

Caraterização da Unidade Curricular / Characterisation of the Curricular Unit

Designação da Unidade Curricular / Curricular Unit:	[7085999323241] Gestão e Administração em Saúde		
Plano / Plan:	PLANO CPGGASS - a partir da 21.ª Edição		
Curso / Course:	Pós-Graduação em Gestão e Administração de Serviços de Saúde Post Graduate Course in Management and Administration of Health Services		
Grau / Diploma:	Pós-Graduação		
Departamento / Department:	ENFERMAGEM		
Unidade Orgânica / Organic Unit:	ESCOLA SUPERIOR DE SAÚDE DE VISEU		
Área Científica / Scientific Area:	Gestão e administração		
Ano Curricular / Curricular Year:	1		
Período / Term:	S1		
ECTS:	9		
Horas de Trabalho / Work Hours:	0225:00		
Horas de Contacto/Contact Hours:			
(T) Teóricas/Theoretical:	0060:00	(TC) Trabalho de Campo/Fieldwork:	0000:00
(TP) Teórico-Práticas/Theoretical-Practical:	0000:00	(OT) Orientação Tutorial/Tutorial Orientation:	0000:00
(P) Práticas/Practical:	0000:00	(E) Estágio/Internship:	0000:00
(PL) Práticas Laboratoriais/Practical Labs:	0000:00	(O) Outras/Others:	0000:00
(S) Seminário/Seminar:	0000:00		

Docente Responsável / Responsible Teaching

[5054] Susana Marisa Loureiro Pais Batista

Outros Docentes / Other Teaching

[5024] Olivério de Paiva Ribeiro

[5061] Luís Miguel Pereira Condeço

[5194] Manuel Pereira Cordeiro

[303990] José Henrique da Costa Ferreira

[504046] José Carlos Ferreira Caiado

[602301] Sónia Patrícia Teixeira da Silva Alves

[606850] João Francisco Ribeiro da Silva Martins

Learning Outcomes of the Curricular Unit

- Criticise theories and models of efficient Human, Material and Information Resource Management;
- Develop leadership and conflict management skills;
- Recognise the importance of Human Resource Management in the context of work;
- Understand the problems of managing the human factor in the workplace;
- Develop skills in operations management and logistics in services;
- Develop skills in the importance of strategic planning in aligning health policies in a coherent and well-founded way, maximising health gains for the population;
- Recognise the elements that support the administration and management of public and private health units.

Syllabus

Human Resource Management and Leadership

- Human Resource Management
- Strategic HR management and organisational performance
- Leadership and HR development

Organisational Behaviour

- Introduction to organisational behaviour;
- Workplace analysis;
- Communication and organisational culture as management tools;
- Change - Organisational development programme as planning for change; Elements for the change process; Change management in professional and organisational development.

Operations and Logistics Management

- Concepts of operations management, logistics and supply chain management as applied to services,
- Operations and logistics in the service sector, considering the maximisation of operational efficiency and customer satisfaction.

Health Planning

- The process of planning, organising, directing and controlling as structuring, interdependent and sequential components of the management process. External and internal constraints.

Demonstration of the syllabus coherence with the curricular units' learning objectives

The syllabus conveys fundamental theoretical knowledge of management in general and health management in particular, which enables the development of essential skills for exercising management functions. We begin the course with an explanation of management models and tools that enable students to understand the conceptual basis for the specific nature of management at different levels and the dynamics inherent in Human Resource Management, materials and information. Some specific management functions are also covered, highlighting their importance for successful management in healthcare organisations, as well as the importance of change management in professional and organisational development and the process of planning, organising, directing and controlling as structuring, interdependent and sequential components of the management process.

Teaching Methodologies (Including evaluation)

Teaching-learning methodologies include expository classes using audiovisual media and strategies for active student participation through group dynamics, document analysis and thematic debates. The evaluation involves the accomplishment of a written frequency and a work. The frequency (F) has a weighting of 60% and the work (T) with presentation, has a weighting of 40% of the final classification. $FC = \text{test} * 0.60 + \text{work} * 0.40$

Demonstration of the coherence between the teaching methodologies and the learning outcomes

Teaching methodologies include theoretical, expository classes in the development of concepts and understanding of management models. Theoretical-practical classes, involving practical cases that allow students to participate in and reflect on health management and administration issues, the application of management techniques and tools, complemented by the participation of experts.

Bibliografia / Bibliography

Amaral, M., João, A., Martins, M., Paiva, N., & Pereira, T. (2020). Modelos de planeamento no apoio à gestão dos serviços de saúde: Revisão integrativa da literatura. *Revista Investigação em Enfermagem*, 2 (32), 43-53.

Bernardino, M. (2017). *Gestão em saúde: Organização interna dos serviços*. Edições Almedina.

Cunha, P., & Monteiro, A. P. (coords.). (2021). *Gestão de conflitos na saúde*. Pactor.

Mateus, D., & Serra, S. (2017). *Gestão em saúde: Liderança e comportamento organizacional para enfermeiros gestores*. Lusodidacta.

Rodrigues, F. M. A., Pereira, R. P. G., & Martins, M. M. (2023). Cultura organizacional para a mudança num contexto hospitalar: uma perspetiva de enfermagem. *Acta Paulista de Enfermagem*, 36.

Santos, C., Santos, V., Tavares, A., & Varajão, J. (2020). Project management in public health: A systematic literature review on success criteria and factors. *Portuguese Journal of Public Health*, 38 (1), 37-48.

Teixeira, S (2022). *Gestão das organizações*. Escolar Editora