

Course Unit	-	Field of study	-
	-	School	School of Technology and Management
Academic Year	2019/2020	Year of study	1
Type	Semestral	Semester	1
Level		ECTS credits	4.0
Code	5058-700-1108-00-19		
Workload (hours)	108	Contact hours	T - TP - PL - TC - S - E - OT - O 25

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) Carina de Fatima Rodrigues, 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. Understand the concept of quality and its evolution.
2. Know and apply the different tools for quality.
3. Know and analyze the main normative references applied to health services.
4. Delineate improvement projects continues quality.

### Prerequisites

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

### Course contents

1 - Quality in Health. 2 - Quality Tools. 3 - Quality Management Program. 4 - Quality evaluation. 5 - Risk Management. 6 - Patient Safety

### Course contents (extended version)

1. Quality in Health
  - Concepts and dimensions
  - Methodology
  - Advantages and conditions
  - Benchmarking - learn to improve
  - Evolution in Portugal
2. Quality Tools
  - Pareto diagram
  - Cause and effect diagrams
  - Histograms
  - Checksheets
  - Scatter plots
  - Flowchart
3. Quality Management Programs
  - Accreditation (KFHQS - CHKS; JCI - JCAHO)
  - Certification
  - National Quality Model
  - Implementation of a Quality Management System by NP EN ISO 9001: 2015 in health services
  - The different standards of ISO 9000 series
4. Quality evaluation
  - The indicators
  - The satisfaction surveys
  - Clinical audits
5. Risk Management
  - Clinical risk
  - No clinical risk
6. Patient Safety

### Recommended reading

1. MINISTÉRIO DA SAÚDE . DGS. Departamento da Qualidade na Saúde (2012). Manual de Acreditação de Unidades de Saúde. Disponível em <http://www.dgs.pt/ms/8/default.aspx?id=5521>.
2. WHO (2006). Quality of care : a process for making strategic choices in health systems. Geneva. Disponível em [http://www.who.int/management/quality/assurance/QualityCare\\_B\\_Def.pdf](http://www.who.int/management/quality/assurance/QualityCare_B_Def.pdf).
3. Fragata, J. (2011). Segurança dos doentes uma abordagem prática. Lisboa: Lidel - Edições técnicas Lda.
4. Silva, M. G. (Coord.) (2013). Gestão da Qualidade em cuidados de saúde. Lisboa: Monitor.
5. Couto, R. C. & Pedrosa, T. M. G. (2007). Hospital: acreditação e gestão em saúde. (2.ª Ed. ). Rio de Janeiro: Guanabara.

### 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. avaluation by exam - (Regular, Student Worker) (Supplementary, Special)
  - Final Written Exam - 100%

### Language of instruction

Portuguese

## Electronic validation

Carina de Fatima Rodrigues, Eugénia Maria Garcia Jorge Anes	António Borges Fernandes	Paula Odete Fernandes	Paulo Alexandre Vara Alves
20-11-2019	21-11-2019	25-11-2019	13-12-2019