



### MANAGEMENT

Enrollment year	2020/2021
Academic year	2020/2021
Regulations	DM270
Academic discipline	SECS-P/07 (BUSINESS ADMINISTRATION)
Department	DEPARTMENT OF PUBLIC HEALTH, NEUROSCIENCE, EXPERIMENTAL AND FORENSIC MEDICINE
Course	DIETISTIC
Curriculum	PERCORSO COMUNE
Year of study	1°
Period	(01/03/2021 - 18/06/2021)
ECTS	2
Lesson hours	16 lesson hours
Language	Italian
Activity type	ORAL TEST
Teacher	VELO FRANCESCO - 2 ECTS
Prerequisites	No special prerequisites are required. A basic knowledge of the organization of healthcare companies and the National Health Service can facilitate the work path.
Learning outcomes	<p>The course focuses on the main effects of the health sector's managerial reform process, with particular reference to strategy and resource organization.</p> <p>The course intends to provide skills and tools to identify the main elements of a healthcare delivery system, to understand the main issues and to identify possible pathways of improvement from the point of view of the quality of the organization as well as of the service delivered.</p>
Course contents	<p>The course foresees the following programme:</p> <ol style="list-style-type: none"><li>1. The National Health Service reform - SSN (notes)</li></ol>

	<ul style="list-style-type: none"> <li>a. The functioning of SSN</li> <li>b. The managerial reform of healthcare</li> <li>c. Competition between operators</li> <li>d. The principle of freedom of choice</li> <li>e. The essential levels of assistance</li> </ul> <p>2. Notes on the Organization of healthcare providers</p> <ul style="list-style-type: none"> <li>a. definition of enterprise</li> <li>b. Enterprise resources</li> <li>c. Relationship between strategy and enterprise organization</li> </ul> <p>3. Service companies</p> <ul style="list-style-type: none"> <li>a. The definition of service</li> <li>b. The peculiarities of service companies</li> <li>c. The servuction model</li> <li>d. The healthcare provision systems</li> </ul> <p>4. The organization of health services</p> <ul style="list-style-type: none"> <li>a. The role of the contact personnel</li> <li>b. The client / user role</li> <li>c. The understanding of the competitive environment</li> <li>d. Quality in services</li> </ul>
<b>Teaching methods</b>	<p>The course is organized in 16 hours of frontal lessons, during which the contents of the course will be discussed from a theoretical and empirical point of view through the presentation and analysis of case studies. Additional reading will also be provided to deepen and consolidate the knowledge of the topics discussed in the course.</p>
<b>Reccomended or required readings</b>	<p>The course does not foresee a reference text. Articles and readings will be indicated at the beginning of the course.</p> <p>Further reading (non mandatory). The following are suggested:</p> <p>Bruzzi S., Finanziamento e gestione delle aziende sanitarie, Giuffrè, 1997 (pp 71-95)</p> <p>Velo, F., "Economia Sanitaria", in C. Meloni, G. Pelissero (a cura di) Igiene, CEA – Casa Editrice Ambrosiana, 2007, Cap. 11 (pp. 593-609)</p>
<b>Assessment methods</b>	<p>Exam in written form, with multiple open response questions. Students will be asked to answer theoretical questions and apply the acquired knowledge to the analysis of a case study.</p>
<b>Further information</b>	<p>Exam in written form, with multiple open response questions. Students will be asked to answer theoretical questions and apply the acquired knowledge to the analysis of a case study.</p>
<b>Sustainable development goals - Agenda 2030</b>	<p><a href="#">\$lbl legenda sviluppo sostenibile</a></p>