
 EUI-SANT PAU Centre adscrit a la URB	GRAU INFERMERIA - EUI SANT PAU	 HOSPITAL DE LA SANTA CREU I SANT PAU <small>FUNDACIÓ DE GESTIÓ SANITÀRIA UNIVERSITAT AUTÒNOMA DE BARCELONA</small>
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“Management and Quality of Nursing Services”		2022/2023
Code: 106108 Credits ECTS: 3		

Degree	School Plan	Type	Course	Semester
1471 Nursing	Nursing Degree	Mandatory	2	1

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Prerequisites

There are no official prerequisites, but it is advisable to have attained knowledge of the following subjects: Theoretical Basis of Nursing, Methodological Basis of Nursing and Ethics and Legislation and Health Education.

Contextualization and objectives

The subject "Management and Quality of Nursing Services" is a subject that belongs to the training module Nursing Sciences, is part of the subject Bases of Nursing and is planned in the third semester of the degree.

It is recommended that the student has achieved the knowledge of other subjects that are part of the same; Evolution of nursing care and thought, Ethical and methodological bases of nursing.

The main aim of this subject is to enable students to act as generalist nurses, applying the principles of nursing services management, to identify and apply criteria and indicators of quality of care and to use the available resources with criteria of efficiency and efficacy.

Learning objectives of the Subject

1. Describe the basic concepts of Health Systems and Models and health economics.
2. Analyse the factors that condition healthcare quality and safety.
3. Reason the need for quality management in nursing care and nursing leadership.
4. Show an analytical and reflective attitude when integrating into work groups and teams.

Learning competences and outcomes

Competences	Learning outcomes
SPECIFIC	
E01. To provide technical and professional health care appropriate to the health needs of the people they attend, in accordance with the state of development of scientific knowledge at any given time and with the levels of quality and safety established in the applicable legal and deontological standards.	E01.11. Identify the determinants that allow for adequate technical and professional healthcare in terms of quality and safety in accordance with legal and deontological standards.
E13. Demonstrate knowledge of the principles of health and social and health financing and make appropriate use of available resources.	E13.01. Identify the financing model of the health system. E13.02. Analyse in different situations the available health and socio-sanitary resources. E13.03. Determine efficiency and effectiveness criteria in relation to the needs and management of available resources.
E14. Establish evaluation mechanisms, considering scientific-technical and quality aspects.	E14.01. Identify the most appropriate evaluation systems.
E15. Working with the team of professionals as the basic unit in which the professionals and other staff of the care organisations are structured in a uni or multidisciplinary and interdisciplinary way.	E15.04. Identify the characteristics of the managerial function of nursing services and care management.
E16. Demonstrate an understanding of health information systems.	E16.01. Describe the characteristics of the main information systems. E16.03. Analyse the information systems used by different healthcare organisations. E16.04. Describe the indicators that make it possible to know and monitor the health status of a population and the indicators that evaluate the effectiveness of the health system.

GENERALS / BASICS	
G01. To introduce changes in methods and processes in the field of knowledge in order to provide innovative responses to the needs and demands of society.	G01.03. Acquire and use the necessary tools to develop a critical and reflective attitude.
G03. Act with ethical responsibility and respect for fundamental rights and duties, diversity and democratic values.	G03.04. Identify actions in nursing care that respect the principles of ethical responsibility, fundamental rights and duties, diversity and democratic values. G03.05. Describe the rights and duties of health service users.
G04. Act in one's own field of knowledge by assessing sex/gender inequalities	G04.01. Identify the intersection between gender inequality and other axes of inequality (age, class, origin, racialisation, ethnicity, sexuality and gender identity/expression, functional diversity, etc.). G04.02. To analyse gender inequalities and the factors that sustain them from different systems: Family system, kinship system, economic system, political system, symbolism and educational systems.
B01. Students have demonstrated knowledge and understanding in an area of study that builds on the foundation of general secondary education, and is usually at a level that, while relying on advanced textbooks, also includes some aspects that involve knowledge from the cutting edge of their field of study.	

Contents

MODULE 1. Management and Health System

Theme 1. Basic concepts on Health Models and Systems.

Theme 2. Basic concepts on health management, policies and organisation.

Theme 3. Basic concepts of health economics.

Theme 4. Efficiency and effectiveness criteria in relation to the needs and management of available resources.

Theme 5. Principles of health and socio-health financing in the Spanish and Catalan health system. and Catalonia.

MODULE 2. Quality of care and safety of care.

Theme 6. Concepts of healthcare quality and safety.

Theme 7. Clinical management: decision-making, coordination of the care team, control panel.
Management process.

Theme 8. Evaluation and improvement of the quality of care.

Theme 9. Criteria and indicators for the evaluation of quality of care.
Basic standards

Topic 10: Accreditation models. Catalan accreditation

MODULE 3. Leadership.

Theme 11. Variability in clinical practice. Evidence-based practice.

Theme 12. Change management

Theme 13: Nurse leadership in care: nurse referral, advanced nursing roles.
nursing roles

Methodology

The methodological approach of the subject is based on the idea that the protagonist in the teaching and learning process is the student. The student must be active and autonomous throughout the process and the teacher supports the student by providing the necessary information and resources for learning to take place.

Guided activity: Model focusing on case analysis and resolution

The course has a single theory group. The theoretical development of the subject is combined with more practical classroom activities (individual and group) to consolidate the theoretical content and achieve the competences of the subject.

In order to encourage active participation, students are provided with articles and links to expand their knowledge so that they can read up on the subject worked on in class.

Supervised activity:

The tutored group work is carried out in small groups of 5-7 students. To carry out the work, students are given a guideline script via e-mail and a short presentation must be made (10').

The work group is monitored under tutor supervision. Independently of the indicated tutoring schedule, other tutorials can be established, either in person or by e-mail.

Training Activities

Activity	Hours	ECTS	Learning Outcomes
Type: Directed			
Theoretical classes and classroom activities:	22,5	0,90	E01.11, E13.01, E13.03, E14.01, E15.04, E16.01, E16.03, E16.04, G03.04, G03.05
Type: Supervised			
Tutored group work:	3,75	0,15	E14.01, G01.03, B03
Type: Autonomous			
Study and analysis of documents and articles:	45	1,80	E01.11, E13.01, E13.02, E13.03, E14.01, E15.04, E16.01, E16.03, E16.04, G01.03, G03.04, G03.05, G04.01, G04.02, B03

Assessment

There are three key moments in the assessment of the subject: initial assessment, continuous assessment and final assessment.

Initial assessment

The initial (diagnostic) assessment is carried out on the first day of the course. The aim is to identify the students' entry level of prior knowledge and their interests with respect to the learning contents of the subject, in order to make the corresponding adaptations to their needs, interests and context.

Assessment tools: An initial assessment questionnaire.

Continuous (formative) evaluation

The aim is to verify the evolution and learning progress of the students in order to be able to make decisions taking into account the pace of learning and the needs of the students.

Assessment tools:

Individual and group work, partly done in the classroom: initial guidance on each work includes information on the script, documentation and the criteria for cooperative assessment of the work.

Final continuous assessment (summative)

This is the assessment that takes place at the end of the course and must allow the level of learning achieved to be verified, taking into account the objectives and competences of the programme, without disregarding any adaptations that may have been introduced.

The continuous assessment tests have a summative purpose and in order to obtain an average, a mark equal to or higher than 5 out of 10 must be obtained in each of the tests and assignments.

At the end of the course, the student repeats the initial evaluation questionnaire as a final comparative evaluation with the initial one.

Qualification:

- 0 to 4, 9: Fail
- 5, 0 to 6, 9: Basic Pass
- 7, 0 to 8, 9: Remarkable
- 9, 0 to 10: Excellent (in the event that the student has obtained a grade equal to or greater than 9 may, at the discretion of the teacher, be eligible for an honorary degree).

Recovery Activity

A recovery activity is proposed to students who have been previously assessed by a set of activities, the minimum weight of which is equivalent to 2/3 of the total grade of the subject and who have obtained a final grade lower than 5 and higher than 3.5.

This test will consist of an evaluative activity of the test(s) not passed.

The make-up tests will be determined by the teacher.

The teacher may exclude from the recovery process those activities that, due to their nature, he/she considers that they cannot be recovered.

In the event that the student passes the make-up test corresponding to the failed part, the maximum mark for this will be a 5.

The recovery mark will replace the mark originally obtained and the final weighted mark will be recalculated.

Once the subject has been passed, it cannot be re-evaluated.

Non-evaluable:

When the student has not provided sufficient evidence to allow an overall grade for the subject, the grade will be recorded in the minutes as "not assessable".

It is a reason for lack of sufficient evidence if the student has not participated in any activity of the continuous assessment.

Review of the final note:

Once the final grade has been published, the student may request a review within the "review" period. Requests for review outside the established period will not be accepted.

Assessment Activities

Activity	Weight	Hours	ECTS	Learning Outcomes
Continuous assessment tests.	100%	3,75	0,20	E01.11, E13.01, E13.02, E13.03, E14.01, E15.04, E16.01, E16.03, E16.04, G01.03, G03.04, G03.05, G04.01, G04.02, B03

BIBLIOGRAPHY

Electronic documents

- Pla de salut de Catalunya 2016-2020. Departament de Salut. Generalitat de Catalunya. Available in:
http://salutweb.gencat.cat/ca/el_departament/Pla_salut/pla-de-salut-2016-2020/

Web Links

- Generalitat de Catalunya. GENCAT. Available in: <http://web.gencat.cat/ca/inici/>
- Ministerio de Sanidad, Consumo y Bienestar Social. Available in:
<https://www.mscbs.gob.es/>
- Agència de Qualitat i Avaluació Sanitàries de Catalunya (AQuAS). Available in:
<https://aquas.gencat.cat/ca/inici>