PROGRAMME SPECIFICATION

KEY FACTS

<table>
<thead>
<tr>
<th>Programme name</th>
<th>Health Services Research</th>
</tr>
</thead>
<tbody>
<tr>
<td>Award</td>
<td>Masters in Science (MSc)</td>
</tr>
<tr>
<td>School</td>
<td>Health Sciences</td>
</tr>
<tr>
<td>Department or equivalent</td>
<td>Health Services Research and Management</td>
</tr>
<tr>
<td>Programme code</td>
<td>NUMSHSR01</td>
</tr>
<tr>
<td>Type of study</td>
<td>Taught Postgraduate</td>
</tr>
<tr>
<td>Total UK credits</td>
<td>180</td>
</tr>
<tr>
<td>Total ECTS</td>
<td>90</td>
</tr>
</tbody>
</table>

PROGRAMME SUMMARY

What is Health Services Research?
Health Services Research is an interdisciplinary field of scientific inquiry that examines three major aspects of health care: access to care, quality of care, and cost of care (NICHSR, 2013). The main goals of health services research are to identify the most effective ways to organise, manage, finance, and deliver high quality care, reduce medical errors and improve patient outcomes (AHRQ, 2002). The unit of analysis in Health Services Research can include individuals, families, organisations, institutions, communities, and populations (AcademyHealth, 2000).

Programme overview
The MSc in Health Services Research will provide you with a background knowledge and understanding of the complex processes and policy issues in health service systems. Our programme of study places a strong emphasis on training in quantitative and qualitative research methods and applied data analysis. You will have the opportunity to independently design and conduct primary research in public or private healthcare organisations, international agencies, pharmaceutical companies, national NGOs, research institutions and consultancies etc. You will also have the opportunity to conduct secondary research (i.e. a systematic review) that is the cornerstone of all evidence-based practice and policy. We will provide you with a challenging and stimulating environment which will nurture your aspirations, talent, and career prospects. The programme is for people who wish to start or enhance a clinical or non-clinical career in healthcare where an in-depth knowledge of applied research methods, complex interventions, health management and policy will be an advantage.

By completing the MSc in Health Services Research, in addition to the skills described for the Postgraduate Diploma and the Postgraduate Certificate, you will have demonstrated original application of knowledge to the field of Health Services Research. You will have been engaged in research that contributes new understanding in this area.

Those of you who exit the programme with a Postgraduate Diploma, in addition to the skills described for the Postgraduate Certificate, you will have gained contemporary knowledge of the field of Health Services Research. You will have critically evaluated current evidence in the field and provided appropriate methodological and theoretical critiques.

If you exit the programme with a Postgraduate Certificate you will have examined
theories and evidence related to Health Services Research. You will have gained critical insight into core topic areas with the discipline and you will be able to consider problem-solving mechanisms. You will also be able to use a range of techniques to undertake scholarly work.

**Aims**
The programme’s aim is to provide you with opportunities to acquire an advanced knowledge and understanding of health services research and to develop relevant academic, research and communication skills. We also aim to enable you to develop an awareness of professional and contextual issues relevant to health services.

We aim to give you:
- an advanced knowledge and understanding of theory and research relevant to health services and practice.
- advanced knowledge and understanding of the implications of professional and contextual issues for health and social care.
- robust methods to design and conduct research.
- skills to critically evaluate research evidence.
- knowledge of the applicability and limits of the models and methods you use.
- skills to communicate effectively, both orally and in writing.
- methods for you to identify your own skills and knowledge base and make plans for your continuing development.

**WHAT WILL I BE EXPECTED TO ACHIEVE?**

On successful completion of this programme, you will be expected to be able to:

**Knowledge and understanding:**
- Demonstrate advanced awareness and a critical understanding of current theories and methodological approaches in Health Services Research
- Offer critical evaluation of theory-driven approaches to the development of complex interventions to improve health and healthcare
- Recognise and critically appraise the elements of the research process and apply this to research design
- Undertake the analysis of evidence/data to develop transformative solutions

**Skills:**
- Critically appraise the literature, formulate research questions and choose appropriate methods
- Critically synthesise data from quantitative and qualitative analysis and apply research findings to improve the effective delivery of health services and people’s health
- Critically assess health services interventions by using quantitative and qualitative research methods
- Clearly communicate the main aspects of your research project via a research poster
- **Apply** theory-driven and evidence-based approaches to the development of complex interventions.
Values and attitudes:
- Facilitate collaborative, inter-disciplinary and ethical approaches to research and work
- Respect the opinions of others and behave with integrity
- Be sensitive to and respect the diversity of individuals and communities
- Respect privacy and confidentiality (especially within the research context)
- Support the principle of reflective, self-directed, life-long personal development and learning

HOW WILL I LEARN?

During the course of your studies at City you will be part of an active academic/research community with a wide range of interests. You will be encouraged to meet discussion groups and attend lectures which will guide you to gain a wealth of knowledge in the area of Health Services Research. Teaching and learning is undertaken via a mix of lectures, class discussions, seminars, student presentations, case study analyses, interactive computer based exercises, a virtual learning environment, guided independent and collaborative learning and individual supervision.

The programme is offered as both a full-time and a part-time programme:
Full-time students attend the taught component of the programme for one year. Part-time students study over 24 months.
Academic years consist of 3 terms: The Autumn, Spring and Summer terms.

<table>
<thead>
<tr>
<th>Full-time and part-time modes of study</th>
<th>Autumn term</th>
<th>Spring term</th>
<th>Summer term</th>
<th>Whole Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full-time</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HRM001 (30 credits)</td>
<td></td>
<td>HRM002 (15 credits)</td>
<td></td>
<td>APM002 Dissertation module (60 credits)*</td>
</tr>
<tr>
<td>HRM004 (15 credits)</td>
<td></td>
<td>HRM003 (15 credits) 2 X elective modules (15 credits each)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 elective module (15 credits)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60 credits</td>
<td>60 credits</td>
<td>60 credits</td>
<td>180 credits</td>
<td></td>
</tr>
<tr>
<td><strong>Part-time year 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HRM001 (30 credits)</td>
<td></td>
<td>2 X elective modules (15 credits each)</td>
<td>Guided independent learning</td>
<td></td>
</tr>
<tr>
<td>30 credits</td>
<td>30 credits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Part-time year 2</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HRM004 (15 credits)</td>
<td></td>
<td>HRM002 (15 credits)</td>
<td></td>
<td>APM002 Dissertation module (60 credits)**</td>
</tr>
<tr>
<td>1 elective module (15 credits)</td>
<td></td>
<td>HRM003 (15 credits)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30 credits</td>
<td>30 credits</td>
<td>60 credits</td>
<td>120 credits</td>
<td></td>
</tr>
</tbody>
</table>

* **Full-time students will enrol for the dissertation module in the Autumn term, supervision of the dissertation will usually start in the Autumn term but this is to be agreed with your dissertation supervisor. Part-time students will enrol for the dissertation in the Autumn Term (Year 2). Regardless of when supervision begins, the amount of contact time with your dissertation supervisor is regulated by the guidance provided for the dissertation module.**
## Registration Period

The normal period of registration for full time students is one year which includes the taught programme and the dissertation. The normal period of registration for part time students is two years which includes the taught programme and the dissertation.

In some circumstances a deferral will be allowed but the maximum period of registration for this programme is 5 years.

## WHAT TYPES OF ASSESSMENT AND FEEDBACK CAN I EXPECT?

### Assessment and Assessment Criteria

Assessment Criteria are descriptions, based on the intended learning outcomes, of the skills, knowledge or attitudes that you need to demonstrate in order to complete an assessment successfully, providing a mechanism by which the quality of an assessment can be measured. Grade-Related Criteria are descriptions of the level of skills, knowledge or attributes that you need to demonstrate in order achieve a certain grade or mark in an assessment, providing a mechanism by which the quality of an assessment can be measured and placed within the overall set of marks. Assessment Criteria and Grade-Related Criteria will be made available to you to support you in completing assessments. These may be provided in programme handbooks, module specifications, on the virtual learning environment or attached to a specific assessment task.

Your learning will be assessed via a variety of methods. Assessments include:

- **In-class research methods test:** An in-class test comprising short answers and multiple choice responses to cover basic knowledge across the range of topics taught.
- **‘Mini lab’ assessments:** The mini-lab assessments will assess your understanding and competence in using the taught qualitative and quantitative methodologies.
- **Systematic review:** The systematic review will assess your ability to develop a review protocol, locate and review the relevant literature and critically synthesise findings/results in narrative form or in meta-analysis.
- **Data analysis workbook:** Following a lecture on the theoretical background of an analytical procedure and a demonstration of it in practice, you will receive the chance to get hands-on experience of conducting the procedure. This will entail working through example problems in a data analysis workbook in a supervised lab class and submitting your answers and interpretations for assessment.
- **Practical exam and associated lab report:** At the end of the lecture series, you will also be required to complete a timed practical exam on a selection of the analytical procedures covered in the module. This will be an open book exam, which will allow you to refer to notes, chapters and articles whilst tasks are being completed on a computer. The objective is to test your range of knowledge, practical ability to conduct analytical procedures and ability to interpret computer outputs to provide a summary conclusion (in the format of a report) to the analytical tasks set.
- **Participation in online discussion forums.**
- Written assignment
- Formative online quiz: This is a formative assessment which will be taken online to assess the level of learning around research methods and data analysis. This assessment may be used by students to self-reflect on their needs for further learning and areas where more intensive studying may be needed.

Specific information on assessments in each of the modules on the programme can be found in the individual module specifications, which you will find on Moodle.

Feedback on assessment

Feedback will be provided in line with our Assessment and Feedback Policy. In particular, you will normally be provided with feedback within three weeks of the submission deadline or assessment date. This would normally include a provisional grade or mark. For end of module examinations or an equivalent significant task (e.g. an end of module project), feedback will normally be provided within four weeks. The timescale for feedback on final year projects or dissertations may be longer. The full policy can be found at: https://www.city.ac.uk/__data/assets/pdf_file/0008/68921/assessment_and_feedback_policy.pdf

Assessment Regulations

In order to pass the Programme, you should complete successfully or be exempted from the relevant modules and assessments and will therefore acquire the required number of credits. You also need to pass each Part of your Programme in order to progress to the next Part.

The Pass mark for each module is 50%.

If you fail an assessment component or a module, you will normally be offered one resit attempt. However, if you did not participate in the first assessment and have no extenuating circumstances, you may not be offered a resit.

If you are successful in the resit, you shall be awarded the credit for that module. The mark used for the purpose of calculation towards your Award shall be calculated from the original marks for the component(s) that you passed at first attempt and the minimum pass mark for the component(s) for which you took a resit.

If you do not satisfy your resit by the date specified you will not progress and the Assessment Board shall require that you withdraw from the Programme.

If you fail to meet the requirements for the Programme, but satisfy the requirements for a lower-level Award, then a lower qualification may be awarded as per the table below. If you fail to meet the requirements for the Programme and are not eligible for the award of a lower level qualification, the Assessment Board shall require that you withdraw from the Programme.

If you would like to know more about the way in which assessment works at City, please see the full version of the Assessment Regulations at: http://www.city.ac.uk/__data/assets/word_doc/0003/69249/s19.doc
Ethics approval
If you are collecting empirical data involving NHS patients and clients you will need to gain ethics approval from both City University and the National Research Ethics Service. The research approval needs to be built into your research proposal, which is an assessment item in HRM001 and into your dissertation timetable. Acquiring an ethics approval is an important research skill and it may also be a time-consuming procedure. The benefit of getting ethics approval is that you will have access to patient data and you will be allowed to work with patients during your research project. Please refer to the National Research Ethics Service website for further information: http://www.nres.nhs.uk/

For those of you collecting data from people outside the NHS you will only need to apply for ethics approval from City University. Please see the City web site: http://www.city.ac.uk/health/research/research-governance where the dates for the meetings during 2012/13 are listed.

WHAT AWARD CAN I GET?

Master in Science (MSc):

<table>
<thead>
<tr>
<th>Part</th>
<th>HE Level</th>
<th>Credits</th>
<th>Weighting (%)</th>
<th>Class</th>
<th>% required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taught</td>
<td>7</td>
<td>120</td>
<td>66.5</td>
<td>With Distinction</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>With Merit</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>With Pass</td>
<td>50</td>
</tr>
<tr>
<td>Dissertation</td>
<td>7</td>
<td>60</td>
<td>33.5</td>
<td></td>
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Postgraduate Diploma:

<table>
<thead>
<tr>
<th>Part</th>
<th>HE Level</th>
<th>Credits</th>
<th>Weighting (%)</th>
<th>Class</th>
<th>% required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taught</td>
<td>7</td>
<td>120</td>
<td>100</td>
<td>With Distinction</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>With Merit</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>With Pass</td>
<td>50</td>
</tr>
</tbody>
</table>

To exit with a Postgraduate Certificate in Health Services Research you will be required to successfully complete three core modules and any other 15-credit module.

To exit with a Postgraduate Certificate in Health Sciences you will be required to achieve 60 credits by successfully completing any combination of modules from the range of core and optional elective modules.

Your Programme Director will advise you in your choice of modules.

Postgraduate Certificate:

<table>
<thead>
<tr>
<th>Part</th>
<th>HE Level</th>
<th>Credits</th>
<th>Weighting (%)</th>
<th>Class</th>
<th>% required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taught</td>
<td>7</td>
<td>60</td>
<td>100</td>
<td>With Distinction</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>With Merit</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>With Pass</td>
<td>50</td>
</tr>
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</table>
WHAT WILL I STUDY?

As a student of the MSc in Health Services Research you will receive a comprehensive theoretical and practical training in research methods and data analysis in a programme that comprises of a range of qualitative, quantitative and mixed methods courses and practical workshops. You will gain in-depth knowledge and understanding of the process of developing theory-driven complex interventions for the improvement of health and healthcare. Reflecting these priorities the core modules of the programme are:

HRM001 Introduction to Research Methods and Applied Data Analysis (30 credits)
HRM002 Advanced Research Methods (15 credits)
HRM003 Advanced Data Analysis (15 credits)
HRM004 Developing Complex Interventions

In addition you will have the opportunity to choose from a cluster of elective modules with focus in health policy and health management so that you develop a whole systems approach to health services research. Given the ever-increasing importance of economic effectiveness in the operation of health systems, you will also receive an introduction to health economics in which will be taught the principles of cost-utility, cost-effectiveness, cost-minimisation in healthcare. An expert team of in-house and guest lecturers will present their previous and on-going projects in applied health services research. Outlines and complete module specifications that are elective for MSc in Health Services Research students may be found on Moodle.

Postgraduate students are expected to allocate an average of 150 hours of taught and self-directed learning per 15-credit module. In addition to the modules listed and described in the above table, you are required to undertake a number of electives from the list below:

HPM001 Health Policy Process, Politics and Power (15 credits)
HPM004 International Health Systems (15 credits)
HPM003 Health Policy in Britain (15 credits)
HMM022 Management and Leadership in Healthcare (15 credits)
HMM008 Health Innovation and Change (15 credits)

Taught component

The taught component of the MSc in Health Services Research is structured as follows:

- 4 core modules (75 credits) – you are required to study and pass all the assessments on all four of these modules;
- 3 elective modules (45 credits) – you are required to study and pass three (of
Further information about these modules can be found in the grid below:

<table>
<thead>
<tr>
<th>Module Title</th>
<th>SITS Code</th>
<th>Module Credits</th>
<th>Core/ Elective</th>
<th>Compensation</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to Research Methods and Applied Data Analysis</td>
<td>HRM001</td>
<td>30</td>
<td>Core</td>
<td>No</td>
<td>7</td>
</tr>
<tr>
<td>Advanced Research Methods</td>
<td>HRM002</td>
<td>15</td>
<td>Core</td>
<td>No</td>
<td>7</td>
</tr>
<tr>
<td>Advanced Applied Data Analysis</td>
<td>HRM003</td>
<td>15</td>
<td>Core</td>
<td>No</td>
<td>7</td>
</tr>
<tr>
<td>Developing Complex Interventions</td>
<td>HRM004</td>
<td>15</td>
<td>Core</td>
<td>No</td>
<td>7</td>
</tr>
<tr>
<td>Health Policy Process, Politics and Power</td>
<td>HPM001</td>
<td>15</td>
<td>Elective</td>
<td>No</td>
<td>7</td>
</tr>
<tr>
<td>International Health Systems</td>
<td>HPM004</td>
<td>15</td>
<td>Elective</td>
<td>No</td>
<td>7</td>
</tr>
<tr>
<td>Health Policy in Britain</td>
<td>HPM003</td>
<td>15</td>
<td>Elective</td>
<td>No</td>
<td>7</td>
</tr>
<tr>
<td>Management and Leadership in Healthcare</td>
<td>HMM022</td>
<td>15</td>
<td>Elective</td>
<td>No</td>
<td>7</td>
</tr>
<tr>
<td>Health Innovation and Change</td>
<td>HMM008</td>
<td>15</td>
<td>Elective</td>
<td>No</td>
<td>7</td>
</tr>
</tbody>
</table>

Dissertation component
The dissertation is a core module. To achieve the credits for your degree, you are required to produce and submit a thesis of 12,000 – 15,000 words and achieve a pass mark (above 50%)

<table>
<thead>
<tr>
<th>Module Title</th>
<th>SITS Code</th>
<th>Module Credits</th>
<th>Core/ Elective</th>
<th>Compensation</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissertation</td>
<td>APM002</td>
<td>60</td>
<td>Core</td>
<td>No</td>
<td>7</td>
</tr>
</tbody>
</table>

You are required to complete all the taught modules successfully before submitting the dissertation.

TO WHAT KIND OF CAREER MIGHT I GO ON?

We always aim to build lifelong relationships with our students and we hope they will take their new knowledge, skills and values into the workplace and use it throughout their careers - as independent and confident practitioners, researchers, managers and leaders.

The course will provide you with a thorough grounding in applied health services research as well as with an in-depth knowledge of qualitative and quantitative research methodologies enabling you to conduct research of excellent standards in a range of settings including the NHS, charities, industry, government, private practice and academic and research environments.

You will gain vital transferable skills which are applicable to all health and medical-related careers where attention to detail, conducting research and evaluation for evidence based practice, and report writing is a career advantage.
Because of its central London location and its long tradition, the School of Health Sciences has close links with several healthcare institutions where you can access outstanding networking and career opportunities.

The MSc in Health Services Research is designed to strengthen your knowledge of scientific theory and method so that you are able to pursue further studies, if you wish. A number of postgraduate students in our School, upon successful completion of their MSc, decide to pursue doctoral studies in an area of their interest.

If you would like more information on the Careers support available at City, please go to: http://www.city.ac.uk/careers/for-students-and-recent-graduates.

**WHAT STUDY ABROAD OPTIONS ARE AVAILABLE?**
There are no study abroad options available on this programme

**WHAT PLACEMENT OPPORTUNITIES ARE AVAILABLE?**
No placement opportunities are available on this Programme.

**WILL I GET ANY PROFESSIONAL RECOGNITION?**
Theoretical knowledge will be no professional recognition resulting from the successful completion of this programme.

**HOW DO I ENTER THE PROGRAMME?**
- A first degree in a medical, health-related or social sciences discipline is required (minimum 2:1 honours degree, 3.0 GPA or an equivalent international degree).
- Applicants with equivalent qualifications or substantial experience in health services will also be considered on an individual basis.
- Where necessary, the English language requirements for this programme are:
  - IELTS: an overall score ≥ 7.0 (with all sub-components ≥ 6.5)
  - A first degree (i.e. BSc, BA or equivalent) from an English speaking university may be accepted in lieu of the requisite IELTS score in some circumstances

This programme adheres to City university London’s APL policy – the Programme Director would be happy to discuss APL with you on an individual basis.

**Details:**
- Version: 3.0
- Version date: May 2015
- For use by: 2015-16