



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Elementi di Organizzazione Professionale

2021-3-I0101D015

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#### Aims

**PRINCIPLES OF HEALTH CARE MANAGEMENT** – The course aims to provide students with the knowledge of the main contents of the economic science to understand: a. the relationships between Health System and economy; b. how the Health System work; c. the need to maintain a link between efficacy and efficiency. **NURSING REGULATIONS, STANDARDS AND POLICIES** - Students will learn main basics of the health organizations and operations, with attention to nursing organization, nursing models and organizational tools, quality assessment instruments and their application. **LABOR LAW** - The course aims to introduce students to labor law, providing concepts concerning civil service as well as some hints of administrative law, constitutional right, national and regional health care regulations. Particular attention will be paid to nurse accountability in professional conduct. **LEGAL MEDICINE** - The course provides students with notions about legal medicine in all health care areas, in tort law assessment and in criminal cases. The basics of the judicial organization of the Italian State and its principal rules of criminal and civil procedure will be presented. Their essential regulations of nurse practice in respect of the health institutions and the patient will be discussed. Special forensic issues in healthcare will be presented: organ donation, abuse and neglect (children, elderly, vulnerable patient); death investigation, violent death; malpractice and health care professionals negligence; informed consent and relevance of medical and nurse records; professional secret in nurse practice

#### Contents

The course aims to provide students with general principles connected to Health Organizations and their performance, with attention to health services, nursing organization and related tools; analysis of quality assessment instruments and their implementation, economic science and fundamentals, knowledge of regulations system in public and private context of work, with specific attention to forensic subject and nurse accountability.

#### Detailed program

**PRINCIPLES OF HEALTH CARE MANAGEMENT** - Introduction to economic science. Economy applied to health system: meaning of the term, macroeconomics – microeconomics, concept of resource. The demand: health care demand, health services demand, Adaptability of demand. The supply and the market: healthcare delivery features, the concept of third party paying, the market in healthcare system, the economic analysis in healthcare. Definition of priority: the consumer's role, the maker's role. Economic assessment: meaning, rules, answers. Costs and benefits of an healthcare program: costs and benefits, cost effectiveness, utility costs. Limits of the economic evaluation: the equity. The regional healthcare system in Lombardia. The hospital: admission activities, ambulatory procedures and others. The Local Health Agency: purchase and health protection activities. Market's rules: accreditation, equality between public and private health system, freedom of choice and access. **NURSING REGULATIONS, STANDARDS AND POLICIES** – Organization: definition of organization and historical evolution, general basics of the organization (division of work, coordination, effectiveness, efficiency, outcome), the systemic approach to organizational phenomena, the organizational variables, the framework (hierarchical, functional, both hierarchical and functional, matrix, project of work. The organizational chart and staff, job description, operating mechanisms (communication, decision making, coordination, control), the organizational power (ways to manage power). Nursing organization: international documents and national / regional regulations concerning nursing organization in a changing healthcare system, purpose and framework (with different levels of responsibility) in a company context, organizational nursing models (technical and professional, and their variations in nursing practice: functional, small teams, modular, primary care, case management models). The organizational tools to plan activities (flow chart, GANTT) and procedures and to assess nursing complexity in different context; reference to regional regulations and to the different ways to define nursing requirements (analysis of the "Swiss" and "SIPI" methods). Quality and accreditation. Quality: historical, theoretical and regulatory background (regional and national), stakeholder and phases of quality process, measuring quality: criteria and indicators, certification (UNI-EN-ISO), accreditation process (institutional / authorization, professional/ to excellence) and program for the organization improvement, Nursing Sensitive Outcomes, the clinical risk management: definition and theoretical elements, adverse events and sentinel events. **LABOR LAW** - Concept of labor law and regulations sources. The constitutional principles of labor law. The collective bargaining. The dependent work. The self-employment. The "project work". The employment contract. The capacity of the contracting parties. The essential requirements of the contract. The invalidity of the contract and the protection given by art. 2126 of Code of Civil Law. The certification of the employment contract. The accidental elements of the contract. The recruitment workers procedures. Duties, qualifications and categories. Rights and duties of workers. Place and duration of work. Permissions, leave and events relating to the worker. The salary. The end of the working relationship. The disciplinary action. Civil, penal, administrative and professional responsibility of worker. The delegation of function. The work process. Health records - legal aspects.

**LEGAL MEDICINE** – Duties of legal medicine (Court Forensic cases and forensic clinical medicine). Medico-legal methodology: causation evaluation. Nurse-patient relation: legitimacy of medical treatment, informed consent, national health system, professional secret. Medical and nurse records: certification, documentation of treatment.

Health professional obligations to criminal courts (communication of crime or suspected crime). Criminal law: homicide, personal injuries; domestic violence, sexual violence. Special Laws: organ donation and transplantation of organs and tissues; conscientious objection in medicine. Medical malpractice: tort law and criminal law and role of the forensic expert. Social Insurances and welfare system Elements of traumatology, medico-legal evaluation of injuries. Elements of Thanatology: medico-legal aspects of death; autopsy for the prosecutor's office and clinical autopsy

## **Prerequisites**

Contents learned during the previous two years concerning legal, organizational and responsibilities elements related to nurse activity.

## Teaching form

Lectures with presentations in electronic form of drawings and diagrams explaining concepts related to individual disciplines.

In the Covid-19 emergency period the lessons will take place in. completely remotely asynchronous with some events in synchronous videoconference

## Textbook and teaching resource

**PRINCIPLES OF HEALTH CARE MANAGEMENT** – Rossi F. (1994) Economia Sanitaria, UTET; Zanella R. (2011) Manuale di economia sanitaria, Maggioli Editore; **NURSING REGULATIONS, STANDARDS AND POLICIES** - Calamandrei C., Orlandi C. (2015) Manuale di management per le professioni sanitarie. Milano: Mc Graw-Hill. For individual insights: Pontello G. (2004) Il management infermieristico, Masson; Moiset C., Vanzetta M. (2009) Misurare l'assistenza. Il SIPI: dalla progettazione all'applicazione, McGraw-Hill; Mongardi M., Bassi E., Di Ruscio E., Ospedale per Intensità di cura: strumenti per la classificazione dei pazienti. DGSPS, Servizio Presidi Ospedalieri, Regione Emilia-Romagna, Febbraio 2015. **LABOR LAW** – Riva S. (2015) Compendio di Diritto del Lavoro, XX ed., Ed. Simone; Reference legislation. **LEGAL MEDICINE** – Teaching materials on the moodle e-learning university website; Carnevale A., D'Ovidio C. (2005) La professione di Infermiere. Aspetti giuridici, medico-legali etico-deontologici, Padova: Piccin Editore; Zagra M., Argo A., Madea B., Procaccianti P., Bertol E. (2018) Medicina Legale orientata per problemi, II Ed. Edra-Masson

Other educational resources for personal interest: Papi L. (2013) Elementi di Medicina legale per Infermieristica, Pisa University Press; Barbieri G., Pennini A. (2013) Le responsabilità dell'infermiere. Dalla normativa alla pratica, Ed. Carocci Faber

## Semester

3rd year, 1st Semester

## Assessment method

### **NURSING REGULATIONS, STANDARDS AND POLICIES**

During the Covid-19 emergency period, oral exams will only be online; they will be carried out using the WebEx platform and a public link will be shown on the e-learning page of the course for access to the examination of possible virtual spectators.

#### Written examination:

single choice test (True/False, Matches, Multiple Choice test, ecc)

and open ended questions (equivalent to very short essays) for a control over autonomous reflection capacities on critical points of the program by learners.

### **PRINCIPLES OF HEALTH CARE MANAGEMENT**

#### Written examination:

single choice test (True/False, Matches, Multiple Choice test, ecc)

and open ended questions (equivalent to very short essays) for a control over autonomous reflection capacities on critical points of the program by learners.

## **LABOR LAW**

Written examination:

single choice test (True/False, Matches, Multiple Choice test, ecc)

and open ended questions (equivalent to very short essays) for a control over autonomous reflection capacities on critical points of the program by learners.

## **FORENSIC MEDICINE**

Written examination:

single choice test (Multiple Choice test) for a control on critical points of the program by learners.

## **Office hours**

On appointment

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