

**Vocational School of Health Services / Management of Health Facilities**

**2023 - 2024 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. Salih ONARAN				
<b>Assistant(s)</b>					
<b>Aim</b>	To create quality awareness and to give techniques used to improve the quality of health services.				
<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>
1. Will be able to describe the concept of quality and relevant concepts.				16, 9	A
1.1. Explain the types of quality and the factors that affect it.				16, 9	A
1.2. Classify different dimensions of quality				16, 9	A
1.3. Discuss the development of quality.				16, 9	A
2. Will be able to exemplify quality improvement activities.				16, 9	A
2.1. Explain comparison.				16, 9	A
2.2. Interpret the quality circles and Deming cycle.				16, 9	A
2.3. Explain restructuring of processes.				16, 9	A
3. Will be able to use quality improvement techniques.				16, 9	A
3.1. Record necessary information accurately and reliably.				16, 9	A
3.2. Interpret statistical information.				16, 9	A
3.3. Discuss the results of data.				16, 9	A
<b>Teaching Methods</b>	16: Question - Answer Technique, 9: Lecture Method				
<b>Assessment Methods</b>	A: Traditional Written Exam				
<b>Lecture Schedule</b>					
<b>Sequenc e</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>
Canan Çetin ve M. Lütfi Arslan, Toplam Kalite Yönetimi, 6. Baskı, İstanbul: Beta Yayınevi, 2017. Toplam Kaliteye Giriş, Ankara: Nobel Akademik Yayıncılık, 2016. Oygur Yamak, Kalite Odaklı Mükemmellik, 1. Baskı, Ankara: Nobel Akademik Yayıncılık, 2015. Jeffrey K. Liker, Toyota Tarzı, 2. Baskı, İstanbul: Optimist Yayınları, 2014.  Lecturer notes