



UNIVERSITÀ DEGLI STUDI DI PALERMO

SCHOOL	POLYTECHNIC SCHOOL
ACADEMIC YEAR	2016/2017
FIRST CYCLE COURSE	BIOMEDICAL ENGINEERING
SUBJECT	HEALTHCARE SYSTEMS MANAGEMENT
TYPE OF EDUCATIONAL ACTIVITY	B
AMBIT	50300-Ingegneria gestionale
CODE	18414
SCIENTIFIC SECTOR(S)	ING-IND/35
HEAD PROFESSOR(S)	MAZZOLA ERICA Professore a contratto Univ. di PALERMO
OTHER PROFESSOR(S)	
CREDITS	6
INDIVIDUAL STUDY (Hrs)	96
COURSE ACTIVITY (Hrs)	54
PROPAEDEUTICAL SUBJECTS	
YEAR	1
TERM (SEMESTER)	2° semester
ATTENDANCE	Not mandatory
EVALUATION	Out of 30
TEACHER OFFICE HOURS	

<p>TEACHING METHODS</p>	<p>Lectures, Case study analyses</p>
<p>ASSESSMENT METHODS</p>	<p>The assessment of knowledge, competences, and applicative capabilities consists of 2 parts, each expressed in 30th. The final grade is the simple average of these two parts. The first part consists of the analysis, presentation and discussion of a case study on a topic on Healthcare Systems Management chosen at the beginning of the course. The second part consists of the oral exam on the course contents. Each student can face these two parts in the exam session he/she decides to register for. However, the case study analysis delivery must be by the end of the course.</p> <p>1) Assessment methods of the CASE STUDY ANALYSIS. The case study analysis is assessed based on the following criteria: coherence with contents, objective and outcomes of the case study, level of competence and critical ability (related to the given topic), level of language ability, level of presentation ability.</p> <p>2) Assessment methods of the ORAL EXAM. The oral exam serves to verify the given student's knowledge with regard to the course contents.</p> <p>The student assessment is as follows: Excellent 30-30 cum laude. The student shows excellent knowledge of the topics of the course, excellent language and communication skills, excellent ability to analyze the issues related to healthcare systems management, excellent ability to understand real arguments in the settings of the course, excellent ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management. The student has developed a good autonomy and good relational and leadership skills.</p> <p>Very good 26-29. The student shows very good knowledge of the topics of the course, very good language and communication skills, very good ability to analyze the issues related to healthcare systems management, very good ability to understand real arguments in the settings of the course, very good ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management. The student has develop autonomy and relational and leadership skills.</p> <p>Good 24-25. The student shows good knowledge of the topics of the course, good language and communication skills, good ability to analyze the issues related to healthcare systems management, good ability to understand real arguments in the settings of the course, good ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management. The student has improved autonomy and relational and leadership skills.</p> <p>Satisfactory 21-23. The student shows satisfactory knowledge of the topics of the course, satisfactory language and communication skills, satisfactory ability to analyze the issues related to healthcare systems management, satisfactory ability to understand real arguments in the settings of the course, satisfactory ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management. The student has not improved autonomy and relational and leadership skills.</p> <p>Sufficient 18-20. The student shows sufficient knowledge of the topics of the course, sufficient language and communication skills, sufficient ability to analyze the issues related to healthcare systems management. The student does not show the ability to understand real arguments in the settings of the course, the ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management. The student has not improved autonomy and relational and leadership skills.</p> <p>Insufficient. The student show he/she has not reached the minimum knowledge of the topics of the course and shows not satisfactory language and communication skills. The student also shows he/she has not reached a sufficient ability to analyze the issues related to healthcare systems management.</p>
<p>LEARNING OUTCOMES</p>	<p>Knowledge The student will develop knowledge and clear understanding of the key issues healthcare systems face nowadays. The student will learn the structure, the functioning and the funding of healthcare systems. The student will develop knowledge about the most recent techniques for effective, efficient and sustainable management of healthcare systems and organizations, and for the improvement of the performances of the mentioned systems/organizations</p>

	<p>under a welfare maximization perspective.</p> <p>Comprehension and ability to apply knowledge The student will acquire knowledge and methodologies to analyze and solve problems related to the management of healthcare systems and organizations. The student will be able to conduct detailed analyses of healthcare systems, to design, manage and assess the processes, the organizational units and the performances of healthcare systems and organizations, to evaluate the most relevant technologies and innovations in the healthcare system.</p> <p>Making judgments The student will acquire the ability to autonomously analyze and assess healthcare systems and organizations. In particular, he/she will be able to make judgments on the effectiveness, the efficiency and the sustainability of the processes in healthcare systems and organizations.</p> <p>Communication skills The student will be able to communicate with competence and language skills all the issues related to the management of healthcare systems in highly specialized contexts.</p> <p>Learning ability The student will be able to autonomously face the issues related to the management of healthcare systems and organizations, to deepen the knowledge on specific topics in the field, to put in practice such knowledge and competences in professional knowledge intensive contexts.</p>
EDUCATIONAL OBJECTIVES	At the end of the course, the student will develop knowledge and clear understanding of the key issues healthcare systems face nowadays. The student will learn the structure, the functioning and the funding of healthcare systems. The student will develop knowledge about the most recent techniques for effective, efficient and sustainable management of healthcare systems and organizations, and for the improvement of the performances of the mentioned systems/organizations under a welfare maximization perspective.
PREREQUISITES	None
SUGGESTED BIBLIOGRAPHY	I SISTEMI DI GOVERNANCE DEI SERVIZI SANITARI REGIONALI - Quaderno 57 Fornez Lecturer's Slides

SYLLABUS

Hrs	Frontal teaching
1	Introduction to the course: basic concepts for healthcare systems management
2	Structure, functioning and funding of healthcare systems: Analysis of main healthcare systems in industrialized countries.
4	Structure, functioning and funding of healthcare systems: Analysis of the Italian healthcare system
3	The processes in healthcare systems and organizations: key actors, governance and organizational configurations
2	The value chain of a healthcare organization and the relative critical processes
2	The administrative processes in healthcare organizations
6	The technical processes in healthcare organizations: Clinical Engineering, Risk and Quality Management in healthcare, Healthcare Information Systems
2	Evidence-based medicine and evidence-based management in healthcare
3	Decision-making in healthcare
2	Technology Assessment in healthcare systems and organizations
3	Telemedicine and innovative technologies for healthcare systems management
Hrs	Practice
24	Case study analysis on the topics of the course