University of Verona
Department of Public Health and Medicine
Division of Hygiene and Preventive, Environmental and Occupational Medicine

January 2008
July 2009

2nd level University Master in

Risk management and patient safety

Second Edition

In cooperation with:
**Purposes**

The purpose of Risk Management and Patient Safety Master is to develop professionals in health sector who are able to assess the different proportions and typologies of risk in complex health care systems and to organize and improve risk management programs by a systemic approach; moreover, it aims to give expertise needed for supporting development of care processes which sets as priority the centrality of patient and his safety. In order to reach this aim, the purpose of the Master is to promote the development of a multidimensional vision of problems which holds in consideration different factors constituting them: organizational, technological, relational, professional, economical, logistic-environmental, legal-medicine etc. In a broad view of developing a professional skill with a wide scientific and cultural content, the Master, therefore, is not focused only on aims steered into a technical-scientific professional dimension, but also into a valuational - managerial dimension, emphasizing in this way the development of personality traits consistency also. The professional who the Master intends to develop is a skilled person in the risk evaluation and management and patient safety, working whether in a unit care or in a department, in the community care, in a hospital, or in a health care trust. This professional expert, usually identified with the risk manager, includes scientific and organizational competences but in a logic and in a distributed and shared (by networks) management context in patient safety.

**Credit hours, duration and organization**

The Master is structured into 1500 hours whose:
- 370: frontal teaching;
- 40: stages;
- 250: other kind of trainings - elaboration of a project under the vision of a tutor;
- 125: final thesis;
- and remaining hours for individual study.

Masters are structured in at least **60 credits** shared in a period not less than one year. According to law D.M. 270/04, 1 credit is equivalent to 25 hours of overall attendance per student, including individual study.

Furthermore, to complete the Course for Master, the Scientific Committee will be able to calculate hold credits obtained by instructive activities and perfectioning courses with certification, if only consistent with the instructive purposes and contents of Master; the hold credits have not to be included among the credits just necessary to get the Degree for the admission to Master.

Master starts in **January 14, 2008** and ends in **July 2009**. The length of course is 18 months. Lessons take place in Department of Public Health and Medicine - Division of Hygiene and Preventive, Environmental and Occupational Medicine, except different indications.

The daily attendance to classroom lessons on five days (from Monday to Friday), during about ten weeks, is **seven** hours per day.

The attendance of 75% is compulsory in order to achieve the fixed credit hours. Severe and proved reasons can justify non-attendances only for periods not more than 20% of the fixed hours of lesson. During the whole period students will have to plan also stages.

The schedule of lessons will be delivered to “Area Formazione Post Lauream” 10 days before the deadline of Notification.
Schedule of master

Course of Master is organized in 11 schedules:

Complexity in health care
- Complexity in Health Care Systems
- Systematic approach to evaluation and clinical risk management

Quality, appropriateness, accreditation and certification
- Clinical and organizational appropriateness
- Quality indicators
- TQM, MCQ, VRQ
- EFQM
- Accreditation and certification
- Joint Commission International Accreditation
- Perceived quality and patient satisfaction; focus group; biographic interview and narration
- Management by processes; diagnostical-terapeutical pathways

Communication, marketing e public relations, organizational communication
- Interpersonal communication
- Interprofessional and communication
- Communication psychology with patient
- Social and healthcare communication: international experiences
- Interpersonal relationships in patient management
- Organizational Communication

Statistical and epidemiological bases and risk evaluation
- Statistical bases and risk evaluation
- Statistical tools for risk evaluation
- Epidemiological bases and risk evaluation
- Epidemiological tools for risk evaluation

Human resources and supporting facilities management
- Organizational health care and human resource management
- Improvement of human resource and leadership
- Outsourcing facilities and risk management

Health care financial management, legal and medical legal foundations and risk management
- Economic evaluation and Risk Management
- Legal fundations of Health Care responsibilities

Medical legal perspectives of health care responsibilities
- National Lawgiving about Risk Management

Ergonomics and human factor, error and patient safety
- Human factor in genesis of error
- Health care systems ergonomics and systemic approach to patient safety

Information technology and technology assessment
- Information Technology and health care risk management
- Technology Assessment

Projecting of risk and risk management
- Methodological bases in health care policies
- Hospital project and risk management
- Hospital furnishing design and risk management
- Hospital devices design and risk management

Evaluation and risk management
- History of risk management in health care
- Epidemiology and classification of risk and error in health care
- Risk evaluation: retrospective analysis and perspective analysis
- Risk management: models and tools
- Employment risk management in health care
- Infectious risk management
- Models of clinical risk management in health care
  - anaesthesiologic and analgesic therapy area
  - surgical area
  - medical area
  - maternal child area
  - emergency-urgency area
  - hospital community network area

Patient safety and centrality
- Patient Safety
- Patient centrality in health care
Admission requirements

Degree in:
- Medicine and Surgery
- Dental Degree
- Pharmacy, Biology, Chemistry
- Nursing, Obstetrics, Rehabilitation Degree, Health Care Professionals
Other degrees will be admitted under the judgment of Scientific Committee, after evaluating the bearing of degree to the subjects of the course and the curriculum vitae of the candidate. Additional courses on biomedical contents will be organized for graduates from other disciplines not involved in healthcare area.

Procedures for the periodic evaluations and the final examination(s)

Periodic evaluations: oral examination, written and practical examination on the discretion of the teaching staff.
Final examination: thesis elaboration and discussion of the final examination(s).

Admission

Minimum number of admissions is 11, maximum number is 30. In case the number of applications will be more than the number of available seats, a selection of candidates will be done and a list will be formulated. The maximum score of the list is 100 points, shared following these criteria:
- Written Examination (maximum 40 points)
- Oral Examination (maximum 30 points)
- Evaluation of Qualifications (work experience; other titles) (maximum 30 points)

Expiration

Expiry date for sending in the application: December 3, 2007
Selection of candidates: December 17, 2007
Pass list: December 21, 2007
Expiry date for payment instalment: January 7, 2008
Course Start Date: January 14, 2008
Enrolment fees

The enrolment fee is €3,500.00. The payment will be divided in three instalments following the amounts and the time of payment below:
- Term for the first payment instalment: €1,500.00 by admission;
- Term for the second payment instalment: €1,000.00 by July 31, 2008;
- Term for the third payment instalment: di €1,000.00 by February 15, 2009.
Contributions might be provided for deserving students.

Director
Prof. Gabriele Romano Division of Hygiene and Preventive, Environmental and Occupational Medicine - University of Verona

Scientific committee
Prof. Gabriele Romano Professor MED/42 - University of Verona
Prof. Albino Poli Professor MED/42 - University of Verona
Prof. Giuseppe Verlato Professor MED/01 - University of Verona
Prof. Mauro Niero Associate Professor SPS/07 - University of Verona
Prof. Vittorio Pederzoli Professor SECS-P/02 - University of Verona
Prof. Charles Vincent Professor of Clinical Safety Research - Imperial College London
Prof. René Amalberti Professor of physiology and ergonomics and PHD in Cognitive Psychology - IMASSA (Airforce Aerospace Medical Research Institute), France

Dr. Paul van Ostenberg Managing Director - Joint Commission International

SCIENTIFIC SECRETARY
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COORDINATOR OF TEACHING
Dott.ssa Diana Pascu Medical Officer - Local Health Care Trust of Verona
Teachers

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Professor MED/42 - University of Udine

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Professor MED/43 - University of Padua

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Information Systems University Manager University of Verona

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Engineer - Assistant Teacher

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Professor MED/42 - University of Trieste

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Director of Social Services - Local Health Care Trust of Medio Friuli

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Professor MED/42 - University of Florence

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Professor MED/43 - University of Verona

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Professor MED/01 - University of Verona

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Dr. Corrado de Rossi Re  
Journalist, Editor of weekly magazine “Panorama della Sanità”

Dr. Carlo Favaretti  
Chief Executive MED/42 - Health Care Trust APSS Trento

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Chief Medical Officer MED/42 - San Camillo Forlanini Hospital Care Trust

Dr. Andrea Gardini  
Qualità Manager - Regional Helath Agency of Marche

Dr. Gianluca Gianfilippi  
Chief Medical Officer MED/42 - Private Hospital Pederzoli

Engineer Cesare Locatelli  
Engineer - Assistant Teacher

Dr. Bruno Lonardi  
Medical Officer MED/42 - Local Health Care Trust of Verona

Dr. Cristina Lonardi  
Assistant Teacher SPS/07

Prof. Gianfranco Maffezzoli  
Assistant Teacher MED/41
<table>
<thead>
<tr>
<th>Name</th>
<th>Position/Institution</th>
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<tbody>
<tr>
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<td>Professor MED/42 - University of Verona</td>
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<td>Dr. William Mantovani</td>
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Director

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Organizing staff

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The Master is organized in partnership with:

Information

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For more information:

http://biometria.univr.it/igiene

The enrolment is possible also consulting this web site:
http://www.medicina.univr.it/fol/main?ent=iscrizione&cs=281&lang=it