

## Subject card

|                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                          |                                         |                                     |                                                                                                             |            |     |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------|-------------------------------------|-------------------------------------------------------------------------------------------------------------|------------|-----|
| Subject name and code                       | Process Management, PG_00155941                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                          |                                         |                                     |                                                                                                             |            |     |
| Field of study                              | Management of Healthcare Institutions                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                          |                                         |                                     |                                                                                                             |            |     |
| Date of commencement of studies             | October 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                          | Academic year of realisation of subject |                                     | 2026/2027                                                                                                   |            |     |
| Education level                             | Bachelor's studies                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                          | Subject group                           |                                     | Obligatory subject group in the field of study<br>Subject group related to practical vocational preparation |            |     |
| Mode of study                               | full-time studies                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                          | Mode of delivery                        |                                     | at the university                                                                                           |            |     |
| Year of study                               | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                          | Language of instruction                 |                                     | Polish                                                                                                      |            |     |
| Semester of study                           | 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                          | ECTS credits                            |                                     | 1.0                                                                                                         |            |     |
| Learning profile                            | practical                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                          | Assessment form                         |                                     | exam                                                                                                        |            |     |
| Conducting unit                             | Zakład Zarządzania Organizacjami Publicznymi -> Department of Organisation and Management -> Faculty of Management -> Rector                                                                                                                                                                                                                                                                                                                                                   |                                                          |                                         |                                     |                                                                                                             |            |     |
| Name and surname of lecturer (lecturers)    | Subject supervisor                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                          | dr Jędrzej Strumiłło                    |                                     |                                                                                                             |            |     |
|                                             | Teachers                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                          |                                         |                                     |                                                                                                             |            |     |
| Lesson types                                | Lesson type                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Lecture                                                  | Tutorial                                | Laboratory                          | Project                                                                                                     | Seminar    | SUM |
|                                             | Number of study hours                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 15.0                                                     | 0.0                                     | 0.0                                 | 0.0                                                                                                         | 0.0        | 15  |
|                                             | E-learning hours included: 0.0                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                          |                                         |                                     |                                                                                                             |            |     |
| Learning activity and number of study hours | Learning activity                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Participation in didactic classes included in study plan |                                         | Participation in consultation hours |                                                                                                             | Self-study | SUM |
|                                             | Number of study hours                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 15                                                       |                                         | 5.0                                 |                                                                                                             | 5.0        | 25  |
| Subject objectives                          | The general objective of the course is to familiarize students with practical issues related to improving business processes from a practical perspective, identifying processes, analyzing processes, developing process models, approaches to process improvement, using tools, concepts, methods in the field of business process modeling in common and well-known notations, and demonstrating the differences between business process analysis and IT process analysis. |                                                          |                                         |                                     |                                                                                                             |            |     |

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| Learning outcomes               | Course outcome                                                                                                                                                                                                                                                                                                                                                                                       | Subject outcome                                                                                                                                                                                                                                                                                                                                                                                                                                        | Method of verification                       |
|                                 | [ZISZL3_W03] The student knows and understands to an advanced degree the functions of management and the role of managers in their implementation, as well as ways to achieve the goals of health care units.                                                                                                                                                                                        | The student is able to identify a business process that is disintegrated in functional structures and independently/in a team indicate solutions to improve the organization's effectiveness.                                                                                                                                                                                                                                                          | [SW2] presentation/project/paper/report      |
|                                 | [ZISZL3_K03] The student recognizes the complexity of social problems in the field of health care at the micro- and macro-structural level.                                                                                                                                                                                                                                                          | Is able to link macro events with actions taken in organizations. Is able to independently draw conclusions and take actions adapted to conditions.                                                                                                                                                                                                                                                                                                    | [SK1] oral statement/conversation/discussion |
|                                 | [ZISZL3_W02] The student has advanced knowledge and understanding of the interrelationships that exist between the disciplines of management and quality sciences, economics and finance, social communication and media sciences, legal and sociological sciences, which are key to understanding the essence of effective and efficient management of health care units.                           | Is able to link macro events with actions taken in organizations. Is able to independently draw conclusions and take actions adapted to conditions.                                                                                                                                                                                                                                                                                                    | [SW4] test/exam - oral or written            |
|                                 | [ZISZL3_K05] The student understands the need and is aware of the necessity to behave in an ethical, sustainable and socially responsible manner in professional life.                                                                                                                                                                                                                               | In his/her decisions and actions, the student takes into account their effects on other individuals and communities.                                                                                                                                                                                                                                                                                                                                   | [SK1] oral statement/conversation/discussion |
|                                 | [ZISZL3_U04] The student is able to use the acquired knowledge from a specific area of management and quality sciences in professional practice, including the management of medical entities.                                                                                                                                                                                                       | Independently identifies dysfunctions in the organization, is able to use known methods to identify their source and take preventive/corrective actions.                                                                                                                                                                                                                                                                                               | [SU5] implementation of a problem task       |
| Subject contents                | <div>1. Process approach to design and management of an organization</div> <div>2. Process organization determinants of construction and operation</div> <div>3. Design of management processes in healthcare units</div> <div>4. Structure of the process organization</div> <div>5. Levels of process maturity of an organization</div> <div>6. Areas of change towards process organization</div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                              |
| Prerequisites and co-requisites | Basic knowledge of organizational and management theory. Basic skills related to coordinating the activities of complex teams of people.                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                              |
| Assessment methods and criteria | Subject passing criteria                                                                                                                                                                                                                                                                                                                                                                             | Passing threshold                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage of the final grade                |
|                                 | case study                                                                                                                                                                                                                                                                                                                                                                                           | 51.0%                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 50.0%                                        |
|                                 | test exam                                                                                                                                                                                                                                                                                                                                                                                            | 51.0%                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 50.0%                                        |
| Recommended reading             | Basic literature                                                                                                                                                                                                                                                                                                                                                                                     | <div>1. Waśniewski, J. Strumiłło, R. Szawłowska, Projektowanie działalności podmiotów leczniczych, Wyd. UG, Gdańsk 2022</div> <div>2. R. Nawrat, Doskonalenie procesów. Podejście praktyczne, Elamed, Warszawa 2012.</div> <div>3. M. Dumas, M. La Rosa, J. Mendling, H.A. Reijers, Fundamentals of Business Process Management, Springer, Berlin 2013.</div> <div>4. G. A. RUMMLER, A.P. Brache, PODNOSZENIE EFEKTYWNOŚCI ORGANIZACJI, PWE 2000</div> |                                              |
|                                 | Supplementary literature                                                                                                                                                                                                                                                                                                                                                                             | <div>1. P.K. Berman, Successful Business Process Management: What you need know to get results, Amacom, New York 2014.</div> <div>2. A. Bitkowska, Zarządzanie procesami biznesowymi w organizacji, Vizja Press &amp; IT, Warszawa 2009</div> <div>3. Skrzypek E., Hofman M., Zarządzanie procesami w przedsiębiorstwie, Wolters Kluwers Polska Sp. z o.o. Kraków 2010.</div>                                                                          |                                              |
|                                 | eResources addresses                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                              |
|                                 | Example issues/<br>example questions/<br>tasks being completed                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                              |
| Work placement                  | Not applicable                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                              |

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