

Vocational School / Medical Documentation and Secretariat

2022 - 2023 Academic Year

QUALITY MANAGEMENT in HEALTH

Syllabus

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
QUALITY MANAGEMENT in HEALTH	TDS1225600	Spring Semester	2+0	2	2
Prerequisites Courses					
Recommended Elective Courses	Laboratory Techniques and Safety				
Language of Instruction	Turkish				
Course Level	Short Cycle (Associate's Degree)				
Course Type	Elective				
Course Coordinator	Assist.Prof. Merve TARHAN				
Name of Lecturer(s)	Lect. Ceren Selma ŞENTÜRK				
Assistant(s)					
Aim	It is to give insight in the light of patient and employee safety principles about quality processes and practices in Turkey Healthcare System				
Course Content	This course contains; The Importance and Necessity of Quality in Health Services,Basic Concepts Related to Health Quality Management,Characteristics of Quality Management in Health Services,Measurement of Quality in Health Services,Tools and Techniques Used in Quality Improvement,Medical Errors and Causes,Medical Errors Reporting and Management,Patient Safety,Prevention and Control of Hospital Infections,Drug Errors and Prevention Strategies,Prevention of Errors in Invasive / Noninvasive Initiatives,Prevention of Communication Errors,Patient Falls and Prevention Strategies,Employee Safety.				
Course Learning Outcomes			Teaching Methods	Assessment Methods	
1. To be able to explain the importance, necessity and characteristics of quality management in health services			1, 2, 3	A	
2. To be able to define the basic concepts related to health quality management and techniques used in quality improvement			1, 2, 3	A	
3. To be able to discuss current approaches related to patient and employee safety			1, 12, 14, 2, 3	A, C	
4. To be able to believe the importance of medical error reporting			1, 12, 14, 2, 3	A, C	
Teaching Methods	1: Lecture, 12: Case study, 14: Self-Study, 2: Question - Answer, 3: Discussion				
Assessment Methods	A: Written Exam, C: Homework				
Lecture Schedule					
Sequence	Topics	Preliminary Preparation			
1	The Importance and Necessity of Quality in Health Services	Reviewing of search results on Google with " Malpractice " and " Medical Error " keywords			
2	Basic Concepts Related to Health Quality Management	Reading the first source from 12th page to 26th page.			
3	Characteristics of Quality Management in Health Services	Reading second source			
4	Measurement of Quality in Health Services	Reading the first source from 84th page to 89th page.			
5	Tools and Techniques Used in Quality Improvement	" What are the processes you think you need to improve in your practice areas? " Answering the discussion question			
6	Medical Errors and Causes	"Noorder Drug Administration Culture" Analyzing the case study			
7	Medical Errors Reporting and Management	"Don't Report, Fired from Work" Analyzing case study			
8	Patient Safety	"Verbal Order" Analyzing case study			
9	Prevention and Control of Hospital Infections	Reading fourth source from 237th page to 311th page			
10	Drug Errors and Prevention Strategies	"It can be used if the effect of medicine is passed" Analyzing case study			
11	Prevention of Errors in Invasive / Noninvasive Initiatives	Reading third source from 62th page to 82th page.			
12	Prevention of Communication Errors	" What can be done to improve communication management in health services? " Answering the discussion question			
13	Patient Falls and Prevention Strategies	Reading third source from 83th page to 95th page			
14	Employee Safety	"The Price of Carelessness" Analyzing case study			
Evaluation Methods		Weight(%)			
Midterm Exam		40			
General Exam		60			

Resources

Powerpoint notes will be given to students.
 1. Ekici, D. (2013). Total Quality Management in Health Services. Ankara: Sim Publishing. 2. Sergeant MF, Gemici E. (2013). Total Quality Management in Health Sector. Journal of Academic Social Research, 1 (1): 238-257. 3. Alcan, Z., Tekin, DE., Civil, SÖ. (2012). Patient Safety The Role of the Nurse in Unexpected Events, Istanbul: Nobel Publishing. 4. Alcan, Z., Aksoy, A., Civil, B., Tekin, DE, Ekim, R., Civil, SÖ, Doğar, T., Çakar, V. (2010). Hospital Processes in the Light of Nursing Services. Istanbul: Nobel Publishing.