

Dissertation Seminar **New Service Innovation**

Academic Year: **2020/2021**

Semester: **1st Semester**

Instructor(s): **Inês Mendonça**

Max. Number of Students: **4**

Participation

This seminar will be offered online, with remote participation.

Seminar Description:

Health is defined holistically as a whole state of well-being involving physical, social, mental, and spiritual health. Not only consumers have access to detailed information about their own health, they hold their health data and perform a main role in making decisions about their health and well-being. Today, wearable devices that track our heart rate, sleep patterns, and just as our steps have been merged into our lives. We expect this tendency to accelerate. Many medtech (medical technology) companies are already beginning to incorporate continuously biosensors and software into devices that can generate, gather, and share data. New cognitive technologies could be developed to scrutinize a significantly large set of parameters and generate personalized insights into a consumer's health. The accessibility of data and personalized Artificial Intelligence can enable precision well-being and real-time interventions. Consumers will be expected demand that their health information be portable.

Health care consumers naturally interact with the health system barely when they are sick or injured. But the future of health will be concentrated on well-being and prevention rather than treatment. Health will be checked incessantly so that risks can be detected soon. Rather than assessing patients and treating them, the primary focus will be on sustaining well-being by allowing consumers ongoing advice and support.

The consumer will define when, where, and with whom he or she engages for care or to maintain well-being. The acute-care hospital will no longer operate as the center of gravity. Instead, the center of gravity in this new system will be consumers.

How will technology help enhance well-being? How do we anticipate current players to adjust? How will medtech companies adjust as connected devices transform health care? How can organizations make consumers feel more comfortable and secure about sharing their data? Why some country's consumers (e.g., Denmark and Singapore) have more virtual visits than other countries? Is that because they have a strict legislation on data privacy? What type of government-approved security system have these countries? What are the impacts of the future of health?

Are we ready?



Seminar Content:

The seminar comprises a combination of required group and individual online sessions: First, instructor-led sessions, where an overview of the concepts, data analysis methods and dissertation writing skills will be given, after that, group discussions where students will be reporting their choice of a chosen theme, progression in writing through the different chapters and getting feedback.

Finally, individual advisory online meetings, where students will be presenting a research proposal and consequently report progression their dissertations, receiving commentaries and recommendations on their work from the advisor.

Seminar Objectives:

Students are expected to develop an innovative idea around a specific theme and then develop their skills with acquiring knowledge of the exact area of interest through a state-of-the-art literature review, relating assumptions to prior literature, understanding the available tools, dealing with data and its related boundaries, and making policy endorsements.

Students will develop a thesis around the theme: The future of health.

Bibliography / Recommended Textbook(s) / Additional Readings:

Scientific articles published in the specific area of expertise. This area includes different fields and generalist journals, for example BMC Health Services Research, International Journal of Integrated Care, International Journal for Quality in Health Care, Quality and Safety in Health Care, BMJ Quality & Safety, JAMA Internal Medicine, Annals of Internal Medicine, Value in Health, Cancer Policies, Harvard Business Review.

Biography:

Inês Mendonça is innovation project manager at Luz Saúde in the Department of organization and processes. She taught for 15 years as an Invited Assistant Professor at Católica-Lisbon and nowadays she supervises master dissertations on Operations Management. She received her M.Sc. in Operations Research and Systems Engineering from IST-UTL and her Ph.D. in Engineering and Management from IST-UTL also. Her key projects include creating innovative workflow designs, achieving appropriate workload management, making revisions to the organizational structure, ensuring inter-departmental coordination, specifying work methods and procedures, and scheduling staff to meet patients' needs.

Contact(s) and Office Hours:

Individual support is available by appointment (mi.mendonca@ucp.pt; mobile phone: 916997284);

Schedule:

After the first session, all students will present their findings to their peers. There will be additional sessions booked ad hoc. The following sessions are mandatory:

Session # 1: 1/Feb Monday 5.00-6.30 pm

Introduction to the topic: Discussion a case study: Home Hospitalization Service in Portugal

Session # 2: 1/Mar Monday 5.00-6.30 pm

Research Group Progress Meeting: Presentation of Main Idea/Motivation/Objectives

Start writing the individual research proposal

Session # 3: 12/Apr Monday 5.00-6.30 pm

Research Group Progress Meeting: Main Idea/Data/Methodology

Writing the thesis draft

Session # 4: 3/May Monday 5.00-6.30 pm

Research Group Progress Meeting: Summarize Previous Sections and Results

Writing the thesis

Session # 5: 17/May Monday 5.00-6.30 pm

Final Presentation

Final Thesis delivered

Updated information about all seminars' schedules and classrooms (if applicable), can be found [here](#).

Important links:

Dates and Deadlines -Thesis submission, Thesis delivery, etc.

The full list of dates and deadlines are available [here](#).

Dissertation Guidelines – Complete guide divided by parts containing the important information about Dissertation/thesis. Example: Thesis requisites, length, word number, paragraphs, available resources, etc.

Available [here](#).

Dissertation Frequently Asked Questions – The most common doubts students have.

Available [here](#).