

**COURSE DATA****Data Subject**

<b>Code</b>	42695
<b>Name</b>	Management of health care services
<b>Cycle</b>	Master's degree
<b>ECTS Credits</b>	3.0
<b>Academic year</b>	2023 - 2024

**Study (s)**

<b>Degree</b>	<b>Center</b>	<b>Acad. year</b>	<b>Period</b>
2124 - M.U. en Salud pública y gestión sanitaria 12-V.1	Faculty of Pharmacy and Food Sciences	1	First term

**Subject-matter**

<b>Degree</b>	<b>Subject-matter</b>	<b>Character</b>
2124 - M.U. en Salud pública y gestión sanitaria 12-V.1	5 - Health planning and management	Obligatory

**Coordination**

<b>Name</b>	<b>Department</b>
ALFONSO SANCHEZ, JOSE LUIS	265 - Prev. Medicine, Public Health, Food Sc., Toxic. and For. Med.

**SUMMARY**

Management of healthcare services try that students learn the general principles of administration and management as a science, current trends of thought and administrative manager, different system approaches, general theories of systems and their analysis.

The management and administration process as a specific aspect in the planning, organization, management, and management by objectives and assessment techniques and management steering.

An important aspect of training in this area will be the quality, components, clinical practice guidelines, the different quality systems, certification and accreditation.



## PREVIOUS KNOWLEDGE

### Relationship to other subjects of the same degree

There are no specified enrollment restrictions with other subjects of the curriculum.

### Other requirements

The recommended profile is the person in possession of an official Spanish university degree or a certificate issued by an institution of higher education in the European Higher Education Area that entitle the issuing country for access to Master's teachings. Also, can also access the / as graduates / as from educational systems outside the European Higher Education Area without the approval of their qualifications, upon verification by the University that those certify a level of education equivalent to t

## OUTCOMES

### LEARNING OUTCOMES

The teaching-learning process in this matter will help the student to acquire basic skills, general and cross-listed in the general content of the Master, and in particular the development of specific skills more directly related with the following contents:

Management of healthcare services, the student should learn management techniques, its components, management and leadership styles. In addition to understanding aspects of organizational assessment, and current management styles both in the public and private face to face economic crises (external contracts, outsourcing, insourcing, and others).

In the area of quality systems must learn introduction of quality, patient satisfaction and quality control mechanisms, in addition to managing quality certification and accreditation of health services.

## DESCRIPTION OF CONTENTS

### 1. Healthcare management

Concept of health services management, classification of health institutions, management and leadership, development of management models.

Models of health and health services organization.

The health institution as a company.

The health sector, features, functions, elements and issues of identity and systems.

Benchmarking and management skills of the parties, as well as coaching and empowerment.

Measuring patient satisfaction, suppliers, staff and environment. Trends and innovation.

**WORKLOAD**

ACTIVITY	Hours	% To be attended
Theory classes	24,00	100
Attendance at events and external activities	2,00	0
Development of group work	10,00	0
Study and independent work	10,00	0
Readings supplementary material	5,00	0
Preparation of evaluation activities	10,00	0
Preparing lectures	5,00	0
Preparation of practical classes and problem	5,00	0
Resolution of case studies	4,00	0
<b>TOTAL</b>	<b>75,00</b>	

**TEACHING METHODOLOGY**

Theoretical lessons.

Reading and discusion of documents.

Resolution of practical cases.

Resolution of problems.

Problem solving.

Work aided in computer classroom.

Work in groups tutorized.

Projects development .

Seminars .

**EVALUATION**

Theory assessment. 85%

Attendance and participation in classes. 15%



## REFERENCES

### Basic

- Iñesta A, Repullo JR. Sistemas y servicios sanitarios. Ed Diaz de Santos, Madrid, 2006.
- Sierra López A, Saénz González MC, Fernández-Créhuet Navajas J, Salleras Sanmartí L, Cueto Espinar A, Gestal Otero J, Domínguez Rojas V, Delgado Rodríguez M, Bolumar Montrull F, Herruzo Cabrera R, Serra Majem L (dirs.). Medicina Preventiva y Salud pública. 11ª ed. Barcelona: Elsevier-Masson, 2008.
- Pérez E, Oteo LA. Función directiva y recursos humanos en sanidad. Ed Diaz de Santos, Madrid: 2008.
- Membrado J. La Gestión Empresarial a través del modelo Europeo de Excelencia de la EFQM. Madrid: Ed. Díaz de Santos, 1999.
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- Rodríguez P, García J, Lorenzo S, Monserrat D, Carlos J. Modelo de Gestión de Calidad. En: Rodríguez P, García J, editores. Calidad en la atención sanitaria. Conceptos teóricos y aplicaciones prácticas. Madrid: Sociedad Española de Medicina Preventiva, 2001.
- Scardina SA. SERVQUAL: a tool for evaluating patient satisfaction with nursing care. Journal of Nurse Care Quality 1994; 8, 38-46.

### Additional

- Parasuraman A, Zeithaml VA, Berry, LL. Refinement and reassessment SERVQUAL. Scale. Journal of Retailing 1991; 67, 420-449
- GÓMEZ DE HITTA, J.L. Formas Jurídicas de la organización sanitaria. Granada, Escuela Andaluza de Salud Pública, 2000
- NÚÑEZ FEIJÓO, A. «Nuevas formas de gestión en el Sistema Nacional de Salud». Revista de Administración Sanitaria, 1999; 9:59-67.
- Porter, M. E. and E. O. Teisberg. 2004. Redefining competition in health care. Harvard Business Review (June): 64-76.
- Blanco JH, Maya JM. Administración de Servicios de Salud. Ed Corporación para investigaciones biológicas, Medellín, 2005.
- Corella JM. Como preparar estudios de inversión en el sector sanitario. Ed Diaz de Santos, Madrid, 2003.