

**COURSE DATA****DATA SUBJECT****Code:** 46841**Name:** Gestión y calidad desde el Trabajo Social en el ámbito Sanitario**Cycle:** Master's Degree**ECTS Credits:** 6**Academic year:** 2025-26**STUDY (S)**

Degree	Center	Acad. year	Period
2271 - Master's Degree in Social Work in Health Care	Facultat de Ciències Socials	1	First quarter

SUBJECT-MATTER

Degree	Subject-matter	Character
2271 - Master's Degree in Social Work in Health Care	Gestión y calidad desde el Trabajo Social en el ámbito Sanitario	COMPULSORY

COORDINATION

RODENAS RIGLA FRANCISCO JOSE

SUMMARY

The course Management and Quality in Health from a Social Work perspective focuses on the importance of implementing effective and quality management strategies, procedures, and tools in the field of health in order to improve patient care outcomes in Social Work.

Students will explore how the principles of management, planning, organisation, and ethics are applied in health contexts. In addition, they will discover quality assessment methodologies and continuous improvement techniques to ensure more efficient and effective health services.

In the different blocks, the strategic role of the social worker in defending patients' rights and facilitating fair access to health services will be emphasised. The course will also include case studies and evidence-based practices to prepare students to face real challenges in the field of public and community health related to management and quality.

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



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

OTHER REQUIREMENTS

No prior knowledge is required.

COMPETENCES / LEARNING OUTCOMES

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Collaborate effectively in working teams, assuming responsibilities and leadership roles and contributing to collective improvement and development.

Know how to communicate effectively, both orally and in writing, adapting to the characteristics of the situation and the audience.

Know the quality systems in the field of social health intervention.

Know the structure, functioning and organisation of the healthcare system.

Understand the models, protocols and clinical guidelines to be applied in the processes of social intervention in healthcare.

DESCRIPTION OF CONTENTS

1. Structure, operation and organisation of the healthcare system.

Diary 2030 WHO.

Strategy of public health 2022 of the Ministry of Health.

The current problems of the healthcare system.

2. Clinical guidelines and protocols.

Protocols in Health Social Work services.

Social health processes.

3. Care coordination and continuity of care.

Care coordination:

- Barriers and facilitators to coordination.
- Coordination between care levels.

Continuity of care:

- Continuity of relationships.



- Continuity of information.
- Continuity of management.

4. Quality Management Systems.

Integrated care for users of the Healthcare System.
Process-based approach.
Continuous evaluation.

5. Quality of care in Social Work in healthcare.

What is the EFQM Model? How to apply it to our service?
What is the SWOT Model? How to apply it to our service?
What are ISO standards? How can they improve our service?
Ethics in Social Work in healthcare.

6. Social Work in healthcare in the direction and management of the Health System.

Healthcare social work in healthcare organisations: justification and functions.
Leadership in healthcare management.
Power in healthcare organisations.
Models related to management and the clinic.

WORKLOAD

PRESENCIAL ACTIVITIES

Activity	Hours
Theoretical and practical classes	60,00
Total hours	60,00

NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	0,00
Individual or group project	0,00
Independent study and work	90,00
Preparation of lessons	0,00
Preparation for assessment activities	0,00
Resolution of case studies	0,00
Total hours	90,00

TEACHING METHODOLOGY



Teaching will be delivered in synchronous online sessions. These sessions involve the use of the following methodologies:

- - MD1 Participative lecture. Synchronous theoretical classes with lectures by the teaching staff and student participation (AF1).
- - MD2 Group discussion of documentary and audiovisual materials. Synchronous individual and/or group activities supervised by the teaching staff (AF3).
- - MD3 Resolution of practical cases. Individual and/or group synchronous activities supervised by the teaching staff (AF3).
- - MD4 Directed debate or discussion. Conferences and/or seminars in synchronous mode given by external teaching staff (AF2).
- - MD5 Use of videoconferencing platforms and new technologies applied to teaching.
- - MD6 Tutoring and supervision methods. Individual and group tutorials and supervisions (AF5).

EVALUATION

The evaluation of the subject will be carried out taking into account the following points:

- Firstly, the individual assignments linked to the synchronous sessions (SE1). The weight in the final grade will be 10%.
- Secondly, group work will be carried out within the synchronous sessions linked to the contents of the subject (SE3). The weight of this work in the final grade will be 25%.
- Finally, there will be an online final test related to the syllabus (SE4), whose value on the final grade will be 65%.

In order to assess the different sections that make up the final grade, it is not necessary to obtain a minimum mark in any of them. In other words, a direct sum of the marks obtained in each of the three aspects included in the evaluation of the subject will be added together. The SE1 and SE3 activities are not recoverable in any of the official evaluation calls.

Attendance at synchronous sessions will not be assessed. Assessment is linked to participation in the individual or group activities carried out during these sessions.

Warning about plagiarism in the academic context:

It is important to make responsible and ethical use of the information used in academic work. Therefore, the citation and reference rules (APA-7th edition) will be used correctly as an instrument that guarantees academic honesty and respect for the intellectual property of third parties.

Plagiarism is 'the dishonest action of substantially copying the works of others and presenting them as one's own' (Reducindo et al., 2017, p. 300). And, cyberplagiarism 'occurs when a work is presented as the



result of personal work when it is really information copied partially, medium or totally from an author without any type of credits or bibliography. It usually happens with texts [...] online' (Sarriá & De Francisco, 2018, p. 4).

In the same way, it should be taken into account that the use of generative AI tools should be restricted and respect the following indications of responsible use:

- Its compulsory to declare the use of any generative AI tool, specifying the section and the tasks performed. If this declaration is not made and the use of AI is detected, the work may be marked with 0 points.
- The use of generative AI tools must be limited in any exercise, their abuse may have an impact on the grade.
- The teachers will check their use depending on the specific activity. For example, it will not be allowed for assessment tests (e.g. exam, written work, etc.), unless expressly permitted.
- The student, as the author, is responsible for the content of the proof he/she submits and must be able to justify the details, errors or decisions he/she has made in its preparation.

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Basic

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Additional

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