

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
QUALITY APP. and MANA. in HEALTH SERVICES	SAYY1267360	Spring Semester	3+0	3	8
Prerequisites Courses					
Recommended Elective Courses					
Language of Instruction	Turkish				
Course Level	Second Cycle (Master's Degree)				
Course Type	Elective				
Course Coordinator	Prof.Dr. Yeter USLU				
Name of Lecturer(s)	Prof.Dr. Yeter USLU				
Assistant(s)					
Aim	To create quality awareness in health services and to provide quality management by giving techniques and applications used to improve the quality of health services.				
Course Content	This course contains;				
Course Learning Outcomes			Teaching Methods	Assessment Methods	
1. Explain the concepts related to quality and quality in health services.			10, 16, 9	A	
2. Describes the types of quality in health services and the factors affecting quality			10, 16, 9	A	
3. Classifies the dimensions of quality in health services			10, 16, 9	A	
4. Discuss the development of quality in health services.			10, 16, 9	A	
5. Exemplify quality improvement activities in health services.			10, 16, 9	A	
6. Explain quality circles and Deming cycle in health services.			10, 16, 9	A	
7. Explains the restructuring of processes in health services			10, 16, 9	A	
8. Use quality improvement techniques in health services			10, 16, 9	A	
9. Explain statistical information.			10, 16, 9	A	
10. Discuss the results of the data.			10, 16, 9	A	
Teaching Methods	10: Discussion Method, 16: Question - Answer Technique, 9: Lecture Method				
Assessment Methods	A: Traditional Written Exam				
Lecture Schedule					
Sequence	Topics	Preliminary Preparation			
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
Evaluation Methods		Weight(%)			
Midterm Exam		50			
General Exam		50			

Resources	
Sağlık Hizmetlerinde Toplam Kalite Yönetimi, Huriye Çatalca, 2003, Sağlık Hizmetlerinde Toplam Kalite Yönetimi ve Akreditasyon, Prof. Dr. Zekai Öztürk, Öğr. Gör. Gülhan Gök, 2021.	