

**Vocational School / Physiotherapy**  
**2023 - 2024 Academic Year**  
**QUALITY MANAGEMENT in HEALTH**  
**Syllabus**

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
QUALITY MANAGEMENT in HEALTH	FZT1225600	Spring Semester	2+0	2	2
<b>Prerequisites Courses</b>					
<b>Recommended Elective Courses</b>	Laboratory Techniques and Safety				
<b>Language of Instruction</b>	Turkish				
<b>Course Level</b>	Short Cycle (Associate's Degree)				
<b>Course Type</b>	Elective				
<b>Course Coordinator</b>	Lect. Salih ONARAN				
<b>Name of Lecturer(s)</b>	Lect. Seren EĞİLLİ				
<b>Assistant(s)</b>					
<b>Aim</b>	To provide insight in the light of patient and employee safety principles about quality processes and practices in Türkiye Healthcare System.				
<b>Course Content</b>	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.				
<b>Course Learning Outcomes</b>			<b>Teaching Methods</b>	<b>Assessment Methods</b>	
1. Explains the importance, necessity, and characteristics of quality management in health services.			10, 13, 16, 9	A	
2. Defines the basic concepts related to health quality management and techniques used in quality improvement			10, 13, 16, 9	A	
3. Interprets the current approaches related to patient and employee safety.			10, 13, 16, 9	A	
<b>Teaching Methods</b>	10: Discussion Method, 13: Case Study Method, 16: Question - Answer Technique, 9: Lecture Method				
<b>Assessment Methods</b>	A: Traditional Written Exam				
<b>Lecture Schedule</b>					
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	"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			
<b>Evaluation Methods</b>		<b>Weight(%)</b>			
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., 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.