

Teaching Guide of the subject

Year 2026 - 2027

MANAGEMENT AND QUALITY OF NURSING SERVICES

Code: 106108

ECTS credits: 3

Qualification	Types	Course	Semester
2500891 Nursing	OB	2	1

Contact	Use of languages
Responsible: Sist Viaplana, Xènia xsist@santpau.cat Teaching staff: Sist Viaplana, Xènia xsist@santpau.cat Tremols Esmel, Màrius mtremols@santpau.cat Lacueva Abad, Maria mlacueva@santpau.cat	Group 1 : Catalan

Prerequisites

There are no official prerequisites, but it is advisable to have achieved the knowledge of the subjects: Theoretical Foundations of Nursing, Methodological Foundations 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 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, identify and apply criteria and indicators of quality of care and use the available resources with criteria of efficiency and effectiveness

Learning objectives of the subject

1. Describe health models and systems, as well as the basic principles of health economics, assessing their sustainability, especially in relation to equity and access to health services.
2. Examine the factors that condition the quality and safety of care, incorporating standards of good practice and promoting strategies for continuous improvement.
3. To reason the need for quality management in nursing care, recognising nursing leadership as a key element for decision-making, team management and the transformation of health services.
4. Design proposals for the organisation and improvement of nursing care focused on the person, the family and the community, integrating criteria of efficiency, quality, safety and social responsibility aligned with the SDGs.
5. Demonstrate a critical, reflective and teamwork attitude, exercising nursing leadership skills aimed at improving patient quality and safety.

Learning outcomes

Learning Outcomes of the DEGREE (RAT)	LEARNING OUTCOMES OF THE SUBJECT (RAM)
KT05. Explain the functioning of health systems, their roles, and their funding, taking into account sustainability and the appropriate use of resources.	KM18. Describe the characteristics of health systems according to the territorial context and their influence on nursing practice (KT05).
KT07. Classify health information systems.	KM21. Classify health information systems (KT07).
KT11. Identify the sustainable development goals relevant to nursing care practice.	KM20. Identify the sustainable development goals relevant to nursing care practice (KT11).
ST01. Design systems of care organization directed at individuals, families, or the community.	SM11. Design systems of care organization directed at individuals, families, or the community (ST01).
ST10. Analyse demographic, epidemiological, and clinical statistical data, identifying factors related to the most prevalent health and care problems.	SM17. Analyse demographic, epidemiological, and clinical statistical data, identifying factors related to the most prevalent health and care problems (ST10).
ST12. Evaluate the costs and efficiency of care applied to healthcare processes, considering individuals' decisions, clinical effectiveness, and principles of quality and safety, and integrate principles of accountability in resource allocation.	SM18. Evaluate the costs and efficiency of care applied to healthcare processes, considering individuals' decisions, clinical effectiveness, and principles of quality and safety, and integrate principles of accountability in resource allocation (ST12).

Contents

MODULE 1. MANAGEMENT AND HEALTH SYSTEM

Topic 1. Basic concepts about Health Models and Systems.

Topic 2. Basic concepts about health management, policies and organization.

Topic 3. Basic concepts of health economics.

Topic 4. Criteria of efficiency and effectiveness in relation to the needs and management of available resources.

Topic 5. Principles of health and socio-health financing, in the Spanish and Catalan health system.

MODULE 2. QUALITY OF CARE AND CARE SAFETY

Topic 6. Concepts of quality and safety of care.

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

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

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

Topic 10. Accreditation forms. Catalan accreditation.

MODULE 3. LEADERSHIP

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

Topic 12. Change management and sustainability of the health system based on the Sustainable Development Goals (SDGs).

Topic 13. Nurse leadership in care: reference nurse, 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 necessary information and resources 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 topic is combined with classroom activities, of a more practical nature (individual and in groups), in order to consolidate the theoretical contents and achieve the learning outcomes 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 the topic worked on 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 via electronic means and a short presentation (8') must be made.

Tutored monitoring of the working group is carried out. Regardless of the tutorial schedule indicated, other tutorials can be established, face-to-face or by email.

Training activities¹

Activity	Hours	ECTS	Learning Outcomes
Type: Directed . Theory (TE)	23	0,92	KM18,KM20,KM21,SM17,SM18
Type: Supervised . Scheduled tutorials	1	0,04	KM21,SM11, SM17,SM18
Type: Self-employed: . Personal study. . Bibliographic queries and documents. . Preparation of works	45	1,80	KM18,KM20,KM21, SM11, SM17,SM18 KM18,KM20,KM21, SM11, SM17,SM18 KM20, SM11, SM18

Evaluation

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

Continuous assessment

The objective is to verify the level of learning achieved, taking into account the objectives and learning outcomes of the programme, without disregarding the adaptations that may have been introduced.

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

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

2-Written assignments: Group and individual assignments will be presented on the analysis and resolution of some of the activities distributed throughout the modules of the subject. The assignments have 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 grade, all the proposed activities must be carried out.

Feedback will be given on the results of the evaluation tests through the classroom and tutorials, if applicable.

¹ The teaching staff will allocate approximately 15 minutes once the subject is finished to allow that their students can answer the assessment surveys on teaching and subject.

Delivery of the works:

It can be delivered until 8 a.m. on the day scheduled as the 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.

Feedback on the results of the evaluation tests will be made through the classroom and tutorials if necessary.

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

Qualification

- 0 to 4.9: Suspense
- 5.0 to 6.9: Passed
- 7,0 a 8,9: Notable
- 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 degree).

Single assessment

1. In this subject there is no task programmed to be done in a group.
2. The date of the single test will coincide with the date of the last continuous assessment test that appears in the daily programme and in the calendar of training and assessment activities.
3. The single assessment will consist of the delivery on the scheduled date of all the assessment 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 an oral presentation** and weights 40 %.

Recovery activity

1. A single date is determined for the recovery activity for all students, whether or not they are subject to single assessment
2. A recovery 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 recovery tests will be determined by the teaching staff.
5. The teacher may exclude from the recovery process those activities that, due to their nature, he or she

considers that they are not recoverable.

6. In the event that the student passes the retake test corresponding to the failed part, the maximum grade of this will be a 5.
7. The retake 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 subject to new evaluation

No available

It is considered that the subject will not be assessable when one of these circumstances is met:

1. Not having delivered any of the continuous assessment activities provided for in the teaching guide.
2. Not having attended any of the practical or compulsory sessions, when these are necessary to assess learning outcomes and as indicated in the teaching guide.
3. Not having taken the final test (exam, written or oral test, work defense, etc.), if This represents an essential percentage of the grade.
4. Not having completed the minimum required participation in training activities (for example, seminars, presentations, forums, etc.), when these are part of the evaluation.
5. Not having submitted the final project or compulsory project, if this constitutes a central evidence of learning of the subject.

Exam Review

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

Procedure in case of copying / plagiarism

1. Copying **or plagiarism** in any type of evaluation activity constitutes a crime, and will be penalized with a 0 as a grade for 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 assignment in class, the teacher considers that a student is trying to copy or is discovered some type of document or device not authorized by the teacher, the same will be graded with a 0, without the option of recovery, and therefore, the subject will be suspended.
3. A work, activity or exam will be considered to be "copied" when it reproduces all or a significant part of the work of oneself, 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 in paper or digital format.

The use of Artificial Intelligence (AI) technologies

The use of Artificial Intelligence (AI) technologies is regulated according to the type of work to be carried out:

1. In the event that the work aims at personal reflection and meaningful learning by the student, **the use of AI technologies is prohibited** in any of its phases of completion.
Any work that includes AI-generated fragments (e.g. abstracts, translations, text writing or image creation) will be considered a lack of academic honesty and may lead to a partial or total penalty in the grade of the activity, as well as greater penalties in cases of seriousness.
2. In other works, **the restricted use of AI technologies is allowed** exclusively in those support tasks, such as bibliographic or information searches, proofreading, translations, and other specific situations that are indicated. In these cases, the student will have to clearly identify which parts have been generated with this technology, specify the tools used and include a critical reflection on how they have influenced the process and the final result of the activity. The non-transparency of the use of AI in this assessable activity will be considered a lack of academic honesty and may lead to a partial or total penalty in the grade of the activity, as well as greater sanctions in cases of severity.

In any case, in the description of each assignment, the teacher in charge will clearly indicate **whether the prohibited or restricted use of AI applies**.

Aspects of evaluation 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 same.
2. "No lack of respect for classmates or teachers will be tolerated. Homophobic, sexist or racist attitudes will also not be tolerated. Any student in whom any of the attitudes described above are detected will be classified as having failed the subject."

Formal aspects of written work

In all activities (individual and group) linguistic correction, writing and formal presentation aspects will be taken into account.

Other considerations

1. All the evaluation tests will be published in the daily program and in the calendar of training and evaluation activities.
2. The date of the single 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 course to carry out only one

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 modified by agreement of the Governing Council of 1 February 2023)).

Students in second or more enrolment who have taken all the assessment tests in the previous year may opt to be assessed 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 second or more enrolment who wish to opt for the final 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
Delivery of reports / Written works: Individuals Groups	55%	3,75	0,15	KM18, KM20, KM21, SM11, SM17, SM18
Written evaluations, objective tests.	45%			KM18, KM20, KM21, SM17, SM18

Bibliography

Internet resources:

- **Generalitat de Catalunya. GENCAT. Patient safety.** Available: <https://canalsalut.gencat.cat/ca/salut-a-z/s/seuretat-pacients/>
- **Department of Health. Generalitat de Catalunya. Health Plan of Catalonia.** Available: <https://salutweb.gencat.cat/ca/departament/transparencia/plans-sectorials/>
- **Ministry of Health, Consumer Affairs and Social Welfare. Quality of care.** Available: <https://www.sanidad.gob.es/areas/calidadAsistencial/home.htm>
- **Agency for Health Quality and Assessment of Catalonia (AQuAS).** Available: <https://www.aqu.cat/Coneix-AQU/Com-ho-fem/Sistema-intern-de-qualitat-i-seuretat-de-la-informacio-ISO>

To the program

Moodle