

Course Unit	Quality in Healthcare Services		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	5009-517-1205-00-19				
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) 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. Use quality language and vocabulary;
2. Critical analysis of the factors that determine the quality of any process/product/service organization providing health care;
3. List and analyze the quality management models developed/applied to organizations providing health care in Portugal;
4. Describe quality management models developed/applied to organizations providing health care in Portugal and summarize the main differences;
5. Prepare documentation to support a system of quality management in accordance with the requirements of each model of Quality Management;
6. Apply measurement tools/monitoring/evaluation of the quality of a process/product/service in an organization providing health care;
7. Justify the need to implement management systems in organizations providing Health care.

### Prerequisites

Before the course unit the learner is expected to be able to:  
Be fluent in both oral and written English.

### Course contents

Concepts and Evolution. Quality Tools. Portuguese Quality System in Health. ISO 9001: 2000 and Health. ISO 9000: 2000. Process. Measures and Auditing. Documentation of the System.

### Course contents (extended version)

1. Concepts and Evolution
2. Quality Tools: Traditional Tools, New Tools
3. Portuguese Quality System in Health
4. ISO9000: 2000: Quality System Implementation, Quality Management, Certification and Accreditation
5. Process: Process approach; Design Process
6. Measures and Auditing: Measuring, monitoring and analysis; Processes of evaluation
7. Documentation of the System

### Recommended reading

1. Silva, M. G. (2013). Gestão da Qualidade em cuidados de saúde. Lisboa: Minitor.
2. Capricho, L. & Lopes, A. (2007). Manual de gestão da qualidade. Lisboa: Editora RH.
3. Rodrigues, M. V. (2016). Qualidade e Acreditação em Saúde. Brasil: Editorial Reviews
4. Rodrigues, M. V. (2014). Ações para a qualidade: Gestão estratégica e integrada para a melhoria dos processos na busca da qualidade e competitividade. Quinta Edição. São Paulo: Editora Campos
5. Nogueira, L. C. . (2014). Gerenciando pela Qualidade Total na Saúde . 4ª Edição. Brasil: Amazon.

### Teaching and learning methods

Theoretical-practical classes with audiovisual resources. Real-life case studies are incorporated into lectures to provide opportunities for students to apply theory into practice in a real-life context.

### Assessment methods

1. Alternative 1 - (Regular, Student Worker) (Final, Supplementary)
  - Final Written Exam - 50%
  - Work Discussion - 50%
2. Alternative 2 - (Regular, Student Worker) (Special)
  - Final Written Exam - 100%

### Language of instruction

Portuguese, with additional English support for foreign students.

### Electronic validation

Eugénia Maria Garcia Jorge Anes	Paula Odete Fernandes	Paulo Alexandre Vara Alves
09-03-2020	09-03-2020	09-03-2020