

Course Unit				Field of study			
	-			School	School of Health		
Academic Year	2015/2016	Year of study	1	Level		ECTS credits 4.0	כ
Туре	Annual	Semester	-	Code	5023-612-1005-00-15		
Workload (hours)	108	Contact hours			C - S 48 solving, project or laboratory; TC	E - OT - Fieldwork; S - Seminar; E - Placement	O -

Name(s) of lecturer(s) Ana Maria Geraldes Rodrigues Pereira

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to: Apply knowledge that can add value to any product/service developed by health-care entities.

Prerequisites

Before the course unit the learner is expected to be able to: Not applicable.

Course contents

- 1- Health Management.2 Quality in Health.3 Audits.

Course contents (extended version)

- Health Management
 Emotional Management
 Kaizen In Health
 Quality in Health
 Food Security
 Environmental Quality

- 3. Audits
 -Health Audits

Recommended reading

- NP EN ISO 9001 Sistemas de Gestão da Qualidade. Requisitos, Instituto Português da Qualidade, 2015
 Silva, M. G. (Coord.) (2013). Gestão da Qualidade em cuidados de saúde. Lisboa: Monitor
 Couto, R. C. & Pedrosa, T. M. G. (2007). Hospital: acreditação e gestão em saúde. (2. ª Ed.). Rio de Janeiro: Guanabara

Teaching and learning methods

Inside class: each lesson has theoretical and practical components, employing methods of discovery, presentation of problems, debates, autonomous work, mixing expositive methods with audiovisual information and case studies.

Assessment methods

- Continuous assessment (Regular, Student Worker) (Final)
 Work Discussion 100%
 Special Evaluation (Regular, Student Worker) (Supplementary, Special)
 Work Discussion 100%

Language of instruction

Portuguese

Electronic validation

2.00thorno vandation			
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19-07-2016	19-07-2016	20-07-2016	