuds/ or email ombuds@ucalgary.ca.

BHSc Student Faculty Liaison Committee (SFLC)

The BHSc SFLC, with elected representatives from all majors, serves to raise issues of interest to BHSc students to the program administration, including items pertaining to curriculum, scheduling and events. A list of current representatives can be found on the BHSc website.

Student Union (SU) Information

The SU Vice-President Academic can be reached at (403) 220-3911 or suvpaca@ucalgary.ca.

Student Success Centre

The Student Success Centre provides services and programs to ensure students can make the most of their time at the University of Calgary. Our advisors, learning support staff, and writing support staff assist students in enhancing their skills and achieving their academic goals. They provide tailored learning support and advising programs, as well as one-on-one services, free of charge to all undergraduate and graduate students. For more information visit:

<https://www.ucalgary.ca/student-services/student-success>

Emergency Evacuation/Assembly Points

As part of the University of Calgary Emergency Evacuation plan, students, faculty, and staff should locate the closest Assembly Point in case of Fire Alarm. Safety signage is posted throughout the campus showing the locations and the possible route to these locations. All students, faculty, and staff are expected to promptly make their way to the nearest Assembly Point if the Fire Alarm is activated. No one is to return into campus facilities until an all clear is given to the warden in charge of the Assembly Area. For more information, see

<https://www.ucalgary.ca/emergencyplan/building-evacuation/assembly-points>

Safewalk

Campus security will escort individuals, day or night, anywhere on campus (including McMahon Stadium, Health Sciences Centre, Student Family Housing, the Alberta Children's Hospital and the University LRT station). Call 403-220-5333 or visit

<http://www.ucalgary.ca/security/safewalk>. Use any campus phone, emergency phone or the yellow phone located at most parking lot pay booths. Please ensure your personal safety by taking advantage of this service.

Class Schedule

Please see below for a list of topics for class and dates for assessed components of the course. Please note that unforeseen circumstances may cause changes to the schedule with respect to the timing of topics and readings. Students will be notified of all changes in a timely manner by way of email and announcements in class and on the course website. The date for the mid-term examination is firm and will not be altered.

Week	Date	Topics	Assessment
1	15 Jan	Overview & History (insurance schemes, jurisdictions)	Participation
2	22 Jan	Policy Cycle Policy Briefs – Introduction to the Assignment History (con't – Medicare in Canada & internationally)	Participation
3	29 Jan	Policy Cycle (con't) Op-Eds – Introduction to the Assignment Policy Briefs (teams)	Journal Club #1 (summary) Participation
4	5 Feb	Primary healthcare in Canada History (con't – uninsured health-related services) Policy Briefs (teams)	Journal Club #1 (appraisal) Participation
5	12 Feb	Specialized healthcare in Canada Policy Briefs (teams)	Participation
6	26 Feb	Public Health Agency of Canada Policy Briefs (teams)	Mid-Term Exam Participation
7	4 Mar	Canadian Food Inspection Agency Mid-Term Debrief Policy Briefs (teams)	Journal Club #2 (summary) Participation
8	11 Mar	Medical Officers of Health in Canada Municipal Governments Policy Briefs (teams)	Journal Club #2 (appraisal) Participation
9	18 Mar	Pharmaceutical policies in Canada Policy Briefs (teams)	Op-Ed Participation
10	25 Mar	Mental healthcare in Canada Policy Briefs (teams)	Participation
11	1 Apr	Housing policy and systems in Canada Policy Briefs (teams)	Participation
12	8 Apr	Policy Briefs (presentations)	Policy Briefs (presentations) Participation
13	15 Apr	Policy Briefs (presentations)	Policy Brief (report) Policy Briefs (presentations) Participation