

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

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) Ana Maria Galdes 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 Galdes Rodrigues Pereira	Olivia Rodrigues Pereira	Maria Helena Pimentel
19-07-2016	19-07-2016	20-07-2016