

## **PROVA ORALE - Selezione pubblica Tecnologo cat. EP1**

### **Traccia n.3**

#### **Domanda n.1**

Quali sono i principi fondamentali su cui si basa il Servizio Sanitario Nazionale?

#### **Domanda n.2**

Il candidato definisca il procedimento di accesso civico generalizzato.

#### **Domanda n.3**

Il/La candidato/a indichi quali sono gli organi e dell'Istituto di Management della Scuola Superiore Sant'Anna e descriva le funzioni della Giunta

#### **Domanda Inglese**

***Fonte articolo scientifico: Nuti, S., Noto, G., Vola, F. and Vainieri, M. (2018), "Let's play the patients music: A new generation of performance measurement systems in healthcare", Management Decision, Vol. 56 No. 10, pp. 2252-2272.***

The re-framing of PMS accounts for the first need (inter-organizational assessment) but does not yet respond to the second (inter-systemic assessment). While previous contributions called for PMSs aimed at evaluating the performance of "collaborative organizations," the experience described here may suggest the need to design PMSs able to evaluate "collaborative systems" in order to assess the reciprocal interactions connecting the health care system, the social system, the environmental system, and so on. The new health care context seems to call for widening the perspective of PMSs, toward an "open evaluation" approach by integrating the performance of systems other than those in the health care sector.

#### **Domanda Informatica**

A cosa serve la funzione CERCA VERTICALE in Excel?