

Patient Management (D000005)

Due to Covid 19, the education and evaluation methods may vary from the information displayed in the schedules and course details. Any changes will be communicated on Ufora.

Course size	<i>(nominal values; actual values may depend on programme)</i>		
Credits 4.0	Study time 120 h	Contact hrs	30.0 h

Course offerings and teaching methods in academic year 2020-2021

B (semester 2)	Dutch	Gent	lecture	30.0 h
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Lecturers in academic year 2020-2021

Vandijck, Dominique	GE39	lecturer-in-charge
Peleman, Renaat	GE35	co-lecturer

Offered in the following programmes in 2020-2021

	crdts	offering
Master of Science in Health Care Management and Policy	4	B
Master of Science in Nursing and Midwifery	4	B

Teaching languages

Dutch

Keywords

Patient management, planning and patient flow, audit, decision making, conflict management, patient information, patient satisfaction, quality & processes of care, evidence-based medicine, integrated care, competitive health care, care pathways.

Position of the course

The student can describe scientifically the global development of patient management in function of the global health care institution. The student can apply the key elements of management (planning, decision making, organisation, staff, directing, control) in the health care institution. The student can describe the marketing elements which play an important role in the optimal functioning of the health care institution. This helps the student to become a health care manager. The student can make projections for the future in the patient management, considering the principles of evidence-based medicine and managed care.

Contents

1. The patient management is placed in the theory of "systems" and the classical management functions are described.
2. The methodology, characteristics of an effective planning in relation to patient management are described. A distinction is made among functional and general objectives, policies, procedures and rules.
3. Role of patients in quality projects.
4. Methodologies are described to perform an audit (medical, nursing) in the health care institution.
5. The elements are described to obtain an optimal decision making in patient management.
6. The possible conflicts which can arise in a health care institution are described, together with techniques to solve these conflicts
7. Practical examples are given concerning control management
8. Different aspects for patient information (information, education, instruction) are described as well as to set up standards which can be used in the health care institution.
9. The importance of patient satisfaction is evaluated in a historical perspective, inclusively the methodology to measure it and the factors which can influence the

patient satisfaction.

10. The principles of evidence-based medicine and managed care are described in relation to patient management

11. Ethics of care

12. informed consent in health care

Initial competences

- paramedical, medical knowledge
- experience (work, stage) in health care institutions

Final competences

- 1 - understand the principles of evidence based health care
- 2 acquire knowledge in the principles of ethical health care delivery--- Klik om te editeren ---
- 3 be able to name and differentiate the different health care systems in Europe and their implications at patient level
- 4 be able to name the strengths and weaknesses of Belgian Health care model--- Klik om te editeren ---
- 5 know the different quality performance indicators
- 6 know the aspects of accreditation, visitation, certification, auditing in health care
- 7 be able to acknowledge conflicts in health care and mediate them
- 8 understand the principles of safety measures in health care
- 9 understand the meaning of informed consent in health care and how this is obtained
- 10 understand the principles of constructing and implementing a transmurale care pathway for patients

Conditions for credit contract

Access to this course unit via a credit contract is determined after successful competences assessment

Conditions for exam contract

This course unit cannot be taken via an exam contract

Teaching methods

Lecture

Extra information on the teaching methods

plenary lectures; group work

Learning materials and price

handouts (15 EUR), recent articles (review, research)

References

Articles

Course content-related study coaching

Interactive and electronic

Evaluation methods

end-of-term evaluation and continuous assessment

Examination methods in case of periodic evaluation during the first examination period

Written examination

Examination methods in case of periodic evaluation during the second examination period

Written examination

Examination methods in case of permanent evaluation

Participation, assignment, report

Possibilities of retake in case of permanent evaluation

examination during the second examination period is not possible

Extra information on the examination methods

participation and presentation of group work

Calculation of the examination mark

25% permanent evaluation for this part

75% periodic evaluation for this part

When students do not participate or not pass 1 of both parts, they cannot pass for this course.

Facilities for Working Students

according to individual agreements with teachers