Course Unit	-		Field of study	-		
	-		School	School of Technology and Management		
Academic Year	2019/2020	Year of study	1	Level		ECTS credits	3.0
Type	Semestral	Semester	1	Code	5058-700-1104-00-19	

Workload (hours)	81	Contact hours	T	-	TP	-	PL	-	TC	-	S	-	E	-	OT	-	O	15

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, Anabela Paula Seixas Goncalves Martins

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:
1. Recognize key differences between process management and the traditional model
2. Understand process definition, key processes, and support processes
3. Identify critical success factors in process management
4. Recognize the impact of process management on the functioning of health services
5. Mobilize knowledge and skills to manage resources equitably and efficiently

Prerequisites

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

Course contents

Process management. Process concept. Characteristics of a process. Classification and hierarchy of processes. Objectives, mapping and accountability. Process management model. Health resource management.

Course contents (extended version)

1. Processes management
   - Traditional versus process management
   - Impact and potential of process management
2. Definition and characterization of a "process"
3. Classification and hierarchy of processes
4. Objectives, mapping and accountability
5. Process management model
6. Health resource management.
   - Intangible Resources: culture, knowledge . prestige of the organization.
   - Financial resources. • Management tools .
   - Physical and material resources. Stock management.
   - Human resources management.

Recommended reading

1. Cunha, M. P. ; Rego, A. ; Cunha, R. C. ; Cabral-Cardoso, C. ; Marques, C. A. & Gomes, J. F. S. (2012). Manual de gestão de pessoas e do capital humano, 2ª Edição. Lisboa: Edições Silabo.
2. Bittar, O. J. N. V.. (2000). Gestão de processos e certificação para qualidade em saúde. Revista da Associação Médica Brasileira, 46(1), 70-76. https://dx.doi.org/10.1590/S0104-42302000000100011
3. Miguel, A. (2019). Gestão Moderna de Projetos: Melhores técnicas e práticas. 8.º Ed. Lisboa: FCA-Editora de Informática.

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. Normal evaluation - (Regular, Student Worker) (Final)
   - Practical Work - 100% (With oral presentation)
2. Evaluation by exame - (Regular, Student Worker) (Supplementary, Special)
   - Final Written Exam - 100%

Language of instruction

Portuguese

Electronic validation

Eugénia Maria Garcia Jorge Anes	António Borges Fernandes	Paula Odete Fernandes	Paulo Alexandre Vara Alves
11-12-2019	11-12-2019	13-12-2019	13-12-2019

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