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

CG3	Knowing how to apply the principle of social justice to professional practice and understanding the ethical implications of health in a changing global context			x
CG4	Developing professional practice with respect to patient autonomy, beliefs and culture			x
CG5	Recognizing the limitations themselves and the need to maintain and update their professional competence, giving special importance to the autonomous learning of new knowledge and techniques and to the motivation for quality			x
CG20	Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources			x
CG21	Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information	x		
CG22	Writing medical histories and other medical records in an understandable way to outsiders	x		
CG23	Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals	x		
CG24	Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy	x		
CG25	Recognizing health and population determinants, both genetic and sexual, lifestyle, demographic, environmental, social, economic, psychological and cultural issues			x
CG26	Taking on your role in prevention and protection against illness, injury or accidents, and health maintenance and promotion, both individually and in the community	x		
CG27	Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions			x
CG28	Obtaining and using epidemiological data and assess trends and risks for health decision-making		x	
CG29	Knowing national and international health organizations and the environments and conditions of different health systems			x

		1	2	3	4
CG30	Basic knowledge of the National Health System and health legislation				x
CG33	Maintaining and using records with patient information for further analysis, preserving data confidentiality			x	

SPECIFIC		**Weighting**			
		1	2	3	4
CE15	Knowing the principles and applying the methods of preventive medicine and public health. Risk factors and disease prevention			x	
CE17	Knowing health planning and administration at the global, European, Spanish and regional levels				x
CE18	Knowing the economic and social implications of medical action, considering criteria of effectiveness and efficiency. Health and environment. Food safety. Occupational health				x
CE22	Knowing the history of health and disease			x	
CE31	Writing stories, reports, instructions and other records, understandably to patients, family members and other professionals			x	

TRANSVERSAL		**Weighting**			
		1	2	3	4
CT1	Analytical and synthesis capacity			x	
CT2	Planification and organization capacity				x
CT3	Oral and written communication in mother language		x		
CT5	Informatics knowledge		x		
CT6	Manage information capacity			x	
CT7	Solving problems			x	
CT9	Team work				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 PolicyFinancing and provision of health systemsHistory of health systemsCharacteristics of health systems and systemssanitaryEuropean healthcare systemshealth determinantsInternational health organizationsDeterminants of health in the populationCharacteristics of the health systems at theinternational
NATIONAL SYSTEM OF HEALTH	Evolution of health care from a system ofsocial security to a national health systemSpanish National Health SystemThe National Health System in figuresAccess to the National Health System
SANITARY LEGISLATION	Spanish constitutionLaw of special measures in Public HealthGeneral Health LawPenal CodePatient autonomy lawLaw on cohesion and quality of the National Health SystemHealth Professions Organization LawBiomedical Research LawRoyal Decree on medical specialtiesPublic Health LawHealth Law of the Valencian CommunityRoyal Decree regulating clinical trialsProtocol for the assurance and protection of the right topatient privacyData Protection Act
ESSENTIAL ELEMENTS OF MEDICAL PROFESSION	Ethical principles of the medical professionFundamentals and legal responsibilities in the exercise ofthe medical professionPatient-Centered PracticeProfessional secrecy and confidentialityEthical implication of health in a global context intransformationPatient autonomyInformed consent
PLANNING AND ADMINISTRATION SANITARY	Health planning: process and levelsStrategic planning: mission, vision, values, analysis ofthe situation, definition of the strategy and follow-up of thestrategyHealth Plan of the Valencian Community

CLINICAL MANAGEMENT	hospital managementclinical managementInformation system and management indicatorsclinicClinical management: clinical areas and management agreementsClinical management: compensation incentive systemHealth professional career system
CARE PROCESSES	Variability in clinical practiceclinical algorithmsclinical protocolsClinical practice guidelinesclinical pathwaysIntegrated care processes
ECONOMICS OF PERFORMANCE MEDICAL	The economic dimension in the health sectorAlternatives to conventional hospitalizationEconomic analysis cost effectivenessEconomic analysis cost utilityEconomic cost benefit analysisEconomic analysis of cost minimizationClassification of healthcare costsSanitary payment methodAppropriate use of tests, drugs and resourcesof the health system
MANAGEMENT SYSTEMS QUALITY	Quality of careHealth accreditation systems and other processesrelatedJoint Commission on accreditation of healthcare organization(JCAHO)ISO certificationEFQM European Excellence ModelLEAN methodology
PATIENT SAFETY	clinical patient safetyPeople and the system as determinants of apatient safetyInternational and national strategies for securityof the patientIncident notification and registration systemEpidemiology of Adverse EventsHealth risk management
INFORMATION SYSTEMS SANITARY	Health information systemsHealth indicators of structure, activity and resultBasic minimum data setInternational classification of diseases
CLASSIFICATION SYSTEMS PATIENTS	Patient Classification SystemsGRD classification systemcase-mix

Course guide

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

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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:

X	Microsoft Teams
	Kaltura

Course guide

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:

X	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:

| X | 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: