

**Vocational School / Management of Health Facilities**

**2022 - 2023 Academic Year**

**QUALITY MANAGEMENT in HEALTH**

**Syllabus**

<b>Course Description</b>					
<b>Name</b>	<b>Code</b>	<b>Semester</b>	<b>T+A Hour</b>	<b>Credit</b>	<b>ECTS</b>
QUALITY MANAGEMENT in HEALTH	SKİ1278020	Spring Semester	2+0	2	2
<b>Prerequisites Courses</b>					
<b>Recommended Elective Courses</b>	None				
<b>Language of Instruction</b>	Turkish				
<b>Course Level</b>	Short Cycle (Associate's Degree)				
<b>Course Type</b>	Required				
<b>Course Coordinator</b>	Lect. Salih ONARAN				
<b>Name of Lecturer(s)</b>	Lect. Harun GÜLAY				
<b>Assistant(s)</b>					
<b>Aim</b>	Knows the requirements of Quality Management System in health institutions, to bring employees who can add value to the benefits of quality management system.				
<b>Course Content</b>	This course contains; The philosophy of quality and Total Quality Management in health care organizations in terms of sustainability and approaches, Historical Development Of Quality In Health Care Organizations, The content and principles of Total Quality Management in health care organizations, The Tools Of Total Quality Management In Health Care Organizations, In health care organizations components of Total Quality Management, Kaizen, lean management, Six Sigma and JIT, Relationship between human resources and quality in health care organizations, Quality Culture In Health Institutions, Quality In Health Care Organizations Strategic Competitive Advantage For Propagation, Quality Control Circles In Health Care Organizations, Quality Function Deployment In Health Care Organizations, Quality assessment in health care institutions: an ISO audit and calibration, Techniques for quality costs and quality in health care organizations, EFQM excellence model in health institutions, Quality Management in health care organizations ethics and social responsibility.				
<b>Course Learning Outcomes</b>				<b>Teaching Methods</b>	<b>Assessment Methods</b>
At the end of this course student will be able to have sufficient knowledge about total quality management & quality management systems.				1, 2, 3	A
Adopts continuous improvement and process management in health system				1, 2, 3	A
Understands the importance of quality approach in the efficiency of health institutions				1, 2, 3	A
Have an idea about quality and accreditation in health				1, 2, 3	A
<b>Teaching Methods</b>	1: Lecture, 2: Question - Answer, 3: Discussion				
<b>Assessment Methods</b>	A: Written Exam				
<b>Lecture Schedule</b>					
<b>Sequence</b>	<b>Topics</b>	<b>Preliminary Preparation</b>			
1	The philosophy of quality and Total Quality Management in health care organizations in terms of sustainability and approaches.	Reading Lecture Notes			
2	Historical Development Of Quality In Health Care Organizations	Reading Lecture Notes			
3	The content and principles of Total Quality Management in health care organizations	Reading Lecture Notes			
4	The Tools Of Total Quality Management In Health Care Organizations	Reading Lecture Notes			
5	In health care organizations components of Total Quality Management, Kaizen, lean management, Six Sigma and JIT	Reading Lecture Notes			
6	Relationship between human resources and quality in health care organizations	Reading Lecture Notes			
7	Quality Culture In Health Institutions	Reading Lecture Notes			
8	Quality In Health Care Organizations Strategic Competitive Advantage For Propagation	Reading Lecture Notes			
9	Quality Control Circles In Health Care Organizations	Reading Lecture Notes			
10	Quality Function Deployment In Health Care Organizations	Reading Lecture Notes			
11	Quality assessment in health care institutions: an ISO audit and calibration	Reading Lecture Notes			
12	Techniques for quality costs and quality in health care organizations	Reading Lecture Notes			
13	EFQM excellence model in health institutions	Reading Lecture Notes			
14	Quality Management in health care organizations ethics and social responsibility	Reading Lecture Notes			
<b>Evaluation Methods</b>		<b>Weight(%)</b>			
Midterm Exam		40			
General Exam		60			

<b>Resources</b>	
<ul style="list-style-type: none"> <li>• Canan Çetin ve M. Lütfi Arslan, Toplam Kalite Yönetimi, 6. Baskı, İstanbul: Beta Yayınevi, 2017.</li> <li>• Jeffrey K. Liner, Toyota Tarzı, 2. Baskı, İstanbul: Optimist Yayınları, 2014.</li> <li>• David L. Goetsch ve Stanley B. Davis, Özlem İpekgil Doğan ve Mert Topayan (Ed.), Toplam Kaliteye Giriş, Ankara: Nobel Akademik Yayıncılık, 2016.</li> <li>• Muhsin Halis, Toplam Kalite Yönetimi, Seçkin Yayıncılık, 2013.</li> <li>• Oygur Yamak, Kalite Odaklı Mükemmellik, 1. Baskı, Ankara: Nobel Akademik Yayıncılık, 2015.</li> </ul>	
Lecturer notes	