

**COURSE DATA****DATA SUBJECT****Code:** 42695**Name:** Management of health care services**Cycle:** Master's Degree**ECTS Credits:** 3**Academic year:** 2026-27**STUDY (S)**

Degree	Center	Acad. year	Period
2124 - Master's Degree in Public Health and Healthcare Management	Facultat de Farmàcia i Ciències de l'alimentació	1	First quarter

**SUBJECT-MATTER**

Degree	Subject-matter	Character
2124 - Master's Degree in Public Health and Healthcare Management	Health planning and management	COMPULSORY

**COORDINATION**

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**SUMMARY**

Management of healthcare services try that students learn the general principles of administration and management as a science, current trends of thought and administrative manager, different system approaches, general theories of systems and their analysis.

The management and administration process as a specific aspect in the planning, organization, management, and management by objectives and assessment techniques and management steering.

An important aspect of training in this area will be the quality, components, clinical practice guidelines, the different quality systems, certification and accreditation.

**PREVIOUS KNOWLEDGE****RELATIONSHIP TO OTHER SUBJECTS OF THE SAME DEGREE**

There are no specified enrollment restrictions with other subjects of the curriculum.

**OTHER REQUIREMENTS**

The recommended profile is the person in possession of an official Spanish university degree or a certificate issued by an institution of higher education in the European Higher Education Area that entitle



the issuing country for access to Master's teachings. Also, can also access the / as graduates / as from educational systems outside the European Higher Education Area without the approval of their qualifications, upon verification by the University that those certify a level of education equivalent to t

## COMPETENCES / LEARNING OUTCOMES

### 2124 - Master's Degree in Public Health and Healthcare Management

Be able to integrate into teams, both as managers or coordinators and for specific and limited functions and in support of the team or of others.

Capacidad de integrar las nuevas tecnologías en su labor profesional y/o investigadora.

Capacidad para aplicar los conocimientos adquiridos a la resolución de problemas en salud pública.

Capacidad para formular una hipótesis, diseñar y desarrollar un proyecto de investigación.

Capacidad para integrar conocimientos y enfrentarse a la complejidad de formular juicios y tomar decisiones a partir de una información que, en muchas ocasiones es incompleta o limitada, e incluya reflexiones sobre las responsabilidades sociales y éticas vinculadas a la aplicación de sus conocimientos y juicios.

Capacitarlo para trabajar en equipos multidisciplinares reproduciendo contextos reales y aportando y coordinando los propios conocimientos con los de otras ramas e intervinientes.

Comprender los principios de la planificación sanitaria y el diseño y la evaluación de programas de salud para población general y con necesidades especiales.

Conocer la organización del sistema sanitario español y las principales diferencias y similitudes a nivel autonómico.

Conocer las peculiaridades de los servicios sanitarios y la ordenación del sistema de salud.

Conocer los sistemas de información para la gestión y la política de salud.

Critically analyze both his/her work and that of the colleagues.

Dotarles de práctica en las técnicas de exposición oral, escrita, presentaciones, paneles, etc- para comunicar sus conocimientos, propuestas y posiciones.

Elaborar programas para gestionar y evaluar servicios sanitarios.

Entender y saber manejar las diferentes técnicas de dirección de centros sanitarios en diferentes entornos, así como los sistemas de clasificación de pacientes y medición del producto, y las estructuras organizativas sanitarias.

Participate in, lead and coordinate debates and discussions, be able to summarize them and extract the most relevant conclusions accepted by the majority.

Poder aplicar sus conocimientos sobre problemas concretos y saber resumir y extraer los argumentos y las conclusiones más relevantes para su resolución.



Saber trabajar en equipo con eficacia y eficiencia, y con capacidad de comunicación social.

Students should apply acquired knowledge to solve problems in unfamiliar contexts within their field of study, including multidisciplinary scenarios.

Students should be able to integrate knowledge and address the complexity of making informed judgments based on incomplete or limited information, including reflections on the social and ethical responsibilities associated with the application of their knowledge and judgments.

Students should communicate conclusions and underlying knowledge clearly and unambiguously to both specialized and non-specialized audiences.

Students should demonstrate self-directed learning skills for continued academic growth.

Students should possess and understand foundational knowledge that enables original thinking and research in the field.

## DESCRIPTION OF CONTENTS

### 1. Healthcare management

Concept of health services management, classification of health institutions, management and leadership, development of management models.

Models of health and health services organization.

The health institution as a company.

The health sector, features, functions, elements and issues of identity and systems.

Benchmarking and management skills of the parties, as well as coaching and empowerment.

Measuring patient satisfaction, suppliers, staff and environment. Trends and innovation.

## WORKLOAD

### PRESENCIAL ACTIVITIES

Activity	Hours
Theory	24,00
<b>Total hours</b>	<b>24,00</b>

### NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	2,00
Individual or group project	10,00
Independent study and work	15,00
Preparation of lessons	10,00
Preparation for assessment activities	10,00



Resolution of case studies	4,00
<b>Total hours</b>	<b>51,00</b>

## TEACHING METHODOLOGY

Theoretical lessons.

Reading and discusi3n of documents.

Resolution of practical cases.

Resolution of problems.

Problem solving.

Work aided in computer classroom.

Work in groups tutorized.

Projects development .

Seminars .

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## EVALUATION

Theory assessment. 85%

Attendance and participation in classes. 15%

## REFERENCES

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