

## ORGANIZZAZIONE E GESTIONE DEI SERVIZI SANITARI (DIU324)

Integrated course.

### 1. language

Italian

### 2. course contents

Coordinator: Prof. Stefania Bruno

Year Course: 3

Semester: 2

UFC: 6

Modules and lecturers:

- GESTIONE DEI SERVIZI DI RISTORAZIONE OSPEDALIERA (DIU13C) - 2 cfu - ssd SECS-P/10

Prof. Benedetto Bresa

- GESTIONE DEI SERVIZI SANITARI (DIU11C) - 2 cfu - ssd SECS-P/10

Prof. Giuseppe Vetrugno

- IGIENE DELLA NUTRIZIONE (DIU12C) - 2 cfu - ssd MED/42

Prof. Stefania Bruno

### 3. bibliography

Slides lezioni

W. Ricciardi et al., Igiene Medicina Preventiva Sanità Pubblica, Idelson-Gnocchi Editore, 2021

### 4. learning objectives

- Knowledge and understanding (Dublin 1): The student must be able to know the problems related to the organization of health facilities and collective catering services, as well as their management, which concern groups and communities.
- Applying knowledge and understanding (Dublin 2): The student must be able to understand how the issues related to globalization can affect the nutritional health of the individual and the community. In particular according to risk groups, age groups, etc. Furthermore, it must be able to apply a logic linked to a system perspective and recognize the problems of the community according to social determinants
- Making judgments (Dublin 3): The student must be able to evaluate the health problems of the communities according to priority setting, through a quantitative reading key, of health indicators, clinical risk, pre-clinical stage and of illness
- Communication skills (Dublin 4): The student must be able to communicate the health needs (nutritional and otherwise) of groups and communities
- Learning skills (Dublin 5): The student must be able to study and learn everything related to prevention and safety in the nutritional field.

### 5. PREREQUISITES

General knowledge related to Hygiene and Prevention.

### 6. teaching methods

Teaching is delivered through lectures using slides and as tools to support teaching. The bibliography of the images / tables / texts will be indicated, and any useful links to the study so that students can easily and independently find this material and thus become able to undertake subsequent studies with a higher degree of autonomy. During the lectures there is a constant active involvement of the students through questions addressed to them on the topics covered.

Furthermore, students are invited to freely ask the teachers questions for clarification. The constant teacher-student dialogue aims to improve the achievement of the student's knowledge and communication skills and their autonomy of judgment.

### 7. other informations

The teachers are available for information on the course and clarifications on the lessons with an appointment made by e-mail or, if for a quick request, at the end of the lessons. In the event of a Covid-19 emergency and in accordance with what will be indicated by the University, in relation to the possible establishment of distancing rules, it may be necessary to provide part or all of the teaching remotely, through lessons provided both in streaming you record.

### 8. methods for verifying learning and for evaluation

The student will be assessed through written tests and written in itinere tests.

### 9. program

#### **Gestione dei Servizi: Prof. Giuseppe Vetrugno 2 CFU**

- The care offered to the sick from the nineteenth century to 1947;
- Health and health in the Constituent Assembly;
- Constitutional principles relating to the protection of health;
- From the postwar period to the birth of the Regions: the path towards the establishment of the National Health Service
- From the establishment of the National Health Service to corporatization; the essential levels of assistance
- The administrations of the National Health Service and the organizational structures - The company organization: local health unit companies, hospitals and university-hospital companies;
- The Health Department;
- The discipline of health management
- The 3 A: authorization, accreditation and contractual agreements;
- The general services of a hospital - Duties and function of the Dietetics Service;
- The staff and organizational structure of the Dietetics Service;
- The pediatric-oriented Dietetics service;
- Food supervision and control: what responsibilities.

#### **Gestione dei Servizi di Ristorazione: Prof. Bresa Benedetto 2 CFU**

##### Ristorazione ColleCtive CATERING

- Introductory part on the context of the Rome Campus with an enunciation of the activities of the Polyclinic and of the University.
  - Commercial and collective catering in Italy: data on the activities and on the main managers and market evolution over the last 10 years.
  - Corporate catering: data on the origins, on the evolution during the nineteenth / twentieth century. Focus on the current situation and future prospects.
  - School catering: focus on market trends
  - Collective catering: general requirements of the premises used for this activity, in particular for the "kitchen" area and for the "canteen" area
  - Collective catering: behavior and clothing of staff used to prepare and serve meals.
- ##### HOSPITAL CATERING
- Malnutrition in the hospital: criticality of the situation and causes
  - Hospital Catering: objectives of the service
  - Hospital Catering: guidelines of the Ministry of Health
  - Catering: meal preparation techniques (hot fresh, cook & chill ...)
  - Organization and methods of the catering service
  - Hospital catering: to control the manager's activities
  - Provisions on food safety
  - The "hygiene package" and the competent authorities for control (focus on Carabinieri NAS)
- ##### CONTROL OF THE CATERING SERVICE - THE HACCP SYSTEM
- The contract for the catering service at the Gemelli Hospital: the control exercised by the various functions of the Body over the manager

- Focus on Audit and sampling activities
- Introduction to the HACCP system
- Specific focus on the 7 principles of the HACCP system
- Examples of application of the HACCP system
- Self-control manual of the restaurant service manager

#### THE NEW RESTAURANT CONTRACT AT THE GEMELLI POLICLINICO

- The feasibility study and the tender project for the new contract
- Food production process management: the requests specified in the Special Tender Specifications
- Management of the sanitation process
- Management of food safety and analysis on the satisfaction of the catering service by patients and canteen users
- Evolution of the contract: from "hot fresh" to "refrigerated"
- Application of the refrigerated system at the Gemelli Polyclinic
- New layouts of the kitchen and canteen areas at the Gemelli Hospital and Columbus Presidium

#### HOSPITAL RESTAURANTS: EXPERIENCES OF OTHER HOSPITAL STRUCTURES

- Focus on the activities of Dietitians in Hospitals in the catering sector
- Indications and experiences on the role of dieticians in the Piedmont Region and in Modena
- Experiences of Friuli Venezia Giulia with a focus on Udine Hospital
- Veneto Region: hospitals of Castel Franco, Alto Vicentino and Monselice
- Experiences in the Aosta Valley and Piedmont
- Lombardy Region: hospitals of Bergamo and Brescia
- Experiences in Bologna, Florence and Perugia
- Lazio Region: Rome Policlinico Umberto I and Biomedical Campus
- Focus on the Infant & pediatric hospital "Bambino Gesù"

#### COOKING TECHNIQUES AND MEAL PREPARATION

- Introduction to Cook & Chill
- "Fresh hot" cooking method
- "Refrigerated" cooking method
- Advantages of applying the refrigerated method
- Refrigerated method: the blast chilling and refrigeration phases
- The "vacuum" cooking
- The packaging of personalized trays
- Surfaces with medium hygienic risk: sanitization and correct storage

#### REFLECTIONS AND INSIGHTS ON RESTAURANTS

- Food safety: controls on catering service managers
- Food fraud
- Official controls of the Police and the applicable penalties and fines
- Agropirateria and "Italian souiding"
- Food contaminants
- Foodborne Diseases
- Growth temperatures and biological resistances
- Food safety: traceability and traceability
- Shelf life of food produced in the kitchen
- Minimum storage term, expiration date and product labels

#### DOP AND IGP PRODUCTS - THE "SERENISSIMA RISTORAZIONE" PRODUCTION CENTER

- DOP - characteristics
- IGP - characteristics
- DOC and IGT in wines
- Agriculture and organic products
- Serenissima - Production center: data and layout
- Serenissima - Production center: organization and production methods
- Serenissima - Production center: vacuum and packaging belt

Health concept  
The state of health  
Health Determinants  
Relationship between nutrition and state of health  
Dietary risk indicators  
Non-dietary risk indicators  
Pre-clinical status indicators  
Outcome indicators  
Nutritional surveillance: definition and methods  
Nutritional goals for the population according to WHO  
Nutritional Epidemiology  
- Ecological studies  
- Special groups of exhibits  
- Migration and trend studies  
- Case Control and Cohort  
- Controlled trials  
Diet measurement in epidemiological studies  
- Food Diary  
- 24 hour recall  
- Consumption frequency questionnaire  
Diet evaluation  
- Biochemical indicators  
- Anthropometry  
- Body composition measurements  
Questionnaires in Nutritional Epidemiology  
- Face-to-face interviews  
- Telephone investigations  
SIAN: Food Hygiene Area and Nutrition Hygiene Area  
Nutrition hygiene, labeling  
Diseases of excess and nutritional deficiency