

Course Unit	-	Field of study	-
	-	School	School of Health
Academic Year	2016/2017	Year of study	1
Type	Annual	Level	
		ECTS credits	6.0
Semester	-	Code	5023-612-1006-00-16
Workload (hours)	162	Contact hours	T - TP 45 PL - TC - S - E - OT - O -

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Carla Sofia Miranda Pires Quintas

#### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Simulate the implementation of an Integrated Quality Management System, Environmental, Occupational Safety and Food Security
2. Apply on-the-job knowledge that can enhance the added value to healthcare organizations through a combination of processes, procedures and practices
3. Know the main applicable normative references of management
4. Apply the main tools and methodologies of quality management;

#### Prerequisites

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

#### Course contents

1. Quality Management System
2. Environmental Management System
3. Occupational Health and Safety Management Systems
4. Food Safety Management System
5. Integrated Management Systems

#### Course contents (extended version)

1. Quality Management Models:
  - a) ISO 9001
  - b) JCI
  - c) CHKS
  - d) Andaluz
  - e) EFQM
2. The quality management system based on ISO 9001
3. Process Management
4. Clinical protocols management
5. Complaints management and handling
6. Facilities and equipment management
7. Measurement and monitoring
8. Quality Indicators
9. Management of clinical and non clinical risk
10. Food safety
11. Environment (ISO 14001 / EMAS) and Safety (OSHAS 18001)
12. Integration of Quality Management Systems with other management systems

#### Recommended reading

1. [http://www.apcergroup.com/portugal/images/site/graphics/guias/APCER\\_GUIA\\_ISO9001\\_2015.pdf](http://www.apcergroup.com/portugal/images/site/graphics/guias/APCER_GUIA_ISO9001_2015.pdf)
2. [http://www.apcergroup.com/portugal/images/site/graphics/guias/apcer\\_guias\\_iso14001.pdf](http://www.apcergroup.com/portugal/images/site/graphics/guias/apcer_guias_iso14001.pdf)
3. [http://www.assediomoralonline.com/userfiles/file/OHSAS\\_NP4397.pdf](http://www.assediomoralonline.com/userfiles/file/OHSAS_NP4397.pdf)
4. [http://apcergroup.com/portugal/images/site/graphics/guias/Guia\\_APCER\\_22000.pdf](http://apcergroup.com/portugal/images/site/graphics/guias/Guia_APCER_22000.pdf)

#### Teaching and learning methods

Classroom teaching: each lesson has theoretical and practical components, employing discovery methods, problem presentation, debates, autonomous work, mixed expository methods with audiovisual information and case studies.

#### Assessment methods

1. Continuous Evaluation - Work Discussion - 100% - (Regular, Student Worker) (Final)
2. Special Evaluation - Evaluation Exam - 100% - (Regular, Student Worker) (Supplementary, Special)

#### Language of instruction

Portuguese

#### Electronic validation

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05-10-2016	05-10-2016	06-10-2016	17-10-2016