UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Nursing Regulations, Standards and Policies

2425-3-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

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).
- Territorial health care reform (PNRR, LR 23/2015, DM 77/2022).
- 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 (SIPI).
- 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.

Prerequisites

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

Teaching form

Lessons conducted in in-person delivery mode with presentations in electronic form of drawings and diagrams explaining concepts related to individual disciplines

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

Semester

3rd year, 1st Semester

Assessment method

There will be no tests in itinere but a single final written test consisting of:

- 12 closed-answer tests (multiple choice), in order to evaluate the extensive control of the preparation
- 4 open questions (equivalent to very short essays) for an intensive control of the ability to autonomously reflect on critical points of the programme.

Office hours

On appointment

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | QUALITY EDUCATION | GENDER EQUALITY