UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Leadership Infermieristica

2627-1-K0102D005

Aims

The course aims to provide students with theoretical and practical knowledge related to nursing leadership, relational and communication processes within healthcare settings, and the digital transformation of healthcare systems and information systems. Upon completion of the course, students will be able to understand and apply key leadership models and effective communication strategies to promote positive professional relationships, lead collaboration within multiprofessional teams, and manage organizational processes and change. Furthermore, students will develop competencies to understand the role of leadership and digital innovations in promoting quality of care, patient safety, healthcare organization, and decision-making processes.

Contents

Introduction to nursing leadership, major theoretical models, and leadership and management competencies within multiprofessional teams and healthcare organizations. Interpersonal and organizational communication, professional relationships with patients, caregivers, and multidisciplinary teams. Effective and assertive communication, conflict management, negotiation, shared decision-making processes, and relational leadership for team development. Introduction to digital health, e-Health models, and health information systems. Personal data protection and ethical issues related to digital transformation. Leadership focused on quality improvement, patient safety, organizational well-being, and organizational development.

Detailed program

The course explores the theoretical foundations and major models of leadership, communication, and digital health within healthcare and organizational contexts, evaluating their impact on organizational outcomes and quality of care. It analyzes the role of nursing leaders in change management, the promotion of evidence-based practice,

workforce development, clinical governance, and continuous performance improvement. It examines verbal and non-verbal communication processes, active listening, feedback, assertive communication, and communication management in complex situations. It addresses the principles of the helping relationship, communication with patients and families, interprofessional collaboration, team management, conflict management, negotiation, motivation, shared decision-making processes, and the promotion of organizational well-being and patient safety. Finally, it explores the principles of e-Health and digital transformation, analyzing health information systems, data management, interoperability standards, telemedicine/telemonitoring applications, the potential and limitations of artificial intelligence and Big Data, as well as regulatory, ethical, and cybersecurity aspects.

Prerequisites

As defined by the Academic Regulations.

Teaching form

Lectures and interactive activities.

Textbook and teaching resource

Provided by the lecturer.

Semester

First year, second semester.

Assessment method

Assessment methods will be communicated in detail by the lecturer of each module.

Office hours

By appointment, arranged via email with the lecturer.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | QUALITY EDUCATION | GENDER EQUALITY | DECENT WORK AND ECONOMIC GROWTH | INDUSTRY, INNOVATION AND INFRASTRUCTURE | REDUCED INEQUALITIES | PEACE, JUSTICE AND STRONG INSTITUTIONS