



Information about the subject

Degree: Bachelor of Science Degree in Medicine

Faculty: Faculty of Medicine and Health Sciences

Code: 340402 **Name:** Healthcare Management

Credits: 3,00 **ECTS Year:** 4 **Semester:** 1

Module: Social Medicine, Communication Skills and Initiation to Research

Subject Matter: Health management **Type:** Compulsory

Field of knowledge: Health Science

Department: Biostatistics, Epidemiology, and Public Health

Type of learning: Classroom-based learning

Languages in which it is taught: Spanish

Lecturer/-s:

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Module organization

Social Medicine, Communication Skills and Initiation to Research

Subject Matter	ECTS	Subject	ECTS	Year/semester
Communication Skills	3,00	Laboratory of Clinical Interview and Communication Skills	3,00	3/1
Social Medicine	15,00	Family and Community Medicine	3,00	5/2
		Legal Medicine and Toxicology	6,00	5/1
		Preventive Medicine and Public Health	6,00	4/2
Research inicialization	9,00	History of Medical Science, and Medical Documentation and Terminology	6,00	2/1
		Laboratory of Research Methodology	3,00	4/1
Statistics	6,00	Biostatistics	6,00	1/2
Ethics and professional issues	12,00	Bioethics and Medical Deontology	6,00	4/1
		Science, Reason and Faith	6,00	2/2
Health management	3,00	Healthcare Management	3,00	4/1
English	6,00	Medical English	6,00	1/1
Ethics	6,00	Ethics and Social Morality	6,00	2/1
Antropology	6,00	Medical Anthropology	6,00	1/1



Recommended knowledge

No prior knowledge required

Learning outcomes

At the end of the course, the student must be able to prove that he/she has acquired the following learning outcomes:

- R1 Assessment of quality of care and patient safety strategies.
- R2 Know health planning and administration at the global, European, Spanish and regional levels.
- R3 Know the economic and social implications of medical action, considering criteria of effectiveness and efficiency.
- R4 Human resources management in the healthcare sector.
- R5 Methodology in Clinical Research in Medical Practice.
- R6 Management and Communication Skills in Health Management.
- R7 Health Professional Responsibility.
- R8 Know the economic and social implications of medical action, considering criteria of effectiveness and efficiency.
- R9 Know the importance of quality motivation
- R10 Learn about patient safety strategies
- R11 Learn about the main health information systems
- R12 Know the main patient classification systems.



Competencies

Depending on the learning outcomes, the competencies to which the subject contributes are (please score from 1 to 4, being 4 the highest score):

BASIC		Weighting			
		1	2	3	4
CB1	Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study				X
CB2	Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study				X
CB3	Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics				X
CB4	Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience				X
CB5	Students have developed the learning skills needed to undertake further studies with a high degree of autonomy				X
GENERAL		Weighting			
		1	2	3	4
CG1	Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise				X
CG2	Understanding the importance of such principles for the benefit of the patient, society and profession, with special attention to professional secrecy				X



CT12	Interpersonal relationship skills				X
CT13	Recognition of diversity and multiculturalism			X	
CT14	Critical reasoning				X
CT15	Ethical commitment				X
CT16	Individual learning			X	
CT17	New situations' adaptation			X	
CT22	Motivation for quality				X
CT23	Sensitivity to environmental and social health issues			X	
CT27	Ability to express one's feelings		X		
CT28	Showing sensitivity to humanity's problems				X
CT30	Social commitment			X	
CT31	Show sensitivity to personal, environmental and institutional injustices				X
CT33	Knowing how to get relevant information from personal interviews		X		



Assessment system for the acquisition of competencies and grading system

Assessed learning outcomes	Granted percentage	Assessment method
R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	25,00%	Open questions
R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	70,00%	Tests
R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	5,00%	Participation in class

Observations

REQUIREMENTS TO PASS THE COURSE

To pass the course, the student must meet the following two minimum requirements:

The student must obtain a minimum score of 50% in the set of open questions and multiple choice tests.

The student must obtain a minimum score of 50% in the set of evaluation instruments.

Those students who do not reach the 80% attendance percentage may be deprived of the right to take the exam.

CRITERIA FOR THE GRANT OF HONORS?

Honors may be awarded to the best students, who must have obtained a minimum grade of 9.

If circumstances require it, a special test may be established to determine those students deserving of honors, taking into account the limitation of 5% of enrolled students.

In the second and subsequent calls, only the honors that may remain after the first call may be awarded.



MENTION OF DISTINCTION:

In accordance with the regulations governing the assessment and grading of subjects in force at UCV, the distinction of "Matrícula de Honor" (Honours with Distinction) may be awarded to students who have achieved a grade of 9.0 or higher. The number of "Matrículas de Honor" (Honours with Distinction) may not exceed five percent of the students enrolled in the group for the corresponding academic year, unless the number of enrolled students is fewer than 20, in which case a single "Matrícula de Honor" (Honours with Distinction) may be awarded. Exceptionally, these distinctions may be assigned globally across different groups of the same subject. Nevertheless, the total number of distinctions awarded will be the same as if they were assigned by group, but they may be distributed among all students based on a common criterion, regardless of the group to which they belong. The criteria for awarding "Matrícula de Honor" (Honours with Distinction) will be determined according to the guidelines stipulated by the professor responsible for the course, as detailed in the "Observations" section of the evaluation system in the course guide.

Learning activities

The following methodologies will be used so that the students can achieve the learning outcomes of the subject:

- M1 Masterclass
- M2 Problems resolution and practical cases
- M4 Content presentations by teacher
- M5 Knowledges and skills explanation
- M8 Group activities supervised by professor
- M9 Knowledge acquirance through student interaction and activity
- M11 Personalised attention by professor
- M14 Online activity on e-learning
- M15 Personal study



IN-CLASS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
Theory class M1, M2, M4, M5	R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	21,00	0,84
Seminar and group practices M2	R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	5,30	0,21
Practices in small groups M2	R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	2,30	0,09
Tutoring M11	R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	0,60	0,02
Evaluation M2, M9	R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	0,80	0,03
TOTAL		30,00	1,20

LEARNING ACTIVITIES OF AUTONOMOUS WORK

	LEARNING OUTCOMES	HOURS	ECTS
No attendance M9, M15	R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12	45,00	1,80
TOTAL		45,00	1,80



Description of the contents

Description of the necessary contents to acquire the learning outcomes.

Theoretical contents:

Content block	Contents
SYSTEMS OF HEALTH	Health system, Health system and Health Policy Financing and provision of health systems History of health systems Characteristics of health systems and systems sanitary European healthcare systems health determinants International health organizations Determinants of health in the population Characteristics of the health systems at the international
NATIONAL SYSTEM OF HEALTH	Evolution of health care from a system of social security to a national health system Spanish National Health System The National Health System in figures Access to the National Health System
SANITARY LEGISLATION	Spanish constitution Law of special measures in Public Health General Health Law Penal Code Patient autonomy law Law on cohesion and quality of the National Health System Health Professions Organization Law Biomedical Research Law Royal Decree on medical specialties Public Health Law Health Law of the Valencian Community Royal Decree regulating clinical trials Protocol for the assurance and protection of the right to patient privacy Data Protection Act
ESSENTIAL ELEMENTS OF MEDICAL PROFESSION	Ethical principles of the medical profession Fundamentals and legal responsibilities in the exercise of the medical profession Patient-Centered Practice Professional secrecy and confidentiality Ethical implication of health in a global context in transformation Patient autonomy Informed consent
PLANNING AND ADMINISTRATION SANITARY	Health planning: process and levels Strategic planning: mission, vision, values, analysis of the situation, definition of the strategy and follow-up of the strategy Health Plan of the Valencian Community



CLINICAL MANAGEMENT

hospital management clinical management Information system and management indicators clinic Clinical management: clinical areas and management agreements Clinical management: compensation incentive system Health professional career system

CARE PROCESSES

Variability in clinical practice clinical algorithms clinical protocols Clinical practice guidelines clinical pathways Integrated care processes

ECONOMICS OF PERFORMANCE MEDICAL

The economic dimension in the health sector Alternatives to conventional hospitalization Economic analysis cost effectiveness Economic analysis cost utility Economic cost benefit analysis Economic analysis of cost minimization Classification of healthcare costs Sanitary payment method Appropriate use of tests, drugs and resources of the health system

MANAGEMENT SYSTEMS QUALITY

Quality of care Health accreditation systems and other processes related Joint Commission on accreditation of healthcare organization (JCAHO) ISO certification EFQM European Excellence Model LEAN methodology

PATIENT SAFETY

clinical patient safety People and the system as determinants of a patient safety International and national strategies for security of the patient Incident notification and registration system Epidemiology of Adverse Events Health risk management

INFORMATION SYSTEMS SANITARY

Health information systems Health indicators of structure, activity and result Basic minimum data set International classification of diseases

CLASSIFICATION SYSTEMS PATIENTS

Patient Classification Systems GRD classification system case-mix



Temporary organization of learning:

Block of content	Number of sessions	Hours
SYSTEMS OF HEALTH	1,00	2,00
NATIONAL SYSTEM OF HEALTH	1,50	3,00
SANITARY LEGISLATION	2,00	4,00
ESSENTIAL ELEMENTS OF MEDICAL PROFESSION	1,00	2,00
PLANNING AND ADMINISTRATION SANITARY	1,50	3,00
CLINICAL MANAGEMENT	1,00	2,00
CARE PROCESSES	1,00	2,00
ECONOMICS OF PERFORMANCE MEDICAL	1,00	2,00
MANAGEMENT SYSTEMS QUALITY	1,00	2,00
PATIENT SAFETY	1,50	3,00
INFORMATION SYSTEMS SANITARY	1,50	3,00
CLASSIFICATION SYSTEMS PATIENTS	1,00	2,00



References

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Addendum to the Course Guide of the Subject

Due to the exceptional situation caused by the health crisis of the COVID-19 and taking into account the security measures related to the development of the educational activity in the Higher Education Institution teaching area, the following changes have been made in the guide of the subject to ensure that Students achieve their learning outcomes of the Subject.

Situation 1: Teaching without limited capacity (when the number of enrolled students is lower than the allowed capacity in classroom, according to the security measures taken).

In this case, no changes are made in the guide of the subject.

Situation 2: Teaching with limited capacity (when the number of enrolled students is higher than the allowed capacity in classroom, according to the security measures taken).

In this case, the following changes are made:

1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject will be made through a simultaneous teaching method combining onsite teaching in the classroom and synchronous online teaching. Students will be able to attend classes onsite or to attend them online through the telematic tools provided by the university (videoconferences). In any case, students who attend classes onsite and who attend them by videoconference will rotate periodically.

In the particular case of this subject, these videoconferences will be made through:

Microsoft Teams

Kaltura



Situation 3: Confinement due to a new State of Alarm.

In this case, the following changes are made:

1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject, as well as the group and personalized tutoring, will be done with the telematic tools provided by the University, through:

Microsoft Teams

Kaltura

Explanation about the practical sessions:



2. System for Assessing the Acquisition of the competences and Assessment System

ONSITE WORK

Regarding the Assessment Tools:

The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

The following changes will be made to adapt the subject's assessment to the online teaching.

Course guide		Adaptation	
Assessment tool	Allocated percentage	Description of the suggested changes	Platform to be used

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

Comments to the Assessment System: