

University: KUFA
College: Business Administration and Economics
Department: Business Administration
Stage: master degree
Lecturer name: Kassim Al-Enizi
Academic Status: Lecturer
Qualification: Master of Hospitals Administration



Health Care Quality Syllabus

Course description

To prepare students to be leaders in Health Care Quality. Students will gain valuable understanding of quality management to pursue continuous improvements in real-world settings. They will have experience in applying various quality improvement methods including Measuring and Evaluating Performance, Continuous Improvement, Statistical Process Control.

Course objectives

1. Develop an understanding of the strategic importance of Quality Management & Ethics
2. Learn underlying concepts and techniques of quality improvement
3. Explore cultural issues of quality management
4. Develop the ability to define quality improvement opportunities and to continuously improve both organizational performance and competitiveness.

Learning outcomes

Upon completion of this course, students will be able to:

1. Explain Health Care Quality and its relationship to competitiveness.
2. Identify critical elements of a quality culture and promote a shared mindset, attitudes, and values of quality service.
3. Describe Statistical Process Control and explain the benefits of it.
4. Describe quality management systems (ISO 9000) and environmental management systems (ISO 14000).
5. Identify opportunities for quality improvements and provide leadership in continuous improvement.
6. Apply various quality improvement tools, techniques and methods such as quality function deployment, benchmarking, and just-in-time.
7. Be prepared to be ISO 9000 certified.

Text

- Goetsch, D.L., and Davis, S. (2013). Quality Management for Organizational Excellence: Introduction to Total Quality, 7th Edition, Prentice Hall. ISBN-10: 013255898X • ISBN-13: 9780132558983
- Spath, L. Patrice(2009). Introduction to Healthcare Quality Management, Health Administration Press, Chicago, IllinoisAUPHA Press, Washington, DC
- Online Papers.

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Course assessment

2 mid-term exams	20 points
Class participation	4 points
Quizzes	6 points
Case Studies	6 points
Group Project	14 points
Total	50 points

Exams

There will be two non-comprehensive exams. The format of the exams can include True/False, Multiple Choice, Fill-in-the-blank, Short Answers, and Essay questions.

Class participation

Attendance is mandatory and students are expected to actively participate in class.

Quizzes

There will be 6 quizzes and the two lowest scores will be dropped.

Group project

Each group is to conduct an in-depth investigation of a topic related to total quality management. A list of suggested topics is:

1. Quality in higher-education.
2. Quality in healthcare.
3. Quality in service.
4. Quality in non-profit organizations.

Each group will present an outline of the project within the first 3 weeks of the course.

Each group will make a 15-minute presentation (4 points) and submit a written report (10 points) at the end of the course.

The written report should be at least 20 pages (1" margin, 14-font, typed, double-spaced, including figures, tables, etc. , and give credit to your sources).

Each student's individual score will be adjusted based on the evaluation of his/her group members.

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Course Weekly Outline

Week	Topics	Reading
1	Focus on Quality	Chapter 1 (Spath, 2009)
2	Quality Management Building Blocks	Chapters 2 (Spath, 2009)
3	Quality Management & Ethics	Chapters 4 (Davis, 2013)
Group Project Outline Due		
4	Measuring Performance	Chapters 3(Spath, 2009)
5	Evaluating Performance	Chapter 4(Spath, 2009)
6	Continuous Improvement	Chapters 5(Spath, 2009)
7	Performance Improvement Tools	Chapters 6(Spath, 2009)
8	First Mid-Term Examination	
9	ISO 9000 & ISO 14000	Chapters 14 (Davis, 2013)
10	Quality Culture: Changing Hearts, Minds, and Attitudes	Chapter 4 (Davis, 2013)
11	Leadership and Change.	Chapter 9 (Davis, 2013)
12	Education and Training	Chapter 12 (Davis, 2013)
13	Overcoming Politics, Negativity, and Conflict in the Workplace	Chapter 13 (Davis, 2013)
Group Project Presentation		
14	Research papers discussions	
Group Project Report Due		
15	Second Mid-Term Examination	