

Teaching Guide of the subject

Year 2024 - 2025

**MANAGEMENT AND QUALITY OF NURSING SERVICES**

Code: 106108

ECTS credits: 3

Titulation	Type	Course	Semester
2500891 Nursing	OB	2	1

Contact	Use of languages
<p><b>Responsible:</b></p> <p>Sist Viaplana, Xènia <a href="mailto:xsist@santpau.cat">xsist@santpau.cat</a></p> <p><b>Teaching staff:</b></p> <p>Sist Viaplana, Xènia <a href="mailto:xsist@santpau.cat">xsist@santpau.cat</a></p>	<ul style="list-style-type: none"> <li>Group 1: Catalan</li> </ul>

**Prerequisites**

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

**Contextualization and objectives**

The subject "Management and Quality of Nursing Services" is a subject that belongs to the Nursing Sciences training module, 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 the other subjects that are part of it; Evolution of nursing care and thinking and Ethical and Methodological Bases of Nursing.

The main purpose of this subject is to enable students to act, as a general nurse, applying the principles of nursing service management, identifying and applying criteria and indicators of quality of care and using available resources with criteria of efficiency and effectiveness.

## Learning objectives of the subject

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

## Competencies and learning outcomes

Competence	Learning Outcomes
<b>SPECIFIC</b>	
<b>E01.</b> To provide technical and professional health care appropriate to the health needs of the people being cared for, 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.	<b>E01.11.</b> Identify the determinants that allow adequate technical and professional health care in terms of quality and safety in accordance with legal and deontological standards.
<b>E13.</b> Demonstrate knowledge of the principles of health and social health financing, and make appropriate use of available resources.	<b>E13.01.</b> Identify the financing model of the health system.  <b>E13.02.</b> Analyse the available health and social health resources in different situations.  <b>E13.03.</b> To determine criteria of efficiency and effectiveness in relation to the needs and management of available resources.
<b>E14.</b> Establish evaluation mechanisms considering scientific and technical aspects, and those of quality.	<b>E14.01.</b> Identify the most appropriate evaluation systems.
<b>E15.</b> Work with the team of professionals as a basic unit in which professionals and other personnel of healthcare organisations are structured in a uni- or multidisciplinary and interdisciplinary way.	<b>E15.04.</b> Identify the characteristics of the managerial function of nursing services and care management.
<b>E16.</b> Demonstrate knowledge of health information systems.	<b>E16.01.</b> Describe the characteristics of the main information systems.  <b>E16.03.</b> Analyse the information systems used by the different healthcare organisations.  <b>E16.04.</b> 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.

<b>GENERAL / BASIC</b>	
<b>G01.</b> To introduce changes in the methods and processes of the field of knowledge in order to provide innovative responses to the needs and demands of society.	<b>G01.03.</b> Acquire and use the necessary tools to develop a critical and reflective attitude.
<b>G03.</b> Act with ethical responsibility and respect for fundamental rights and duties, diversity and democratic values.	<p><b>G03.04.</b> Identify actions in nursing care that respect the principles of ethical responsibility, fundamental rights and duties, diversity, and democratic values.</p> <p><b>G03.05.</b> Describe the rights and duties of users of health services.</p>
<b>G04.</b> Act within the field of self-knowledge by assessing inequalities based on sex/gender.	<p><b>G04.01.</b> Identify the intersection between gender inequality and other inequality axes (age, class, origin, racialization, ethnicity, sexuality and gender identity/expression, functional diversity, etc.).</p> <p><b>G04.02.</b> To analyse gender inequalities, as well as the factors that sustain them from the different systems: the family system, the kinship system, the economic system, the political system, symbolism and educational systems.</p>
<b>B01.</b> Students must have demonstrated that they possess and understand knowledge in an area of study that is based on general secondary education, and is usually at a level that, although supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study.	
<b>B03.</b> Students must have the ability to gather and interpret relevant data (usually within their area of study) to make judgments that include reflection on salient social, scientific, or ethical issues.	

## **Content**

### **MODULE 1. MANAGEMENT AND HEALTH SYSTEM**

Theme 1. Basic concepts about Health Models and Systems.

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

Theme 3. Basic concepts of health economics.

Theme 4. Criteria of efficiency and effectiveness 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.

### **MODULE 2. QUALITY OF CARE AND SAFETY OF CARE**

Theme 6. Concepts of quality and safety of care.

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

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

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

Theme 10. Accreditation models. Catalan accreditation.

### **MODULE 3. LEADERSHIP**

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

Theme 12. Change management.

Theme 13. Nursing leadership in care: nurse reference, advanced nursing roles.

## **Methodology**

The methodological approach of the subject is based on considering that each student is the protagonist in the teaching and learning process. Students must be active and autonomous throughout the process and teachers must support them, providing the information and resources necessary for learning to take place.

### ***Directed activity: Model focused on analysis and resolution of cases***

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

To encourage active participation, students are provided with articles and links to expand their knowledge so that they can read the topic in class beforehand.

### ***Supervised activity:***

Tutored group work is carried out in small groups of 6-8 students. To carry out the work, students are offered an orientation script electronically and a short presentation (8') must be made.

The work group is monitored by tutoring. Regardless of the tutoring schedule indicated, other tutorials can be established, face-to-face or by email.

## Training activities

Activity	Hours	ECTS	Learning Outcomes
<b>Types: Directed</b> . Theory (TE)	23	0,92	<i>E01.11, E13.01, E13.03, E14.01, E15.04, E16.01, E16.03, E16.04, G03.04, G03.05</i>
<b>Types: Supervised</b> . Scheduled tutorials	1	0,04	<i>E14.01, G01.03, B03</i>
<b>Type: Self-employed:</b> . Personal study. . Bibliographic consultations and documents. . Preparation of works	45	1,80	<i>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, B01, B03</i>

*The teaching staff will allocate approximately 15 minutes once the subject is finished to allow them to students can answer the assessment surveys on the teaching performance and the subject.*

## Evaluation

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

### ***Continuous evaluation***

The objective is to verify the level of learning achieved, considering the objectives and competencies of the program, without disregarding the adaptations that may have been introduced.

The evaluation consists of three tests, of different types (structured test and written work):

**1-An objective multiple-choice test:** The subject will be held at the end. It has an overall weight in the subject of 45%. In the multiple-choice test, the negative answers are according to the following formula:  
 $x = \text{Correct answers} - (\text{errors} / n-1)$ , where n is the number of answer options.

**2-Written work:** Group and individual work will be presented on the analysis and resolution of some of the activities distributed throughout the modules of the subject. The final project has an overall weight in the subject of 55%.

The grade of the subject in the continuous assessment is given by the weighted sum of these tests (provided that the minimum grade of 5 is exceeded in each test).

In order for the evaluation to be valid with a qualified grade, all the proposed activities must be carried out.

The results of the evaluation tests will be retroacted through the classroom and tutorials where appropriate.

#### *Submission of the works:*

It can be submitted up to 24 hours on the scheduled delivery date, which will be specified in the classroom and must be adapted to the rules for the presentation of works of the EUI-Sant Pau, otherwise there is no correction of the same and it is counted with a zero. Outside the dates established for delivery, no activity is accepted.

**The results of the evaluation tests will be retroacted through the classroom and tutorials where appropriate.**

**The work evaluation rubric is available in the virtual classroom.**

### **Qualification**

- 0 to 4.9: Fail
- 5.0 to 6.9: 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 higher than 9, he/she may opt, at the discretion of the teacher, for an honors).

### **Unique assessment**

1. In this subject there is no homework scheduled to be done in a group.
2. The date of the unique test will coincide with the date of the last continuous assessment test that appears in the daily schedule and in the calendar of training and evaluation activities.
3. The unique evaluation will consist of the delivery on the scheduled date of all the evaluation activities planned for the subject individually.
  - **Test 1**, which will consist of **an objective multiple-choice test** and weights **30%**.
  - **Test 2**, which will consist **of a practical case and problem solving** and weights **30%**.
  - **Test 3**, which will consist of an **individual final project with oral presentation** and weights **40%**.

### **Recovery activity**

1. A unique date is determined for the remedial activity for all students, whether or not they are eligible for a unique evaluation
2. A remedial activity is proposed for those students who have been previously evaluated for the set of activities whose weight is equivalent to a minimum of 2/3 of the total grade of the subject, and have obtained a final grade higher than 3.5 and less than 5 out of 10.
3. This test will consist of an evaluation activity of the test(s) not passed.
4. The remedial tests will be determined by the teaching staff.
5. The teacher may exclude from the recovery process those activities that, by their nature, he/she considers not to be recoverable.

6. In the event that the student passes the retake test corresponding to the failed part, the maximum grade of the same will be a 5.
7. The recovery grade will replace the grade originally obtained and the final weighted grade will be recalculated.
8. Once the subject has been passed, it cannot be re-evaluated

### **Not assessable**

When the student has not provided sufficient evidence to allow an overall grade of the subject, the grade is recorded as "not assessed" in the record.

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

### **Exam Review**

Once the final grade has been published, the student can request a review of the retake test within the period established for the review. Requests for revision are not accepted on dates outside this period.

### **Procedure in case of copying/plagiarism**

1. Copying or **plagiarism** in any type of assessment activity is a crime, and will be penalised with a 0 as the grade of the subject, losing the possibility of recovering it, whether it is an individual or group work (in this case, all members of the group will have a 0).
2. If during the completion of an individual project in class, the teacher considers that a student is trying to copy or is discovered some type of document or device not authorised by the teaching staff, it will be graded with a 0, with no retake option, and therefore, the subject will be suspended.
3. A work, activity or exam is considered to be "copied" when it reproduces all or a significant part of the work of oneself or another classmate.
4. A work or activity will be considered "plagiarized" when a part of a text by an author is presented as one's own without citing the sources, regardless of whether the original sources are on paper or in digital format.

### **Aspects of assessment related to values and attitudes**

1. The teacher may reduce the grade of the subject by between 1 and 2 points when the student repeatedly does not respect the indications of behavior in the classroom and/or disturbs the normal functioning of the classroom.
2. "No disrespect for colleagues or teachers will be tolerated. Homophobic, sexist or racist attitudes will not be tolerated either. Any student in whom any of the attitudes described above are detected will be classified as failing the subject."

### **Formal aspects of written work**

In all activities (individual and group) linguistic correctness, writing and formal aspects of presentation will be considered.

## Other considerations

1. All the evaluation tests will be published in the daily program and in the calendar of the training and evaluation activities.
2. The date of the unique test will coincide with the date of the last continuous assessment test.
3. Students who repeat the subject may request at the beginning of the academic year to take only a final synthesis assessment (Article 117, page 46 of the Academic Regulations of the Universitat Autònoma de Barcelona (Approved by agreement of the Governing Council of 7 July 2022, and amended by agreement of the Governing Council of 1 February 2023)).

*Students in the second or higher enrolment who have taken all the assessment tests the previous year may choose to take assessment with a single synthesis assessment activity. This activity will consist of an exam at the end of the subject coinciding with the written exam of the subject. Students in the second or higher enrolment who wish to opt for the synthesis exam must notify the teaching staff responsible for the subject in writing two weeks before the published date.*

## Evaluation activities

Activity	Weight	Hours	ECTS	Learning Outcomes
<b>Report Delivery / Written works:</b> - Singles - Group	55%	3,75	0,20	<i>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, B01, B03</i>
<b>Written assessments, objective tests.</b>	45%			<i>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, B01, B03</i>

## Bibliography

### **Online resources:**

- Generalitat of Catalonia. GENCAT. Available in: <http://web.gencat.cat/ca/inici/>
- Health Plan of Catalonia 2016-2020. Department of Health. Generalitat of Catalonia. Available in: [http://salutweb.gencat.cat/ca/el\\_departament/Pla\\_salut/pla-de-salut-2016-2020/](http://salutweb.gencat.cat/ca/el_departament/Pla_salut/pla-de-salut-2016-2020/)
- Ministry of Health, Consumer Affairs and Social Welfare. Available in: <https://www.mscbs.gob.es/>
- Agency for Health Quality and Evaluation of Catalonia (AQuAS). Available in: <https://aquas.gencat.cat/ca/inici>



## Teaching platforms

- Moodle
- Mendeley
- Kahoot

