

School of Health Sciences / Nursing
2023 - 2024 Academic Year
QUALITY and SAFETY in HEALTH
Syllabus

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
QUALITY and SAFETY in HEALTH	HEM4113426	Fall Semester	2+0	2	2
Prerequisites Courses					
Recommended Elective Courses	Health Law and Nursing				
Language of Instruction	Turkish				
Course Level	First Cycle (Bachelor's Degree)				
Course Type	Elective				
Course Coordinator	Assist.Prof. Merve TARHAN				
Name of Lecturer(s)	Assist.Prof. Merve TARHAN				
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,Medication Errors and Prevention Strategies,Prevention of Errors in Invasive / Noninvasive Initiatives ,Prevention of Communication Errors,Patient Falls and Prevention Strategies,Employee Safety: Medical Accident and Healthy Working Life.				
Course Learning Outcomes			Teaching Methods	Assessment Methods	
1. Defining the basic concepts and approaches related to health quality management.			10, 16, 9	A	
2. Explaining the causes and solution proposals of medical mistakes in health services.			10, 16, 9	A	
3. Identifying risks and errors that threaten patient and employee safety.			21	H	
4. Accepting the importance of patient and employee safety practices.			10, 19	H	
Teaching Methods	10: Discussion Method, 16: Question - Answer Technique, 19: Brainstorming Technique, 21: Simulation Technique, 9: Lecture Method				
Assessment Methods	A: Traditional Written Exam, H: Performance Task				
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	Medication Errors and Prevention Strategies	Examination of given scenario			
11	Prevention of Errors in Invasive / Noninvasive Initiatives	Examination of given scenario			
12	Prevention of Communication Errors	Examination of given scenario			
13	Patient Falls and Prevention Strategies	Examination of given scenario			
14	Employee Safety: Medical Accident and Healthy Working Life	"The Price of Carelessness" Analyzing case study			
Evaluation Methods		Weight(%)			
Midterm Exam		40			
General Exam		60			

Resources	
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., 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.Course notes and other scientific sources related to Health Quality Management	