



# UNIVERSITÀ DEGLI STUDI DI PALERMO

DEPARTMENT	Promozione della Salute, Materno-Infantile, di Medicina Interna e Specialistica di Eccellenza "G. D'Alessandro"		
ACADEMIC YEAR	2017/2018		
MASTER'S DEGREE (MSC)	NURSING AND MIDWIFERY		
INTEGRATED COURSE	HEALTH MANAGEMENT - INTEGRATED COURSE		
CODE	04860		
MODULES	Yes		
NUMBER OF MODULES	2		
SCIENTIFIC SECTOR(S)	MED/45, MED/42		
HEAD PROFESSOR(S)	CORRAO SALVATORE	Professore Ordinario	Univ. di PALERMO
OTHER PROFESSOR(S)	CORRAO SALVATORE	Professore Ordinario	Univ. di PALERMO
	CALAMUSA GIUSEPPE	Professore Associato	Univ. di PALERMO
CREDITS	6		
PROPAEDEUTICAL SUBJECTS			
MUTUALIZATION			
YEAR	2		
TERM (SEMESTER)	2° semester		
ATTENDANCE	Mandatory		
EVALUATION	Out of 30		
TEACHER OFFICE HOURS	<b>CALAMUSA GIUSEPPE</b> Friday 13:00 14:00 1° piano - Plesso di Igiene - Dipartimento di Promozione della Salute, Materno Infantile, Medicina Interna e Specialistica di Eccellenza "G. D'Alessandro" (PROMISE) - Via del Vespro n. 133, 90127 - Palermo - Italy  <b>CORRAO SALVATORE</b> Monday 9:00 13:00		

**DOCENTE:** Prof. SALVATORE CORRAO

PREREQUISITES	Basic knowledge of health economics
LEARNING OUTCOMES	<b>EXPECTED LEARNING RESULTS</b> Knowledge and understanding skills Knowing Key Human Resource Management Concepts Ability to apply knowledge and understanding Understand critical management methods and learn how to apply them. Judgment autonomy Improve problem solving skills Communicative Skills Acquiring useful communication techniques to manage a workgroup and avoid conflicts. Learning ability Based on what they learned during the course and through the individual study, understand the internal dynamics of human resource management in health systems.
ASSESSMENT METHODS	31 multiple-choice questions final test. One point for each correct answer.
TEACHING METHODS	Lezioni frontali

**MODULE**  
**QUALITY AND RISK MANAGEMENT IN HEALTHCARE**

*Prof. GIUSEPPE CALAMUSA*

**SUGGESTED BIBLIOGRAPHY**

- Vitale F., Zagra M. - Igiene, epidemiologia e organizzazione sanitaria orientate per problemi. Elsevier  
- Meloni C, Pelissero G. - Igiene. Casa Editrice Ambrosiana  
- Materiale didattico consigliato e/o fornito dal docente durante le lezioni: norme, report, dossier, dati, casi di studio, progetti ed altri documenti ritenuti di interesse

<b>AMBIT</b>	20382-Scienze della prevenzione e servizi sanitari
<b>INDIVIDUAL STUDY (Hrs)</b>	51
<b>COURSE ACTIVITY (Hrs)</b>	24

**EDUCATIONAL OBJECTIVES OF THE MODULE**

The quality of the healthcare system is the result of a multidimensional approach aimed at the continuous improvement of different areas: effectiveness, efficiency, fairness, responsiveness, appropriateness, accessibility, productivity, timeliness, acceptability and security. The security is one of the factors determining the quality of care. It is in the perspective of a total improvement of quality and must be addressed by enhancing the role and responsibility of all professional figures working in healthcare. Risk management is the translation of information derived from risk assessment in actions to manage it. Therefore, it is necessary to create a diffused culture that enables the implementation of organizational and behavioral measures to promote the analysis of adverse events and to collect the lessons that can result from them. Strengthening the skills and knowledge of future professionals promotes the implementation of patient safety strategies and is an essential asset and instrument essential to ensure the delivery of quality care. The goal is to help choose and implement integrated and scientifically funded actions that reduce or prevent risk, while also taking into account social, cultural, ethical, political and legal aspects.

**SYLLABUS**

<b>Hrs</b>	<b>Frontal teaching</b>
4	Quality in healthcare organizations
4	Guidelines and good practices
2	Complexity in healthcare facilities and patient safety
2	Clinical risk and its evolution
4	Safety of care and clinical risk
6	Management of clinical risk in healthcare
2	Professional responsibility and the security of care

**MODULE**  
**HUMAN RESOURCES PLANNING AND MANAGEMENT**

*Prof. SALVATORE CORRAO*

**SUGGESTED BIBLIOGRAPHY**

Materiale didattico fornito dal docente.

<b>AMBIT</b>	20383-Primo soccorso
<b>INDIVIDUAL STUDY (Hrs)</b>	51
<b>COURSE ACTIVITY (Hrs)</b>	24

**EDUCATIONAL OBJECTIVES OF THE MODULE**

Know and understand the mechanisms of human resources management in healthcare systems.  
Being able to use validated methodologies to manage critical issues in work environment.  
Learn leadership concepts and communication methodologies suited to the role of the leader.

**SYLLABUS**

<b>Hrs</b>	<b>Frontal teaching</b>
4	Lean Thinking
4	Human resource management process
2	Human resources in health systems
2	Human capital
4	Human resource management models
2	Leadership
2	Motivation and conflict
2	Persuasive communication
2	organizational climate