



Course Specification

— (Postgraduate)

Course Title: Quality Management in Health Care Services

Course Code: 27111 NURS

Program: M.Sc. of Management of Health Services

Department: Business Administration

College: Business College

Institution: Bisha University

Version: 2

Last Revision Date: 07/02/1445





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A. General information about the course:

1. Course identification:

1. Credit hours:

2 credit hours

2. Course type

A. University College Department Track

B. Required Elective

3. Level/year at which this course is offered: (1nd level/ 1st Year)

4. Course general Description:

This course deals with the need, importance and application of Quality Management in Hospitals and Health Care Services. It shall review – Quality management’s history, Fundamentals, Need and importance. Concepts, Principles, Models and Dimensions of quality in management. Quality Assurance and TQM, CQI and IQAC. Developing Hospital standards and its use. Quality policy and Audits. Recent trends in Quality Management. Accreditation –International quality accreditation and Accrediting Agencies. Process of accreditation – techniques. ISO, JCI, NABH and others. Hospital Materials Management and Inventory Control. Material Management - Classification of Materials. Elements (Cycle) of material management. Scientific Inventory Management.

5. Pre-requirements for this course (if any):

None

6. Co-requirements for this course (if any):

None

7. Course Main Objective(s):

At the end of this course, each student should be able to:

- Discuss the importance of quality management
- Discuss fundamentals of quality management
- Explain principles of quality management, process and techniques
- Discus hospital materials management and the elements of material management.
- Explain principles of quality management, process and techniques
- Discuss the concepts of TQM, CQI and Performance indicator standards.
- Defining – Quality council, quality policy and audits.
- Discussing in detail about Accreditation and its process and Hospital Materials.
- Management and Inventory Control.



2. Teaching Mode: (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	16	53.3%
2	E-learning	14	46.7%
3	Hybrid <ul style="list-style-type: none"> • Traditional classroom • E-learning 		
4	Distance learning		
	total	30	100%

3. Contact Hours: (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	25
2.	Laboratory/Studio	
3.	Field	
4.	Tutorial	
5.	Others (Group discussion, case studies, TBL, PBL)	50
	Total	75

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods:

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
1.0	Knowledge and understanding			
1.1	Discuss the process and techniques of accreditation.			K1
1.2	Explain the process of formation IQAC (Internal Quality Assurance Cell) and its functions.			K2
2.0	Skills			
2.1	Differentiate between management and administration			S1
2.2	Interpret the concepts of Total Quality Management and Continuous Quality Improvement and its implementation			S3
2.3	Plan for developing hospital standards and its use.			S4
3.0	Values, autonomy, and responsibility			
3.1	Handle the unusual incidents in the hospital.			V1
3.2	Commit to the quality policy in healthcare setting			V2



C. Course Content:

No	List of Topics	Contact Hours
1.	Quality management: Introduction – History – Fundamentals - Need - Importance of Quality Management.	2
2.	Concepts and Models of Quality Management. Dimensions of quality	2
3.	Principles of quality management: Structure, Process and Outcome. Major components in quality. Quality management process	2
4.	Performance Assessment – Tools and Techniques. Quality Management Program.	2
5.	Quality Techniques. Quality Assurance.	2
6.	Trends in Quality Management: Introduction – Meaning - Concepts of Total Quality Management and Continuous Quality Improvement and its implementation	2
7.	Elements of CQI (Continuous Quality Improvement) Process. Basic steps in Establishing a CQI Process. Performance indicator standards	2
8.	Developing Hospital standards and its use. Measuring Quality - Quality Indicators of Patient Satisfaction. Benchmarking in the quality. Quality Steering Committee.	2
9.	Quality Council. Formation of IQAC (Internal Quality Assurance Cell) and its functions.	2
10	Quality audit and review techniques. Quality policy – commitment to patient and staff. Impact of Poor Quality.	2
11	Training and development of staff. Audits –Types – Break Even Analysis – Inventory Analysis.	2
12	Difficulties to practice Quality in Hospital. Unusual incidents in the hospital. Recent trends in Quality Management.	2
13	Accreditation. Introduction – Definition - Meaning and Objectives. Process of accreditation – techniques.	2
14	International quality accreditation and Accrediting Agencies.	2
15	Recent Trends – Certifications (ISO (International Standard for Organization), JCI (Joint Commission International), NABH (National Accreditation Board for Hospitals & Healthcare Providers... and others).	2
Total		30

D. Students Assessment Activities:

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1. 1	Case study	3rd	5%
2. 2	Midterm exam	7/9	20%
3. 3	Assignments	4 th and 8 th	15%



No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
4	Seminars	All through	10%
5	Team Based Learning activities	7 th	10
6	Final exam	End of semester	40%

*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.)

E. Learning Resources and Facilities:

1. References and Learning Resources:

Essential References	<ol style="list-style-type: none"> 1. David A. DeCenzo and Stephen P. Robbins, Human Resource Management (John Wiley & Sons Inc., New York) 2. Vincent K. Omachonu, Healthcare Performance (Engineering Management \, Pr, USA 3. Hospital Waste Management & it's Monitoring – By Madhuri Sharma - Jaypee Brothers, New Delhi. 4. Umiker William, Management Skills for the New Health Care Supervisor, Third Edition, Jones and Bartlett Publishers, CANADA, 2005. 5. Hodgetts M Richard and Cascio M Dorothy, Modern Health Care Administration, Harcourt Brace Jovanovich Publishers, First Edition, USA 1983. 6. Koontz Harold and Wehrich Heinz, Essentials of Management, Fifth Edition, Singapore, 1990 7. Wolper F Lawrence, Health Care Administration – Principles, Practices, Structure and Delivery, Second Edition, An Aspen Publication, New York, 1995. 8. Bland Martin, An introduction to Medical Statistics, Third Edition, Oxford University Press, New York. 2004. 9. Wiederhold and Fagan, Medical Informatics – Computer Application In Health Care, Addison-Wesley Publishing Company, USA, 1990. 10. Stanhope Marcia and Lancaster Jeanette, Public Health Nursing Population Centered Health Care in the Community, Seventh Edition, Mosby Elsevier, CANADA, 2004.
Essential Reference Materials	<ol style="list-style-type: none"> 1. Barker DJP, Cooper C and Rose G, Epidemiology in Medical Practice, Fifth Edition, Churchill Livingstone, New York, 1998. 2. LoBiondo-Wood G and Haber Judith, Nursing Research, 8th Edition, Elsevier, CANADA, 2014 3. Taylor Carol, Lillis Carol, LeMone Priscilla and Lynn Pamela, Fundamental of Nursing – The Art and Science of Nursing Care, 6 th Edition, Lippincott Williams and Wilkins, USA, 2008. 4. CR Kothari, Research Methodology Methods and Techniques (Wiley Eastern Ltd., New Delhi) PSS. 5. Patrice Path, Introduction to health care quality management, Health administration press, Chicago, AUPHA Press, Washington, DC.



2. Educational and Research Facilities and Equipment Required:

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Classroom with sufficient number of seats for students.
Technology equipment (Projector, smart board, software)	AV, data show, Smart Board, software, etc.
Other equipment (Depending on the nature of the specialty)	None

F. Assessment of Course Quality:

Assessment Areas/Issues	Faculty	Direct.
Effectiveness of teaching	Students, Faculty, Program Leaders, Peer Reviewer	Direct / Indirect
Effectiveness of students assessment	Students- faculties- department head	analyzing performance and results
Quality of learning resources	Quality of learning resources	Students, Faculty, Peer Reviewer
The extent to which CLOs have been achieved	Students, Faculty, Program Leaders	Direct / Indirect
Other		

Assessor (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

Assessment Methods (Direct, Indirect)

G. Specification Approval Data:

COUNCIL /COMMITTEE	Department of Business Administration
REFERENCE NO.	2
DATE	07/02/1945

