

**Curriculum at LAB University of Applied Sciences  
2022-2023**

**Master of Social and Health Care, Leader and Developer of  
Integrated Social and Health Care Services 22S, Lappeenranta**

Code	Name	1 y	2 y	3 y	ECTS total
<b>HLPRYHYJO22S-1001 Core Competence</b>					<b>40</b>
YY00CL94	Research, Development and Innovation Methods	5			5
YH00CR80	Strategic knowledge management in the transformation of the health and social services sector	5			5
YH00CR81	Project management in multidisciplinary networks	5			5
YH00CR82	Interprofessional and management communication		5		5
YH00CR83	Development of customer-oriented e-services		5		5
YH00CC87	Financial Management	5			5
YH00CC93	Competence Management	5			5
YH00CC94	Leading a Work Community	5			5
<b>HLPRYHYJO22S-1006 Complementary Competence</b>					<b>20</b>
LA00BQ04	Research-Based Development				0
LA00BO48	Innovation Management				0
LA00BO49	Lean-Thinking in Developing Operations				0
LA00BN40	Advanced Expert Studies				0
YH00CI19	Client and the Client Experience of Digital Services				0
YH00CI20	Professional and the Work on Digital Environment				0
YH00CI23	Service Design of Digital Era				0
YH00CI45	Service Design I: Customer Experience Management				0
YH00CJ97	Service Design II: Customer Insight in Service Design				0
YH00CK29	Service Design III: Leading the Service Design Process				0
YH00CI53	Service Management				0
LA00BO19	Strategies for the Future				0
LA00BO43	Evaluation of Effectiveness and Operations				0
ST00BO36	Developing Integrated Operational Models				0
YTS0080	Ecosystem of Social- and Health Care Services				0
YTS0082	Experts in the Future				0
YH00CR96	Providing sustainable services				0
<b>HLPRYHYJO22S-1007 Thesis</b>					<b>30</b>
YO00BU70	Thesis Planning	10			10
YO00BU71	Thesis Project and Reporting		20		20

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**HLPYHYJO22S-1001 Core Competence: 40 ECTS****YY00CL94 Research, Development and Innovation Methods: 5 ECTS****Learning outcomes**

The student is able to

- lead research, development and innovation projects
- master the methods of research and development activities

**YH00CR80 Strategic knowledge management in the transformation of the health and social services sector: 5 ECTS****Learning outcomes**

The student is able to

- Analyze, evaluate and anticipate trends in the health and social services sector and changes in the operating environment
- Understands the importance of knowledge management in formulating and implementing strategies
- Utilise knowledge management principles in leadership and development

**YH00CR81 Project management in multidisciplinary networks: 5 ECTS****Learning outcomes**

The student is able to

- Explains the phases of the project and the starting points for networking
- Organize project implementation
- Work in projects and networks as a manager or expert
- Evaluate project results, impacts and effectiveness

**YH00CR82 Interprofessional and management communication: 5 ECTS****Learning outcomes**

The student is able to

- Identify the requirements and opportunities set by the multichannel operating environment
- Identify the specificities of multiprofessional team communication and assess their impact on communication flow
- Develop their personal communication and negotiation skills as an expert and manager
- Take advantage of the potential of a digitalized operating environment in communications

**YH00CR83 Development of customer-oriented e-services: 5 ECTS****Learning outcomes**

The student is able to

- analyze the development needs, opportunities and challenges of e-services in the development of customer-oriented services
- develop customer-oriented digital service and operating processes in multidisciplinary collaboration

- plan the implementation process of the customer-oriented e-health and social service

### **YH00CC87 Financial Management: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use the basic concepts of the social and health care economy
- plan, implement and evaluate financial planning processes
- manage the financial activity at a unit level, taking into account the economy of the whole organisation

### **YH00CC93 Competence Management: 5 ECTS**

#### **Learning outcomes**

The student is able to

- assess and set objectives for individual's competence and competence potential based on individual and organisational needs
- identify, assess and develop unit and organisational level competences and competence potential
- use knowledge and competence sharing models and tools

### **YH00CC94 Leading a Work Community: 5 ECTS**

#### **Learning outcomes**

The student is able to

- identify, assess and develop the functionality of a work community and well-being at work
- identify, encounter and solve demanding situations in a work community
- develop work community communication in a digital and multiform environment
- act as a supervisor in an ethically sustainable manner

### **HLPRYHYJO22S-1006 Complementary Competence: 20 ECTS**

### **LA00BQ04 Research-Based Development: 5 ECTS**

#### **Learning outcomes**

The student is able to

- plan a workplace-oriented research-based development project
- use different methods of workplace development and use/utilize the research data in workplace development
- evaluate and report on the research-based development project

### **LA00BO48 Innovation Management: 5 ECTS**

#### **Learning outcomes**

The student is able to

- explain the relevant concepts of innovation and innovation process
- drive the innovative processes and creatively overcome the impediments of innovation, in or

between, organizations and the emerging business opportunity

- use different idea generation tools

### **LA00BO49 Lean-Thinking in Developing Operations: 5 ECTS**

#### **Learning outcomes**

The student is able to

- become familiar with continuous improvement principles
- become familiar with the key principles of quality and Lean management
- apply Lean's key tools in developing operations

### **LA00BN40 Advanced Expert Studies: 5 ECTS**

#### **Learning outcomes**

The student is able to

- follow trends in the relevant field of specialization
- critically evaluate the sources of information about the current issues in the given field of expertise
- utilize innovative approaches and current knowledge bases to develop and manage operations

### **YH00CI19 Client and the Client Experience of Digital Services: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use the latest knowledge to develop participation of the client
- critically analyze the client experience
- innovate digital solutions to reform services

### **YH00CI20 Professional and the Work on Digital Environment: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use the latest knowledge to reform working
- analyze working models in digital environment
- improve strategically digital services and working competences

### **YH00CI23 Service Design of Digital Era: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use concepts and the knowledge of service design
- recognize user centered view as a premise for service design
- use service design methods for digital social and health services improvement

### **YH00CI45 Service Design I: Customer Experience Management: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use the basic concepts and theories of customer experience
- evaluate the usability of customer experience metrics in different services and analyze the work community's/organization's customer information and report the resulting information
- utilize customer information in the development and management of service processes

### **YH00CJ97 Service Design II: Customer Insight in Service Design: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use the basic concepts and theories of customer insight
- use appropriate methods to gain customer insight and analyze the customer's service experience
- revise the service process/processes based on customer insight information

### **YH00CK29 Service Design III: Leading the Service Design Process: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use the basic concepts and theories of service design
- use appropriate service design methods and apply them in the development of service processes
- design user-oriented social and health care services to reform the service system

### **YH00CI53 Service Management: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use the basic service management concepts and knowledge base
- describe and analyze the segmented customer group's service process and observe it in the ecosystem
- present solutions to improve the customer orientation of social and health services and the functioning of the service network

### **LA00BO19 Strategies for the Future: 5 ECTS**

#### **Learning outcomes**

The student is able to

- identify the future trends and changes in one's own field as a part of strategic work
- develop different strategies for achieving organisational goals
- create solutions to implement and evaluate the chosen strategy

### **LA00BO43 Evaluation of Effectiveness and Operations: 5 ECTS**

#### **Learning outcomes**

The student is able to

- use and apply various evaluation procedures in the development of customer-orientated services
- utilize performance evaluation information on operations as part of strategic implementation
- set objectives for and evaluate the effectiveness and effect of services from the customer and

society perspective

### **ST00BO36 Developing Integrated Operational Models: 5 ECTS**

#### **Learning outcomes**

The student is able to

- make use of both low threshold as well as demanding and high level services as part of multifunctional competence
- develop integrative operational models that support the participation of children, youth and families

### **YTS0080 Ecosystem of Social- and Health Care Services: 5 ECTS**

#### **Learning outcomes**

The student is able to

- recognize and evaluate the diverse ecosystem of social and health care services
- evaluate the challenges, influences and consequences of interface activities
- develop and evaluate the process of providing social and health care services

### **YTS0082 Experts in the Future: 5 ECTS**

#### **Learning outcomes**

The student is able to

- evaluate and create a service culture based on sharing and refining knowledge and competences
- develop user-driven services and ecosystems for future challenges

### **YH00CR96 Providing sustainable services: 5 ECTS**

#### **Learning outcomes**

The student is able to

- co-develop services in a customer-oriented way
- evaluate and create ways to develop customer-oriented activities
- evaluate and implement information management in service planning and as a support for decision-making
- support the change of sustainability and develop sustainable and reasonable practices at social and health care

### **HLPRYHYJO22S-1007 Thesis: 30 ECTS**

### **YO00BU70 Thesis Planning: 10 ECTS**

#### **Learning outcomes**

The student is able to

- describe the objectives and core contents of their thesis
- plan and describe the stages of the thesis process
- take into account the possible research permit and copyright issues.

## **YO00BU71 Thesis Project and Reporting: 20 ECTS**

### **Learning outcomes**

The student is able to

- implement the thesis on the basis of an approved thesis plan
- present the results or output of their thesis
- report on their thesis in writing in accordance with the thesis guidelines of LAB University of Applied Sciences
- as a maturity test, write a blog post, a press release or an article.