

## Quality Management (N4HH3/HS4HH3)

### Course Description

The course is designed to introduce [learners](#) to the concepts of quality management and patient safety, methods of evaluation of health care outcomes, and role of leadership in creating a culture of accountability

#### Major components of the course include:

- Evolution of the concepts of quality and safety in healthcare.
- Accountability in the Canadian healthcare system.
- Principles and components of terms associated with quality management: quality assurance, risk management, utilization review and management and total quality management.
- Professional standards and their integration into the workplace.
- Application of quality paradigms to address quality issues in healthcare.
- Evaluation methods to assess policy performance, program outcomes, and overall performance of the organizations.
- Role of leadership in creating a culture of total quality management and patient safety within health care organizations.

### Course Objectives

The course provides the learner with:

- An awareness of the origins and evolution of the concepts of quality and safety in healthcare and their impact on outcomes.
- Understanding of the internal and external dynamics impacting quality and safety in healthcare organizations,
- Knowledge of the concepts of accountability and implications for leadership and healthcare professionals in healthcare organizations.
- Knowledge of standards and implications for ensuring quality and safety in healthcare organizations.
- An opportunity to critically analyze and apply quality paradigms to address quality issues in the workplace.
- An awareness of the impact of safety and implications for leadership in healthcare system.
- An opportunity to explore and apply methods of evaluation of healthcare outcomes: including benchmarking, cost-effectiveness, patient satisfaction, and scorecards.
- An opportunity to discuss and formulate strategies to ensure a culture of quality and safety in health care organizations.

### Course Format

Classes are facilitated by a tutor. There are three course assignments that allow the student to apply theories and principles to real issues in their work environment. Successful completion of all assignments leads to 3 units of university credit and may be applied toward the Leadership and Management Certificate of completion.

### Required Texts

Kelly, D. L. (2011). *Applying Quality Management in Healthcare. (3rd ed.)*. Chicago, IL., Health Administration Press.

Selected readings for Quality Management Custom Courseware.