

Course Unit	Operations and logistics		Field of study	Health	
	Graduate in nursing management		School	School of Health	
Academic Year	2019/2020	Year of study	1	Level	ECTS credits 2.0
Type	Semestral	Semester	1	Code	5042-678-1107-00-19
Workload (hours)	54	Contact hours	T -	TP 10	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) Eugénia Maria Garcia Jorge Anes

#### Learning outcomes and competences

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

1. Recognize the importance of logistics in health services;
2. Identify the aspects that distinguish health logistics from business logistics;
3. Know models that can contribute to the decision making process;
4. Identify assumptions and use of models.

#### Prerequisites

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

#### Course contents

The concept of logistics in health services. Supply chain management. The concept of customer service in the context of health. Models of material and human resource management. Transport issues. Localization strategies.

#### Course contents (extended version)

1. Introduction to logistics
  - The logistics
  - The logistics in health services
  - Supply chain
  - Customer service
2. Resource management models
  - Stock management
  - Lean approaches
  - Resource allocation models
3. Operational management models of human resources
  - Construction of service scales
  - Waiting line
4. Transport problems
5. Location issues

#### Recommended reading

1. COSTA, J.P.; DIAS, J.M.; GODINHO, P.M.C. (2017). Logística. Coimbra: Imprensa da Universidade de Coimbra, 2ª Edição.
2. Valadares Tavares, L.; Carvalho Oliveira, R.; Themido, I. & Nunes Correia, F. (1997). Investigação Operacional.
3. Crespo de Carvalho, J. & Ramos, T. (2016). Logística na Saúde, 3ª edição: Edições Sílabo.

#### Teaching and learning methods

The unit will be taught by combining theoretical lessons with practical lessons based on engagement in creative practical cases, as well as self guided learning oriented by the teacher.

#### Assessment methods

1. Alternative 1 - (Regular, Student Worker) (Final)
  - Practical Work - 100%
2. Alternative 2 - (Regular, Student Worker) (Supplementary, Special)
  - Final Written Exam - 100%

#### Language of instruction

Portuguese

#### Electronic validation

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09-11-2019	09-11-2019	12-11-2019	12-11-2019