

|                  |   |               |                |                                     |      |
|------------------|---|---------------|----------------|-------------------------------------|------|
| Course Unit      | Healthcare Services Logistic Management |               | Field of study | Management                          |      |
| Master in        | Management - Health Services Management |               | School         | School of Technology and Management |      |
| Academic Year    | 2019/2020                               | Year of study | 1              | Level                               | 2-1  |
| Type             | Semestral                               | Semester      | 2              | ECTS credits                        | 6.0  |
| Code             | 5009-517-1202-00-19                     |               |                |                                     |      |
| Workload (hours) | 162                                     | Contact hours | T -            | TP 42                               | PL - |
|                  |   |               | TC -           | S 3                                 | 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 Alexandra Soares Gerales

### Learning outcomes and competences

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

1. Know and apply the methodology of health planning.
2. Define logistics and supply chain management (SCM) concepts and outline how both terms differ from each other.
3. Identify how best practices in logistics management and supply chain management can yield both cost reduction and added value in health sector.
4. Know the stages and types of contractualisation process in health sector.
5. Know management tools used in logistics approaches in health sector.
6. Identify policies to reduce inventory and explain the processes of storage and handling of materials in the units providing health care.
7. Know the organization principles regarding the layout of infrastructures within the units providing health care.
8. Know the management principles of users within units providing health care to minimize queues and to ensure a good service to the user.

### Prerequisites

Before the course unit the learner is expected to be able to:  
demonstrate competences in Operations Research, Operations Management, and Statistics.

### Course contents

Methodology of health planning. Logistics and supply chain concepts. Central issues of logistics management and supply chain management in units providing health care. Contractualisation in health sector Management tools used in logistics approaches in health sector. Economic management of inventory and warehouse management. Layout of infrastructures within units providing health care. Users Management.

### Course contents (extended version)

1. Methodology of health planning
  - General concepts and stages of the methodology.
2. Logistics and Supply chain
  - Evolution and definition of logistics and supply chain concepts
  - Importance of logistics and supply chain in health sector
  - Logistics management in Portuguese health sector
3. Contractualisation
  - Health systems and the role of contractualisation
  - Types of contractualisation in health sector
4. Management tools used in logistics approaches in health sector
5. Economic models of Inventory management
  - The role of inventory management
  - Costs of stock management
  - Economic models
6. Warehouse management
  - Principles of storage and items handling
  - Logistics operations in warehouses
  - Internal distribution to clinical services
7. Layout of infrastructures within units providing health care
8. Users management within health units. Queues.
  - Identification of problems in the entry, permanence and departure of users
  - Queues management

### Recommended reading

1. Carvalho, J. C. & Ramos T. (2016). Logística na Saúde. Edições Sílabo.
2. Carvalho, J. C. (2010). Logística e Gestão da Cadeia de Abastecimento. Edições Sílabo.
3. Ballou, R. (2007). Business Logistics/Supply Chain Management. Prentice-Hall International, Inc.
4. Johnson, R. , Clark, G. & Shulver, M. (2012). Service Operations Management: Improving Service Delivery. Pearson Education Limited.

### Teaching and learning methods

The program will be taught essentially in presencial sessions (PS). The subsequent work should be developed either in PS or non presencial sessions (NPS). The SP will include the resolution of problems and the clarifications of doubts. In the SNP, the students should develop some projects to apply the theoretical concepts.

### Assessment methods

1. Weighted average of the following: - (Regular, Student Worker) (Final, Supplementary)
  - Practical Work - 40% (The projects can be performed by one or two students.)
  - Final Written Exam - 60% (The final exam may be replaced by two mini-tests.)
2. Final exam - (Regular, Student Worker) (Final, Supplementary, Special)

### Language of instruction

Portuguese, with additional English support for foreign students.

## Electronic validation

|                                 |  |                       |                            |
|---------------------------------|--|-----------------------|----------------------------|
| Carla Alexandra Soares Geraldes | António Jorge da Silva Trindade Duarte | Paula Odete Fernandes | Paulo Alexandre Vara Alves |
| 02-03-2020                      | 03-03-2020                             | 03-03-2020            | 21-03-2020                 |