

# TOROS ÜNİVERSİTESİ

Faculty Of Health Sciences

## Course Information

QUALITY MANAGEMENT IN HEALTHCARE INSTITUTIONS					
Code	Semester	Theoretical	Practice	National Credit	ECTS Credit
		Hour / Week			
SKY326	Spring	2	2	3	5

<b>Prerequisites and co-requisites</b>	None
<b>Language of instruction</b>	Turkish
<b>Type</b>	Required
<b>Level of Course</b>	Bachelor's
<b>Lecturer</b>	Assist.Prof.Dr. Özlem KÖROĞLU
<b>Mode of Delivery</b>	Face to Face
<b>Suggested Subject</b>	None
<b>Professional practise ( internship )</b>	None
<b>Objectives of the Course</b>	To make the students know and use concepts, methods and tools of quality improvement in healthcare.
<b>Contents of the Course</b>	Quality concept in health services, customer perceptions, structure, process and outcome measures, basic quality improvement tools, quality improvement teams, external quality improvement methods

## Learning Outcomes of Course

#	Learning Outcomes
1	Will be able to describe the concept of quality factors affecting it
2	Will be able to exemplify quality improvement activities.
3	Will be able to use quality improvement techniques.
4	Classifies different dimensions of quality

## Course Syllabus

#	Subjects	Teaching Methods and Technics
1	The concept of quality, its emergence and development	Lecture, discussion, presentation
2	The importance of quality in health services, factors affecting quality in health services	Lecture, discussion, presentation
3	Continuous quality improvement concept	Lecture, discussion, presentation
4	Factors for the success of the quality management system in health care	Lecture, discussion, presentation
5	The role of committees in quality improvement in health services	Lecture, discussion, presentation
6	Quality circles, the concept of Deming and PUKO cycle	Lecture, discussion, presentation
7	Leadership	Lecture, discussion, presentation
8	Midterm exam	
9	Quality Culture and change	Lecture, discussion, presentation
10	Benchmarking In Health Care Establishments	Lecture, discussion, presentation
11	Service quality criteria (public and private hospitals)	Lecture, discussion, presentation
12	ISO 9000 Standards and the implementation of the health	Lecture, discussion, presentation
13	Case study-I	Discussion
14	Case study-II	Discussion

15	Preparation for Final Exam	Discussion
16	Final Exam	

## Course Syllabus

#	Material / Resources	Information About Resources	Reference / Recommended Resources
1	Akın Maşrap, Sağlık İşletmelerinde Kalite		
2	Krizden çıkış / Deming, W.Edwards ; W.Edwards Deming Hazırlayanlar:İsmail Balcı, Mecit Odlukaya, Senem Demirdamar		
3	Uluslararası sağlıkta performans ve kalite kongresi : bildiriler kitabı, 19-21 Mart 2009, Antalya / ed. Harun Kırılmaz.		

## Method of Assessment

#	Weight	Work Type	Work Title
1	40%	Mid-Term Exam	Mid-Term Exam
2	60%	Final Exam	Final Exam

## Relationship between Learning Outcomes of Course and Program Outcomes

#	Learning Outcomes	Program Outcomes	Method of Assessment
1	Will be able to describe the concept of quality factors affecting it	3,11	1,2
2	Will be able to exemplify quality improvement activities.	3,11	1,2
3	Will be able to use quality improvement techniques.	3,11	1,2
4	Classifies different dimensions of quality	3,11	1,2

PS. The numbers, which are shown in the column Method of Assessment, presents the methods shown in the previous table, titled as Method of Assessment.

## Work Load Details

#	Type of Work	Quantity	Time (Hour)	Work Load
1	Course Duration	14	4	56
2	Course Duration Except Class (Preliminary Study, Enhancement)	14	4	56
3	Presentation and Seminar Preparation	0	0	0
4	Web Research, Library and Archival Work	0	0	0
5	Document/Information Listing	0	0	0
6	Workshop	0	0	0
7	Preparation for Midterm Exam	0	0	0
8	Midterm Exam	0	0	0
9	Quiz	0	0	0
10	Homework	0	0	0
11	Midterm Project	0	0	0
12	Midterm Exercise	0	0	0
13	Final Project	0	0	0
14	Final Exercise	0	0	0
15	Preparation for Final Exam	1	7	7
16	Final Exam	1	1	1
				<b>120</b>

