

SUBJECT TEACHING GUIDE

G1033 - Management of Nursing Services

Degree in Nursing

Academic year 2019-2020

1. IDENTIFYING DATA					
Degree	Degree in Nursing			Type and Year	Compulsory. Year 3
Faculty	Faculty of Nursing				
Discipline	Subject Area: Management of Nursing Services Module: Nursing Science				
Course unit title and code	G1033 - Management of Nursing Services				
Number of ECTS credits allocated	6	Term	Semester based (2)		
Web					
Language of instruction	Spanish	English Friendly	No	Mode of delivery	Face-to-face

Department	DPTO. ENFERMERIA
Name of lecturer	MARIA MADRAZO PEREZ
E-mail	maria.madrado@unican.es
Office	Facultad de Enfermería. Planta: + 2. DESPACHO DIRECCIÓN (204)
Other lecturers	BLANCA TORRES MANRIQUE VICTOR FRADEJAS SASTRE

3.1 LEARNING OUTCOMES

- Gaining a perspective of what health systems, stakeholders and their interests represent
- Defining the concepts of health economics explaining production, distribution and evaluation of health care
- Getting the basic knowledge to apply the administrative process to professional practice, whatever the scope to be performed
- Identifying the different models of health management of nursing care and the involved decision-making processes.
- Distinguish the concept of quality in health services, its evolution and the total quality management model
- Describing the methodological process of planning health problems
- Identifying and implementing criteria and indicators that allow scientific, technical and quality evaluation of health care
- Providing the instruments to analyze the complexity of the health system
- Discuss possible alternatives for financing the health system

4. OBJECTIVES

The purpose of the course is to place the student in the context of health services and to provide him or her with tools of professional judgment and skills that will allow him or her the use of a logical process of thought and action and better utilization and coordination of all available resources to offer society an effective and efficient work

6. COURSE ORGANIZATION

CONTENTS	
1	HEALTH CONTEXT. Health Systems. Health National System. Reforms in Health Systems and Services. Reforms in the professional field
2	QUALITY AND SAFETY OF HEALTH CARE AND NURSING SERVICES. Nursing leadership. Interpersonal communication in management. Nursing Care and Patient Safety. Assessing the quality of care.
3	HEALTH ECONOMICS. Introduction to health economics. Economic criteria for Health Services. Contractual policies in Primary Care and Specialty Care. Spanish Health System financing.
4	Complexity of the health system. Confluence matrix and conflict of interest of stakeholders
5	Workshop on Searches for Evidence Based Nursing
6	MANAGEMENT OF NURSING SERVICES. Administration Fundamentals. Clinical Management. Manager Case Nurse
7	Economic instruments of the medical product assessment
8	Case Analysis of Clinical Safety (Fishbone, SWOT analysis, FMEA).
9	Process management in different health centers. Analysis of different models of health management
10	Development of clinical pathways
11	Process management in different health centers. Analysis of different models of health management

7. ASSESSMENT METHODS AND CRITERIA

Description	Type	Final Eval.	Reassessn	%
Written exam Yes Yes 60,00	Written exam	Yes	Yes	60,00
Continuous assessment Written exam No Yes 40,00	Written exam	No	Yes	40,00
TOTAL				100,00
Observations				
It will only account for a 'no show' in the event that the student is not present neither the 'knowledge test' nor any continuous education activity (classroom practices activities or teamwork). Should continuing education activities are conducted but not the 'knowledge test' (written exam) instead of a 'no show' the final note will be noted, that in this case it will be only to their continuous training activities				
Observations for part-time students				
Part-time students may perform, if they choose, a single test that corresponds to the final exam of the course				

8. BIBLIOGRAPHY AND TEACHING MATERIALS

BASIC

- Llano del, J.E., Ortún, V., & Raigada, F. (2014). Gestión Clínica. Vías de Avance. Madrid: Pirámide.
- Beatriz González López-Valcárcel, Juan Oliva Moreno, Marta Traperro Bertran, Álvaro Hidalgo Vega, Juan Ernesto del Llano Señarís (2018). Economía de la Salud. Madrid: Pirámide
- Antelo, M., Fraga, J.M., Reboredo, J.C. (2010). Fundamentos de economía y gestión de la salud. Universidad de Santiago de Compostela.
- Hidalgo, A., Corugedo, I., & LLano del, J.E. (2000). Economía de la Salud. Madrid: Pirámide.
- Hodge, B.J., Anthony, W.P., Gales, L.M. (2011). Madrid: Pearson Prentice Hall.
- Meneu, R., Ortún, V., & Rodriguez, F. (2005). Innovaciones en gestión clínica. Barcelona: Masson.
- Mintzberg, H., Quinn, J.B., Ghosal, S. (2002). El proceso estratégico. Madrid: Prentice Hall.
- Ortún, V. (2003). Gestión clínica y sanitaria. De la práctica diaria a la academia, ida y vuelta. Barcelona: Masson.
- Repullo, J. R., & Iñesta, A. (2008). El futuro de la gestión clínica. Barcelona: Ars Medica.
- Repullo, J. R., & Iñesta, A. (2006). Sistemas y Servicios Sanitarios. Madrid: Díez de Santos.
- Repullo, J. R., & Oteo, L. A. (2005). Un nuevo contrato social para un sistema nacional de salud sostenible. Madrid: Ariel.