

Course Unit	-	Field of study	-
	-	School	School of Health
Academic Year	2015/2016	Year of study	1
Type	Annual	Semester	-
Level		ECTS credits	4.0
Code	5023-612-1005-00-15		
Workload (hours)	108	Contact hours	T - TP - PL - TC - S 48 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) Ana Maria Geraledes Rodrigues Pereira

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:
Apply knowledge that can add value to any product/service developed by health-care entities.

Prerequisites

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

Course contents

- 1- Health Management.
- 2 Quality in Health.
- 3 Audits.

Course contents (extended version)

1. Health Management
 - Emotional Management
 - Kaizen In Health
2. Quality in Health
 - Food Security
 - Environmental Quality
3. Audits
 - Health Audits

Recommended reading

1. NP EN ISO 9001 – Sistemas de Gestão da Qualidade. Requisitos, Instituto Português da Qualidade, 2015
2. Silva, M. G. (Coord.) (2013). Gestão da Qualidade em cuidados de saúde. Lisboa: Monitor
3. 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

Inside class: each lesson has theoretical and practical components, employing methods of discovery, presentation of problems, debates, autonomous work, mixing expositive methods with audiovisual information and case studies.

Assessment methods

1. Continuous assessment - (Regular, Student Worker) (Final)
 - Work Discussion - 100%
2. Special Evaluation - (Regular, Student Worker) (Supplementary, Special)
 - Work Discussion - 100%

Language of instruction

Portuguese

Electronic validation

Ana Maria Geraledes Rodrigues Pereira	Olívia Rodrigues Pereira	Maria Helena Pimentel
19-07-2016	19-07-2016	20-07-2016