



# UNIVERSITÀ DEGLI STUDI DI PALERMO

<b>DEPARTMENT</b>	Ingegneria
<b>ACADEMIC YEAR</b>	2019/2020
<b>BACHELOR'S DEGREE (BSC)</b>	BIOMEDICAL ENGINEERING
<b>SUBJECT</b>	HEALTHCARE SYSTEMS MANAGEMENT
<b>TYPE OF EDUCATIONAL ACTIVITY</b>	B
<b>AMBIT</b>	50300-Ingegneria gestionale
<b>CODE</b>	18414
<b>SCIENTIFIC SECTOR(S)</b>	ING-IND/35
<b>HEAD PROFESSOR(S)</b>	MAZZOLA ERICA          Professore Associato          Univ. di PALERMO
<b>OTHER PROFESSOR(S)</b>	
<b>CREDITS</b>	6
<b>INDIVIDUAL STUDY (Hrs)</b>	96
<b>COURSE ACTIVITY (Hrs)</b>	54
<b>PROPAEDEUTICAL SUBJECTS</b>	
<b>MUTUALIZATION</b>	
<b>YEAR</b>	1
<b>TERM (SEMESTER)</b>	1° semester
<b>ATTENDANCE</b>	Not mandatory
<b>EVALUATION</b>	Out of 30
<b>TEACHER OFFICE HOURS</b>	<b>MAZZOLA ERICA</b> Friday    09:00    12:00

<b>PREREQUISITES</b>	None
<b>LEARNING OUTCOMES</b>	<p><b>Knowledge</b> The student will develop knowledge and clear understanding of the key issues healthcare systems face nowadays. The student will learn the structure, the functioning and the funding of healthcare systems. The student will develop knowledge about the most recent techniques for effective, efficient and sustainable management of healthcare systems and organizations, and for the improvement of the performances of the mentioned systems/organizations under a welfare maximization perspective.</p> <p><b>Comprehension and ability to apply knowledge</b> The student will acquire knowledge and methodologies to analyze and solve problems related to the management of healthcare systems and organizations. The student will be able to conduct detailed analyses of healthcare systems, to design, manage and assess the processes, the organizational units and the performances of healthcare systems and organizations, to evaluate the most relevant technologies and innovations in the healthcare system.</p> <p><b>Making judgments</b> The student will acquire the ability to autonomously analyze and assess healthcare systems and organizations. In particular, he/she will be able to make judgments on the effectiveness, the efficiency and the sustainability of the processes in healthcare systems and organizations.</p> <p><b>Communication skills</b> The student will be able to communicate with competence and language skills all the issues related to the management of healthcare systems in highly specialized contexts.</p> <p><b>Learning ability</b> The student will be able to autonomously face the issues related to the management of healthcare systems and organizations, to deepen the knowledge on specific topics in the field, to put in practice such knowledge and competences in professional knowledge intensive contexts.</p>
<b>ASSESSMENT METHODS</b>	<p>The assessment of knowledge, competences, and applicative capabilities consists of a written exam and a possible oral exam (optional, and at the choice of the student). The written exam consists of a series of multiple-choice questions and two open-ended questions about all of the topics described in the course syllabus with reference to the suggested texts and the teaching material provided by the teacher. For the oral exam, the student will have to answer at least four oral questions, on all of the topics described in the course syllabus with reference to the suggested texts and the teaching material provided by the teacher.</p> <p>The student assessment is as follows:  <b>Excellent 30-30 cum laude.</b> The student shows excellent knowledge of the topics of the course, excellent language and communication skills, excellent ability to analyze the issues related to healthcare systems management, excellent ability to understand real arguments in the settings of the course, excellent ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management.</p> <p><b>Very good 26-29.</b> The student shows very good knowledge of the topics of the course, very good language and communication skills, very good ability to analyze the issues related to healthcare systems management, very good ability to understand real arguments in the settings of the course, very good ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management.</p> <p><b>Good 24-25.</b> The student shows good knowledge of the topics of the course, good language and communication skills, good ability to analyze the issues related to healthcare systems management, good ability to understand real arguments in the settings of the course, good ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management.</p> <p><b>Satisfactory 21-23.</b> The student shows satisfactory knowledge of the topics of the course, satisfactory language and communication skills, satisfactory ability to analyze the issues related to healthcare systems management, satisfactory ability to understand real arguments in the settings of the course, satisfactory ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management.</p> <p><b>Sufficient 18-20.</b> The student shows sufficient knowledge of the topics of the</p>

	<p>course, sufficient language and communication skills, sufficient ability to analyze the issues related to healthcare systems management. The student does not show the ability to understand real arguments in the settings of the course, the ability to connect the topics among them and to develop critical analysis in the field of healthcare systems management.</p> <p>Insufficient. The student show he/she has not reached the minimum knowledge of the topics of the course and shows not satisfactory language and communication skills. The student also shows he/she has not reached a sufficient ability to analyze the issues related to healthcare systems management.</p>
<b>EDUCATIONAL OBJECTIVES</b>	At the end of the course, the student will develop knowledge and clear understanding of the key issues healthcare systems face nowadays. The student will learn the structure, the functioning and the funding of healthcare systems. The student will develop knowledge about the most recent techniques for effective, efficient and sustainable management of healthcare systems and organizations, and for the improvement of the performances of the mentioned systems/organizations under a welfare maximization perspective.
<b>TEACHING METHODS</b>	Lectures, case studies analysis and workshops with experts.
<b>SUGGESTED BIBLIOGRAPHY</b>	<ul style="list-style-type: none"> <li>- Crivellini M., Galli M. "Sanita' e salute: due storie diverse", Franco Angeli</li> <li>- Bergamaschi M. "Creazione del valore e organizzazione in sanita", McGraw-Hill</li> <li>- Lega F. "Management della sanita: lineamenti essenziali e sviluppi recenti del settore e dell'azienda sanitaria" Egea</li> <li>- Arduini, R., Luzzi L. "Economia e gestione delle aziende sanitarie", Franco Angeli</li> </ul>

## SYLLABUS

Hrs	Frontal teaching
2	Introduction to the course
2	Section 1 - Analysis of the international healthcare systems: USA
2	Section 1 - Analysis of the international healthcare systems: UK
2	Section 1 - Analysis of the international healthcare systems: Germany
2	Section 1 - Analysis of the international healthcare systems: France
4	Section 2 - Analysis of the Italian healthcare system: ASL
4	Section 2 - Analysis of the Italian healthcare system: Accreditation
5	Section 2 - Analysis of the Italian healthcare system: DRG
4	Section 2 - Analysis of the international healthcare systems: LEA
6	Section 3 - The organizational structure of an healthcare company
5	Section 3 - The organizational structure of an healthcare company: the role of departments
4	Section 4 - Managing an an healthcare company: the supply chain of the patients
6	Section 4 - Managing an an healthcare company: the risk management