UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Organizzazione della Professione Infermieristica

2122-3-I0101D015-I0101D047M

Aims

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

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

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), The organizational models for integration hospital-territory, the law 23/2015 of Lombardy Region and further developments. 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, interprofessional collaboration for reduction of event adverse.

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

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. Scientific papers are indicated during course attendance

Semester

3rd Year, 1st Semester

Assessment method

In the event of social distancing for pandemic prevention the examination may take.place:

online written exam with proctoring (20 multiple choice questions + 2 open questions), **or** online oral exams, will be carried out using WebEx platform and on the e-learning page of the course a public link will be shown for access to the exam of possible vitual 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.

Office hours

On appointment