



## Course Plan (Syllabus)

### First: Course Information

<b>Faculty: Nursing</b>	
<b>Department: Community and Mental Health Nursing</b>	<b>Program: Master</b>
<b>Academic Year: 2024/2025</b>	<b>Semester: Second</b>

Course No.: 0801706	Course Title: Nursing Administration 2 -Theory		
Credit Hours: 3 hours	Theoretical: 3 hours		Practical: 0 hour
Prerequisite No.: 0801703	Prerequisite Title: Nursing Administration 1 -Theory		
Section No.:1	Lecture <input type="checkbox"/> Sun <input type="checkbox"/> Tue <input type="checkbox"/> Thu <input type="checkbox"/> Fri Day(s): <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Mon <input type="checkbox"/> Wed		Lecture Time: (12:00-15:00)
Level in JNQF	Level 9	Virtual Hours JNQF    126	
Type of Course	Obligatory Faculty		
Type of Learning	Blended Learning (1 Face-to-Face + 1 Asynchronous)		

### Second: Instructor's / Coordinator's Information

<b>Course Instructor</b>	<b>Name: Dr. Eman Ebrahim</b>				<b>Academic Rank: Associate Professor</b>		
	<b>Office No.:247D</b>		<b>Ext. No.: 1806</b>		<b>Email: eebrahim@zu.edu.jo</b>		
	<b>Office Hours</b>	<b>Sun</b> 10-11 11-12	<b>Mon</b> 10-11 11-12	<b>Tues</b> choose choose	<b>Wed</b> choose choose	<b>Thu</b> 2-3 3-4	<b>Sat</b> choose choose
<b>Course Coordinator</b>	<b>Name: Dr. Eman Ebrahim</b>				<b>Academic Rank: Associate Professor</b>		
	<b>Office No.:247D</b>		<b>Ext. No.: 1806</b>		<b>Email: eebrahim@zu.edu.jo</b>		

### Third: Course Description

This course designed to provide post graduate students with the concepts and theories of management and leadership needed for the nurse manager to manage the nursing care services in the different health care systems today. The course focuses on change management, evaluation of nurses' performance, development, motivation and discipline, management and improvement of quality in nursing, documentation of patient care, critical thinking, problem solving, decision making, and nursing informatics as well.

Moreover, this course will empower post graduate students to deal with healthcare managers at different levels especially the executive levels at their healthcare institutions.



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By the end of the course, students will be able to:

1. Understand the principles and importance of change management in nursing leadership and practice.
2. Demonstrate proficiency in implementing quality improvement projects, quality initiatives, and risk management projects.
3. Apply effective communication skills to enhance the quality and safety of rendered healthcare.
4. Utilize performance evaluation tools to analyze staff performance, critical incidents, staff career path, and promotion of staff.
5. Conduct a post-performance appraisal employee interview at different healthcare institutions.
6. Utilize the different strategies to create a motivating climate in healthcare organizations.
7. Handle resistance to change in healthcare organizations using the different strategies.
8. Utilize the different approaches of coaching, disciplining, terminating of staff in healthcare institutions.
9. Apply the strategies of time and stress management at various levels in healthcare institutions.
10. Demonstrate different strategies in making decisions and solving problems in healthcare entities.

### Fifth: Learning Outcomes

Level descriptor according to (JNQF) *	CILOs Code	CILOs	Associated PILOs Code Choose one PILO for each CILO**	Assessment Methods	Scores out of 100
Knowledge	K1	Explain the nursing audit as a quality control tool for improving quality in healthcare context.	P1	Quizzes, Midterm and Final Exam	9
	K2	Recognize the types and strategies of change management in healthcare institutions.	P2	Quizzes, Midterm and Final Exam	9
	K3	Describe the nurses' role as a change agent in the change process.	P2	Quizzes, Midterm and Final Exam	10
Skills	S1	Apply effective communication skills in providing healthcare services.	P3	Quizzes, Midterm and Final Exam	10
	S2	Work at health care facility with team spirit.	P4	Quizzes, Midterm and Final Exam	9
	S3	Participate actively in group assignments and group discussion.	P4	Quizzes, Midterm and Final Exam	9
	S4	Analyze the driving and restraining forces for change process in specific situations	P4	Quizzes, Midterm and Final Exam	10
Competencies	C1	Create a blame free environment by being a patient safety advocate to encourage adverse events reporting.	P4	Quizzes, Midterm and Final Exam	9
	C2	Utilize the different strategies to create a motivating and productive climate for all staff.	P5	Quizzes, Midterm and Final Exam	8
	C3	Handle resistance to change using the different strategies.	P5	Quizzes, Midterm and Final Exam	8
	C4	Utilize the quality management tools in a given situation for the purposes of improvement.	P6	Quizzes, Midterm and Final Exam	9

\* <https://jnqf.heac.org.jo/?v=5.20.10.28.2&url=ar/Manuals>; \*\* Program Outcome Competencies (Learning outcomes) Code (PILOs); CILOs: Course





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Intended Learning Outcomes: \*\*\* <https://www.aacnnursing.org/Portals/0/PDFs/Publications/Essentials-2021.pdf>

\*\*\* [https://jnc.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/national\\_standards\\_and\\_core\\_competencies\\_for\\_registered\\_nurse\\_2016.pdf](https://jnc.gov.jo/ebv4.0/root_storage/en/eb_list_page/national_standards_and_core_competencies_for_registered_nurse_2016.pdf)

### Sixth: Learning Resources

<b>Main Reference</b> <i>Marquis, L. B., &amp; Huston, C. J. (2023). Leadership roles and management functions in nursing: Theory and applications (13<sup>th</sup>ed.). Philadelphia: Lippincott</i>		
<b>Author:</b> <i>Marquis, L. B., &amp; Huston, C. J.</i>	<b>Edition:</b> 13 <sup>th</sup>	<b>Publication Year:</b> 2023
<b>Additional resources:</b> <i>Effective leadership and management in nursing (9th ed.). New Jersey: Pearson Education, Inc. American Hospitals Association (AHA). <a href="https://www.aha.org/">https://www.aha.org/</a>. U.S. Department of Health and Human Services (HHS). <a href="https://www.hhs.gov/">https://www.hhs.gov/</a>. Jordanian Ministry of Health (MoH). <a href="https://moh.gov.jo/Default/Ar">https://moh.gov.jo/Default/Ar</a>.</i>		
<b>Teaching Context</b>	<input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Laboratory <input checked="" type="checkbox"/> Workshop <input checked="" type="checkbox"/> MS Teams <input checked="" type="checkbox"/> Moodle	

### Seventh: Course Structure

Lecture Date	Topics	CILOs Codes	Teaching Procedures	Teaching Methods	References
2025/03/08	Orientation and Introduction to the Course, Resources Materials and Requirements.	All (CILOs)	Face-to-Face	Group discussion and Lecturing	Course Syllabus
2025/03/15	Initiating and Managing Change	K:1-3 S: 4	Asynchronous	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch. 5)
2025/03/22	Managing and Improving Quality	K:1-3 S: 4	Face-to-Face	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch. 6)
2025/03/29	Thinking Critically, Making Decisions, Solving Problems.	K:1-3 S: 1-4 C:1-4	Asynchronous	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Asynchronized Activity Plan (Ch. 8)
2025/04/05	Communicating Effectively Quiz-1	K:1-3 S: 1-4 C:1-4	Face-to-Face	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch. 9)
2025/04/12	Handling Conflict	K:1-3 S: 1,2,3 C:1 & 2		Self-study activities, Group discussion,	Marquis, L. B., & Huston (Ch. 12)





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			Asynchronous	Lecturing, Critical analysis of learning material and E-Learning.	
2025/04/19	Managing Time and Stress	K:1-3 S: 1-4 C:1-4	Face-to-Face	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch. 13, 25)
Midterm Exams: 2025/04/26					
2025/05/03	Motivating and Developing Staff	K:1-3 S: 1-4 C:1 & 3	Asynchronous	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch. 17)
2025/05/10	Evaluating Staff Performance	K:1-3 S: 1-4 C:1-4	Face-to-Face	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch.18)
2025/05/17	Coaching, Disciplining, and Terminating Staff Quiz-2	K:1-3 S: 1-4 C:1-4	Asynchronous	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch. 19)
2025/05/24	Managing Absenteeism, Reducing Turnover, Retaining Staff	K: 1-3 S: 1-4 C:1-4	Face-to-Face	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch. 20)
2025/05/31	Dealing with disruptive staff problems	K: 1 S: 1 C:1	Asynchronous	Self-study activities, Group discussion, Lecturing, Critical analysis of learning material and E-Learning.	Marquis, L. B., & Huston (Ch. 21)
2025/06/07	Holiday: Eid Al-Adha				
Final Exams: 2025/06/15 to 2025/06/25					



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### Eighth: Assessment Methods

Assessment Method	Score Identified for each Assessment	Specific Course Output to be Assessed*										
		K1	K2	K3	S1	S2	S3	S4	C1	C2	C3	C4
Mid-term Exam	30%	3	3	3	3	3	3	3	3	2	2	2
Quizzes	10%	1	1	1	1	1	1	1	1	1	1	
Group Presentation	20%	2	2	2	2	2	2	2	1	1	1	3
Final Exam	40%	3	3	4	4	3	3	4	4	4	4	4
Total out of 100	100	9	9	10	10	9	9	10	9	8	8	9

\* Refer to document ([Guidelines-for-Nursing-Programs-Accreditation-at-Jordanian-Universities](#))

### Ninth: Course Policies

All course policies apply across **all teaching modes**, including **online, blended, and face-to-face learning**.

- **Punctuality:** Attend on time; late work may lose marks.
- **Participation:** Engage in discussions, group work, and assignments.
- **Attendance & Exams:** Mandatory attendance; valid excuse required for absences.
- **Academic Integrity:** No cheating, plagiarism, or unauthorized collaboration.
- **Ethical Conduct:** Respectful behavior is required online and offline.
- **Technology Use:** Follow platform rules; no misuse of digital tools.

Approval	Name	Date	Signature
Head of Department	Dr. Islam Al-Oweidat	2025/03/02	
Faculty Dean	Dr. Ahmed Rayan	2025/03/02	