UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Organizzazione e Sviluppo di Servizi Psicologici e Percorsi di Cura

2526-1-F5111P003

Learning area

Models and techniques for treatment and rehabilitation

Learning objectives

Knowledge and understanding

- Knowledge of the organizational structures that, within the normative framework of the National and Regional Health System, deliver health care services and in particular psychological services
- Knowledge of the theoretical and ideological assumptions that preside over organizational choices
- Knowledge of the historical path that led to the current organizational assets
- Knowledge of the main institutional documents that regulate the planning of the National and Regional Health System so that students can use these documents as tools for planning and professional development

Applying knowledge and understanding

- Understanding and critical analysis of the organizational mechanisms and institutional instruments of regional health care systems, with particular reference to the Lombardy system
- Ability to analyze the organizational peculiarities of social and health care contexts
- Knowledge of health care planning, identifying resources and constraints of organizational contexts
- Understanding of interorganizational network dynamics necessary for the development of psychological services and care pathways
- Ability to integrate psychological knowledge in multidisciplinary teamwork and network contexts typical of health care settings
- Reflection on the role of psychological professionals in social and health care contexts

Soft Skills

- Making judgements: The course aims to develop a critical perspective in analyzing the theoretical, ideological, and cultural assumptions underlying the organizational models of Psychological Services and, more broadly, of Health and Social Services. It also seeks to foster the ability to identify how organizational aspects of services can influence clinical practice and the ability to critically analyze the role of psychological professionals in social and healthcare settings. These skills will be developed through case analysis, classroom discussions, comparison of different analytical perspectives, and the analysis of external contexts.
- Communication skills: The course aims to strengthen students' ability to communicate complex concepts related to the organization of health and social services and professional practices in care pathways, using appropriate scientific language and adapting communication style to academic and professional contexts. These skills will be developed through group work, interactions with external professionals, classroom presentations, classroom exercises, and the oral exam.
- Learning skills: The course aims to provide tools and analytical skills for understanding the various organizational contexts in which psychological services are embedded, as well as the institutional documents that define these services. These skills will be developed through classroom exercises, joint analysis of documents, discussions, and group work.

Contents

The teaching is aimed at deepening the nature and functioning of organizational structures that deliver psychological services in public and private health care settings. Thus, some basic knowledge about the organization of psychological services and care pathways will be provided, and skills will be developed to take organizational dimensions into account when designing, conducting, and evaluating psychological support interventions of a clinical nature.

Detailed program

- Organizational structures of the national and regional health care systems.
- Institutional documents that regulate the programming of these systems
- Role and contributions of the psychological professions in the National and Regional Health System
- Developments and perspectives of psychology for the analysis of health care organizations
- Interorganizational and intersectoral networks for health care
- Health care planning

Prerequisites

Good knowledge of the foundations of Work and Organisational Psychology and Social Psychology facilitate more fruitful learning of the course contents. Students lacking such basic knowledge are encouraged to ask for a list of primary references.

Teaching methods

Lessons will be held in presence.
Lectures, case analyses, thematic seminars, meetings with professionals,team work.

Didactic delivery: 60%; Interactive didactics: 40%.
Each lecture includes a part of interactive teaching. Some lectures will be devoted to group work through interactive methodologies.

Assessment methods

Verification of learning will be through an oral test designed to test specific knowledge of the topics covered in the course. Knowledge, mastery of specific technical language, understanding and evaluation of organizational processes will be assessed. Participation in the optional activities (in-depth thematic studies, exercises, etc.) offered during the course contributes to the evaluation (only for those attending).

Although this course is held in Italian, for Erasmus students, course material can also be available in English, and students can take the exam in English if they wish to do so.

Textbooks and Reading Materials

Detailed information about the course materials will be posted on the e-learning page associated with the course.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | REDUCED INEQUALITIES | SUSTAINABLE CITIES AND COMMUNITIES