



Table 2

3.2. Course description

Basic description		
Course coordinator	Prof.dr.sc. Davor Štimac	
Course title	Quality Management in Health Care Systems	
Study programme	Nursing graduated study	
Course status	obligatory	
Year	II	
ECTS credits and teaching	ECTS student 's workload coefficient	5,5
	Number of hours (L+E+S)	150

1. COURSE DESCRIPTION		
1.1. Course objectives		
- <b>Students will gain knowledge about management, risks, maintenance and ways of improving of system of quality control.</b>		
1.2. Course enrolment requirements: Passed exam test from subject Ethics in Healthcare		
1.3. Expected course learning outcomes		
1.4. Course content		
<p><b>The Terms on Quality Management. TQM Approach-Attaining Superior Reliability. The Systems of Quality Management. The Deming Management Method. Juran's Ten Steps on Quality. Crosby's Fourteen Steps to Quality Improvement. Principles of TQM. TQM strategic Plan. Data-Driven Improvement. First, Second, Third Side Audit. Cases in Health care.</b></p> <p><b>Recognizing of priority fields of quality improvement in health care systems. Ways of implementation of criteria, standards and quality indicators. Quality assessment of health technologies in Republic of Croatia according EU and WHO guidelines. Exploring achievement of health care in relation to quality of health care. Planning and development of health care systems in accordance with systems of quality management in health care systems. Three foreign assessment and accreditation of health care systems. Risk management in health care systems, EBM (Evidence Based Medicine).</b></p>		
1.5. Teaching methods	<input checked="" type="checkbox"/> lectures <input checked="" type="checkbox"/> seminars and workshops <input type="checkbox"/> exercises <input type="checkbox"/> long distance education <input type="checkbox"/> fieldwork	<input type="checkbox"/> individual assignment <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratories <input type="checkbox"/> mentorship <input type="checkbox"/> other
1.6. Comments		
1.7. Student's obligations		
<p><b>Students are obliged to attend lecturers, seminars and to actively participate in course.</b></p>		



1.8. Evaluation of student's work

Course attendance	<b>10</b>	Activity/Participation	<b>20</b>	Seminar paper	<b>30</b>	Experimental work	
Written exam	<b>30</b>	Oral exam		Essay		Research	
Project		Sustained knowledge check	<b>10</b>	Report		Practice	
Portfolio							

1.9.

1.10. Optional / additional reading (at the time of proposing study programme)

1. **Zakon o elektroničkom potpisu, NN 10/2002.**
2. **Zakon o lijekovima i medicinskim proizvodima, NN 121/2003.**
3. **Zakon o zdravstvenoj zaštiti, NN 121/2003.**
4. **Reuebe, E (2003.), Vrsnoća medicinske skrbi, Medicinska naklada**
5. **Carey, Raymond G, Lloyd, Robert C (2001), Measuring Quality Improvement in Healthcare, American Society for Quality, Milwaukee, Wisconsin**
6. **Koehler, Jerry W, Pankowski, Joseph M (1996), Quality Government, St. Lucie Press, Delray Beach, Florida**
7. **Pronovost, Denis (2000) Internal Quality Auditing, American Society for Quality, Milwaukee, Wisconsin**

1.11. Number of assigned reading copies with regard to the number of students currently attending the course

Title	Number of copies	Number of students

1.12. Quality monitoring methods which ensure acquirement of output knowledge, skills and competences