



IDENTIFYING DATA

(*)Organización do sistema sanitario e enxeñaría de procesos nos servizos sanitarios

Subject	(*)Organización do sistema sanitario e enxeñaría de procesos nos servizos sanitarios			
Code	V04M192V01303			
Study programme	Máster Universitario en Ingeniería Biomédica			
Descriptors	ECTS Credits	Choose	Year	Quadmester
	6	Mandatory	2nd	1st
Teaching language	Galician			
Department				
Coordinator	Sartal Rodríguez, Antonio			
Lecturers	Nóvoa Conde, Xavier Rodríguez Vázquez, María Holanda Sartal Rodríguez, Antonio			
E-mail	antoniosartal@uvigo.es			
Web				
General description	<p>(*)Coñecer o funcionamento os servizos clínicos dentro da organización hospitalaria, así como identificar os servizos sanitarios en cada un deles.</p> <p>Identificar a estrutura e organización da empresa, relacionándoa co tipo de servizo que presta.</p> <p>Planificar accións informativas destinadas tanto a persoal clínico como técnico, comprobando o desenvolvemento e resultado das mesmas.</p> <p>Recoñecer as capacidades asociadas á iniciativa emprendedora, analizando os requirimentos derivados dos postos de traballo e das actividades empresariais.</p> <p>Seleccionar oportunidades de emprego, identificando as diferentes posibilidades de inserción e as alternativas de aprendizaxe ao longo da vida.</p> <p>Aplicar as estratexias do traballo en equipo, valorando a súa eficacia e eficiencia para a consecución dos obxectivos da organización.</p> <p>Exercer os dereitos e cumprir as obrigacións que se derivan das súas funcións</p> <p>Aplicar hábitos éticos e laborais no desenvolvemento da súa actividade profesional, de acordo coas características do posto de traballo e cos procedementos establecidos na empresa.</p>			

Training and Learning Results

Code	
A1	Knowledge and understanding that provide a basis or opportunity for originality in developing and / or applying ideas, often in a research context.
A2	That the students can apply their knowledge and their ability to solve problems in new or unfamiliar environments within broader (or multidisciplinary) contexts related to their field of study.
A3	That students are able to integrate knowledge and handle complexity and formulate judgments based on information that was incomplete or limited, include reflecting on social and ethical responsibilities linked to the application of their knowledge and judgments.
A4	Students can communicate their conclusions, and the knowledge and rationale underpinning these, to specialist and non-specialist audiences clearly and unambiguously.
A5	Students must possess the learning skills that enable them to continue studying in a way that will be largely self-directed or autonomous.
B4	Ability to solve problems with initiative, decision making, creativity, critical reasoning and to communicate and transmit knowledge, abilities and skills in the field of biomedical engineering.
B5	Knowledge to carry out measurements, calculations, assessments, appraisals, surveys, studies, reports, work plans and other similar works.
B7	Ability to analyze and assess the social and environmental impact of the technical solutions.
B9	Ability to organize and plan within the sphere of a company, and other institutions and organizations.

B10	Knowledge, understanding and ability to apply legislation related to the field of Biomedical Engineering.
B11	To recognize ethical and professional responsibilities in biomedical engineering situations and to make informed judgements, which must consider the impact of biomedical engineering solutions in global, economic, environmental and social contexts.
C13	Ability to identify needs in the organization and management of clinical engineering services in health centers.
D1	Ability to understand the meaning and application of the gender perspective in the different fields of knowledge and in professional practice with the aim of achieving a more just and equal society.
D3	Sustainability and environmental commitment. Equitable, responsible and efficient use of resources.

Expected results from this subject

Expected results from this subject	Training and Learning Results
Know the functioning of the clinical services within the hospital organization, as well as identify the health services in each one of them. Identify the structure and organization of the company, relating it to the type of service it provides.	A1 B7 B9 B10 C13 D1 D3
Plan informative actions aimed at both clinical and technical personnel, checking their development and results.	A3 A4 A5 B7 C13
Recognize the capabilities associated with the initiative entrepreneurial, analyzing the requirements derived from jobs and business activities. Select opportunities from employment, identifying the different possibilities of insertion and the alternatives of learning throughout life.	A5 B9 B11
Apply work strategies as a team, valuing its effectiveness and efficiency to achieve the objectives of the organization.	A2 B4 D1
Exercise rights and fulfill obligations derived from their functions. Apply ethical and work habits in the development of their professional activity, in accordance with the characteristics of the job position and with the procedures established in the company.	B4 B5 B7 B10 B11 D1 D3

Contents

Topic	
1. Process engineering and management of hospital services	-Principles of the approach oriented towards business processes. - Process-based management. Interaction of resources and processes: matrix of resources-processes. - Application of continuous improvement programs for the design and optimization of processes in a health institution. - Dashboards and indicators
2. Organization and management in the health system. General aspects	- Organizational structure of the health system. Care levels of a hospital center. - Study of different models of hospital management, public and private. - Management and organization of the health system and hospital services. - Efficient management of resources, both human and technical, and of service management. - Auxiliary services and agreement/contracting of health services
3. HR Management	- The importance of personnel - Hiring processes - Staff training plans - Motivation
4. Purchasing and logistics management	- Planning, financing, purchases and supplies. - Auxiliary services of a non-sanitary nature: supply and logistics.

Planning

	Class hours	Hours outside the classroom	Total hours
Lecturing	32	64	96

Problem and/or exercise solving	16	32	48
Essay questions exam	3	3	6

*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies

	Description
Lecturing	Presentation by the teacher of the contents on the subject matter under study, theoretical bases and/or guidelines of a work, exercise or project to be developed by the student.

Personalized assistance

Methodologies	Description
Lecturing	Resolution of doubts about the concepts developed in the classroom classes.
Tests	Description
Problem and/or exercise solving	Resolution of doubts about the concepts developed in the classroom classes.

Assessment

	Description	Qualification	Training and Learning Results
Problem and/or exercise solving	Continuous evaluation tests that will be carried out in the practical classes of each one of the parts of the subject consisting of the resolution of some case or situation similar to those developed in the classes.	40	
Essay questions exam	Continuous assessment tests that will be carried out throughout the course in theory classes, properly distributed at the end of each of the parts to be evaluated and programmed so that they do not interfere with the rest of the subjects. The tests will consist of solving questions/exercises related to the contents developed in the blocks of the subject and none of them may have a weight greater than 40%.	60	

Other comments on the Evaluation

Sources of information

Basic Bibliography

Fumadó, C. M., & Castellsagués, O. C., **Sanidad lean**, Elsevier Health Sciences., 2015
Kaplan, R. S., & Norton, D. P., **The balanced scorecard: translating strategy into action**, Harvard Buiness press, 1996
PMBOK, **Project management body of knowledge (pmbok® guide).**, 2001
Cabo Salvador, J., **Gestión de la calidad en las organizaciones sanitarias**, Díaz de Santos, 2014

Complementary Bibliography

Recommendations