

# TOROS ÜNİVERSİTESİ

Vocational School  
First Aid And Emergency

## Course Information

QUALITY MANAGEMENT IN HEALTH AND ACCREDITATION					
Code	Semester	Theoretical	Practice	National Credit	ECTS Credit
		Hour / Week			
OSD408	Spring	2	0	2	2

<b>Prerequisites and co-requisites</b>	none
<b>Language of instruction</b>	Turkish
<b>Type</b>	Elective
<b>Level of Course</b>	Associate
<b>Lecturer</b>	Lect.Şadi Anamurluoğlu
<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>	The meaning of quality in healthcare, continuous quality improvement in healthcare, customer perceptions, structure, process and outcome measures, basic quality improvement tools, quality improvement teams, basic quality improvement models, strategic quality management, external quality improvement methods.

## Learning Outcomes of Course

#	Learning Outcomes
1	At the end of this course, the student will be able to; understand the meaning of quality in healthcare, explain the importance of continuous quality improvement, know why and how to measure perceptions of customers, distinguish among structure, process and outcome measures, use basic quality improvement tools, explain how quality improvement teams work, explain basic quality improvement models
2	To have knowledge about theoretical and practical information related to the field of health management and to be able to implement this knowledge
3	To gain knowledge and skills on understanding, analyzing and directing administrative, financial, technical and medical process of health organizations.
4	To have knowledge and skills on managing information systems on health management and to be able to effectively use it.

## Course Syllabus

#	Subjects	Teaching Methods and Technics
1	The meaning of quality in health care	Lecture, discussion, presentation
2	The history of quality improvement in health care	Lecture, discussion, presentation
3	Continuous quality improvement (CQI) in health care	Lecture, discussion, presentation
4	Elements of CQI	Lecture, discussion, presentation
5	Customer focus	Lecture, discussion, presentation
6	Kaizen	Lecture, discussion, presentation
7	Preparation for midterm exam	Lecture, discussion, presentation
8	Midterm exam	exam
9	Statistical approach	Lecture, discussion, presentation
10	Quality improvement tools	Lecture, discussion, presentation

11	Total involvement	Lecture, discussion, presentation
12	Leadership	Lecture, discussion, presentation
13	Strategic quality management	Lecture, discussion, presentation
14	External quality evaluation, Patient safety	Lecture, discussion, presentation
15	Preparation for Final Exam	Lecture, discussion, presentation
16	Final Exam	exam

## Course Syllabus

#	Material / Resources	Information About Resources	Reference / Recommended Resources
1	Donald M. Berwick, A. Blanton Godfrey, and Jane Roessner. Curing Health Care. Jossey-Bass Inc., Publishers, San Francisco, California, 1990		
2	Ellen J. Gaucher, Richard J. Coffey. Total Quality in Healthcare. Jossey-Bass Inc., Publishers, San Francisco, California, 1993		

## 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	At the end of this course, the student will be able to; understand the meaning of quality in healthcare, explain the importance of continuous quality improvement, know why and how to measure perceptions of customers, distinguish among structure, process and outcome measures, use basic quality improvement tools, explain how quality improvement teams work, explain basic quality improvement models	9,10	1,2
2	To have knowledge about theoretical and practical information related to the field of health management and to be able to implement this knowledge	9,10	1,2
3	To gain knowledge and skills on understanding, analyzing and directing administrative, financial, technical and medical process of health organizations.	9,10	1,2
4	To have knowledge and skills on managing information systems on health management and to be able to effectively use it.	9,10	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	2	28
2	Course Duration Except Class (Preliminary Study, Enhancement)	14	2	28
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	1	1	1
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	1	1	1
14	Final Exercise	0	0	0
15	Preparation for Final Exam	1	1	1
16	Final Exam	1	1	1
				<b>60</b>