UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Healthcare Organisation and Management

2627-1-K0103D004-K0103D00402

Aims

The course aims to provide students with the logical, methodological, and analytical tools to understand the structure, governance, and organizational and managerial challenges of healthcare organizations and complex health profession management services.

Contents

To know and understand the general landscape and the principles governing the National Health Service (SSN) and its regional implementations. Organizational design of healthcare organizations.

Detailed program

The evolution of the National Health Service (SSN): From company-based mutual models to the processes of regionalization and the "corporatization" of healthcare. International healthcare system models: A comparison of universalistic (Beveridge), insurance-based (Bismarck), and private-sector models. Health sector governance: The roles of the Ministry of Health, the Regions, and individual health and social care organizations. Strategic management of health organizations. The organization of health entities and hospital-community integration. Organizational quality systems. Key regulatory framework.

Prerequisites

None

Teaching form

4 in-person lessons of 4 hours each

Textbook and teaching resource

Calamandrei C., Orlandi C., Pennini A., Porcelli B., Casati G. (2025) Manuale di management per le professioni sanitarie. Milano: McGraw-Hill;
Auteri E. (2009) Management delle risorse umane. Fondamenti professionali. Milano: Edizioni Angelo Guerini ed associati SpA;
Rosa A., Martinez M (2022). Modelli organizzativi agili per la pubblica amministrazione. Milano: Franco Angeli.

Semester

First year, second semester

Assessment method

Written test featuring multiple-choice and/or open-ended questions, along with the assessment of written assignments or practical activities concerning the organizational and managerial analysis of health services.

Office hours

By appointment, arranged with the teacher via email.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | QUALITY EDUCATION | INDUSTRY, INNOVATION AND INFRASTRUCTURE