

	UČNI NAČRT PREDMETA/COURSE SYLLABUS
Predmet	Kakovost in varnost v zdravstvu
Course title	Quality and Safety in Health

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Fizioterapija / 2. stopnja	Ni smeri študija	1. letnik	2.
Physiotherapy / 2 nd Cycle	No study field	1 st year	2 nd

Vrsta predmeta/Course type obvezni/obligatory

Univerzitetna koda predmeta/University course code 2_FTH_1_UN7

Predavanja	Seminar	Sem. vaje	Lab. vaje	Teren. vaje	Samost. delo	ECTS
Lectures	Seminar	Tutorial	Laboratory work	Field work	Individ. work	
25		30			155	7

Nosilec predmeta/Lecturer: doc. dr. Vesna Zupančič

Jeziki/Languages: **Predavanja/Lectures:** slovenski/Slovenian
Vaje/Tutorial: slovenski/Slovenian

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

- Vpis v prvi letnik študijskega programa.
- Študent mora pred izpitom pripraviti in predstaviti ter zagovarjati projektno/raziskovalno nalogo.

Prerequisites:

- A prerequisite for inclusion is enrolment in the first year of study.
- Student has to prepare, present and defend a project/research paper before the exam.

Vsebina:

- *Osnovna izhodišča kakovosti in varnosti v zdravstvu in razmerja med njima:* definicije, teorije in paradigme, načela kakovosti, vloga deležnikov iz vidika pristojnosti, odgovornosti, kompetentnosti ter sodelovanja s pacienti in njihovimi svojci ali bližnjimi, osredotočenje na pacienta, uvod v mikrosistem v zdravstvu.
- *Celovito upravljanje kakovosti v zdravstvu:* splošne lastnosti sistema, kompleksnost sistema, sistemsko razmišljanje, sistem kakovosti, poslovna strategija kakovosti, človeške razsežnosti uvajanja izboljševanja kakovosti in varnosti.

Content (Syllabus outline):

- *Basic principles of quality and safety in health care and the relationship between them:* definitions, theories and paradigms, principles of quality, the role of stakeholders in terms of competence, responsibility, competence and cooperation with patients and their relatives, focus on the patient, introduction to the microsystem in health care.
- *Comprehensive quality management in health care:* general characteristics of the system, complexity of the system, systemic thinking, quality system, business quality strategy,

<ul style="list-style-type: none"> • <i>Zagotavljanje varnosti v zdravstvu:</i> uvod v varnost pacientov, definicija varnosti pacientov, skrb za lastno varnost in varnost ostalih, pripravljenost na delo, fizična varnost, skrb za delovni prostor, tehnologijo in material. • <i>Pomen uporabe standardov zdravstvene obravnave:</i> klinične smernice, protokoli, klinične poti, na dokazih temelječa medicina/ klinična praksa. • <i>Upravljanje s tveganji za varnost:</i> prepoznavanje, ukrepanje, uporaba opomnikov, registri tveganj in njihova uporaba. • <i>Obvladovanje odklonov v zdravstveni obravnavi:</i> sistem, sporočanje, obravnava, učenje, krizno komuniciranje. • <i>Obvladovanje z zdravstvom povezanih okužb:</i> poti prenosa okužb v zdravstvenih ustanovah, higiena rok in uporaba osebne varovalne opreme, ukrepi ob izolacijah, ukrepi ob poškodbi z ostrim infektivnim predmetom, ravnanje z odpadki. • <i>Vodenje kakovosti in varnosti v zdravstvenem zavodu:</i> vodenje sistema kakovosti v zdravstveni ustanovi, infrastruktura zdravstvene organizacije za vodenje kakovost, ciklus nenehnih izboljšav, kultura varnosti, sodelovanje (medpoklicno, medsektorsko in medinstucionalno timsko delo) in komunikacija. • <i>Orodja in metode za spremljanje in izboljševanje kakovosti in varnosti zdravstvene obravnave:</i> strokovni nadzori s svetovanjem, certificiranje in akreditiranje, opomniki, varnostne vizite, MM konference. • <i>Raziskovanje s področja kakovosti in varnosti:</i> raziskovalni problemi, metodologija, rezultati, objava in uporaba ugotovitev. • <i>Merjenje kakovosti in varnosti:</i> tehnike, kazalniki kakovosti, kakovost podatkov, uporaba podatkov, spremljanje zadovoljstva in izkušenj pacientov. 	<p>human dimension of introducing quality and safety improvement.</p> <ul style="list-style-type: none"> • <i>Providing safety in health care:</i> introduction to patient safety, definition of patient safety, care for one's own safety and safety of others, readiness to work, physical safety, care for the workplace, technology and materials. • <i>The importance of applying healthcare treatment standards:</i> clinical guidelines, protocols, clinical pathways, evidence based medicine / clinical practice. • <i>Risk management for security:</i> identifying, taking action, using reminders, risk registers and their use. • <i>Management of deviations in healthcare treatment:</i> system, messaging, treatment, learning, crisis communication. • <i>Management of health-related infections:</i> ways of transmitting infections in healthcare facilities, hygiene of hands and the use of personal protective equipment, measures upon isolation, measures in case of damage with a sharp infectious object, waste management. • <i>Keeping quality and safety in a healthcare institution:</i> management of the quality system in the healthcare institution, infrastructure of the healthcare organisation's quality management, the cycle of continual improvements, safety culture, cooperation (inter-professional, cross-sectoral and inter-institutional teamwork) and communication. • <i>Tools and methods for monitoring and improving the quality and safety of healthcare treatment:</i> professional supervision with counselling, certification and accreditation, reminders, safety rounds, MM conferences. • <i>Quality and safety research:</i> research problems, methodology, results, publication and the use of findings.
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	<ul style="list-style-type: none"> • <i>Quality and safety measurement:</i> techniques, quality indicators, data quality, data use, monitoring patient satisfaction and experience.
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Temeljna literatura in viri/Readings:

Temeljna literatura/Basic literature

- Robida, A. (2019). Kakovost in varnost v zdravstvenih organizacijah. V: Rozman, R., Kovač, J., Filej, B.(ur.) *Management v zdravstvenih organizacijah*, str. 409 -510. Ljubljana: Lexpera, GV Založba.
- Robida, A. (2013). *Napake pri zdravstveni obravnavi pacientov: sistematična analiza globljih vzrokov napak in njihovo preprečevanje: priročnik: Root cause analysis RCA*. Bled: Center za izboljševanje kakovosti in varnosti zdravstvene obravnave, PROSUNT.
- Zupančič, V. (2019). Kultura kakovosti in varnosti v preteklosti, sedanjosti in prihodnosti. In: Putar, U. (ur.). *1. dan kakovosti BT: preteklost- sedanjost – prihodnost v zdravstvu*. Topolšica: Bolnišnica Topolšica.
- Maulik, S. J., Ransom, R. E., Nash, B. D., Scott B. R., S.B. (2014). *The Healthcare Quality Book: Vision, Strategy, and Tools*. Chicago, Illinois : Health Administration Press; Arlington, Virginia: Association of University Programs in Health Administration.

Priporočljiva literatura/Recommended literature

- Robida, A. (2009). *Pot do odlične zdravstvene prakse: vodnik za izboljševanje kakovosti in presojo lastne zdravstvene prakse*. Ljubljana : Planet GV.
- Oster, C. A. in Braaten, J. S. (2016). *High reliability organizations: a healthcare handbook for patient safety & quality*. Indianapolis, ZDA: Sigma Thea Tau International.
- Zelman, M. (2014). *Infection control and safety: a guide for healthcare providers*. Boston: Pearson.
- Zsifkovits, J., Zuba, M., Geißler, V., Lepuschütz, L., Pertl, D., Kernstock, E. in Ostermann, H. (2016). *Costs of unsafe care and cost-effectiveness of patient safety programmes*. Evropska komisija. Pridobljeno s svetovnega spleta: https://ec.europa.eu/health/sites/health/files/systems_performance_assessment/docs/2016_costs_psp_en.pdf.
- Izbrani članki iz zbornikov znanstvenih srečanj, izbrani članki iz domačih in tujih znanstvenih revij s področja kakovosti in varnosti v zdravstvu, izbrane internetne strani.

Cilji in kompetence:

Učna enota prispeva predvsem k razvoju naslednjih splošnih in specifičnih kompetenc:

- poznavanje pomena implementacije pristopa »na dokazih temelječega znanja/spoznanj kakovosti in varnosti fizioterapije« v klinično okolje,
- sposobnost reševanja kompleksnih problemov v kliničnem okolju z multidisciplinarnim pristopom:

Objectives and competences:

The learning unit contributes mainly to the development of the following general and specific competences:

- the knowledge of the importance of implementing the so-called “evidence-based quality knowledge/findings of physiotherapy” into the clinical environment,
- the ability to solve complex issues in the clinical environment using the

<p>analiza situacije, načrtovanje ukrepov, izvedba načrta, vrednotenje in samovrednotenje,</p> <ul style="list-style-type: none"> • sposobnost predvidevanja izidov dela v kliničnem okolju ob uvajanju novih metod, novih spoznanj, novih okoliščin, • ozaveščenost o nujnosti lastnega strokovnega izpopolnjevanja, dopolnjevanja, poglobljanja in posodabljanja znanja, • poznavanje in razumevanje procesov v strokovnem/poslovnem okolju ter usposobljenost za njihovo analizo, sintezo in predvidevanje rešitev oz. posledic, • avtonomnost pri sprejemanju odločitev v procesu fizioterapije, • uvajanje in izvajanje sodobnih metod dela v fizioterapiji in sistemu zdravstvenega varstva, • sposobnosti za organiziranje, načrtovanje in nadzor delovanja procesov fizioterapije in spretnosti vodenja zdravstvenih timov na vseh ravneh zdravstvene dejavnosti, • sposobnosti za vrednotenje in ocenjevanje kakovosti izvedenih intervencij v fizioterapiji. 	<p>multidisciplinary approach: the analysis of the situation, planning of the measures, implementation of the plan, evaluation and self-evaluation,</p> <ul style="list-style-type: none"> • the ability to predict work outcomes in the clinical environment when introducing new methods, findings, new circumstances, • awareness of the necessity of one's own professional development, updating, broadening and updating knowledge, • knowledge and understanding of processes in the professional/business environment and the ability to analyse, synthesise and predict solutions or consequences, • autonomy in decision making in the process of physiotherapy, • introduction and implementation of contemporary work methods in physiotherapy and the health care system, • the ability to organise, plan and monitor the process of physiotherapy activities, and the ability to lead healthcare teams at all levels of healthcare activity, • the ability to assess and evaluate the quality of performed interventions in physiotherapy.
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Predvideni študijski rezultati:

Študent/študentka:

- pozna osnovna izhodišča kakovosti in varnosti v zdravstvu in razmerja med njima,
- razume celovito upravljanje kakovosti v zdravstvu,
- pozna sisteme zagotavljanja varnosti v zdravstvu,
- razume pomen uporabe standardov fizioterapevtske obravnave,
- pozna in razume sistem upravljanja s tveganji za varnost v zdravstvu,
- pozna in razume sistem sporočanja in učenja iz odklonov v fizioterapevtski obravnavi in širše,
- razvije sposobnost predvidevanja in kritičnega razmišljanja v zvezi s prepoznavanjem in obravnavanjem

Intended learning outcomes:

Students:

- know the basic principles of quality and safety in health care and the relationship between them,
- understand how comprehensive quality management works in health care,
- know the systems of quality assurance in health care,
- know and understand the importance of applying the standards of physiotherapy treatment,
- understand the risk management system for health care,
- know and understand the system of communication and learning from deviations in physiotherapy treatment,
- develop the ability to identify and critically reflect on the identification

<p>tveganj in odklonov v fizioterapevtski obravnavi in širše,</p> <ul style="list-style-type: none"> • pozna in razume sistem obvladovanja z zdravstvom povezanih okužb kot pomemben element zagotavljanja varnosti, • se seznanja z sistemom vodenja kakovosti in varnosti v zdravstvenem zavodu, • pozna orodja in metode za spremljanje in izboljševanje kakovosti in varnosti fizioterapevtske obravnave in razvije sposobnosti za kritično presojo, • prepozna pomen uporabe orodij in metod za zagotavljanje varnosti pacientov in kakovost obravnave, • se zaveda pomena raziskovanja in na dokazih temelječega izboljševanja kakovosti in varnosti v fizioterapiji in zdravstvu, • pozna in razume pomen merjenja kakovosti in varnosti na različne načine in iz različnih perspektiv, • razvije sposobnosti za vrednotenje in ocenjevanje kakovosti izvedenih intervencij v fizioterapiji. 	<p>and treatment of risks and deviations in physiotherapy treatment,</p> <ul style="list-style-type: none"> • know and understand the system of managing health-related infections as an important element in ensuring safety, • get acquainted with the quality and safety management system in the health institution, • know the tools and methods for monitoring and improving quality and safety of physiotherapy treatment, and develop critical judgment skills, • recognize the importance of the use of tools and methods for patient safety and quality of treatment, • are aware of the importance of research and evidence-based improvement of quality and safety in physiotherapy and health care, • know and understand the importance of measuring quality and safety in different ways and from different perspectives, • develop the ability to assess and evaluate the quality of performed interventions in physiotherapy.
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Metode poučevanja in učenja:

<ul style="list-style-type: none"> • <i>predavanja</i> z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov), • <i>seminarske vaje</i>: predstavitev in uspešen zagovor projektne/raziskovalne naloge (reševanje problemov, študije primera, kritično presojanje, diskusija, refleksija izkušenj, vrednotenje, projektno delo, timsko delo).

Learning and teaching methods:

<ul style="list-style-type: none"> • <i>lectures</i> with active student participation (explanation, discussion, questions, examples, problem solving), • <i>seminar tutorial</i>: presentation and successful defence of a project/research paper (problem solving, case studies, methods of critical thinking, discussion, reflection on experience, evaluation, project work, teamwork).

Načini ocenjevanja:

<p>Načini:</p> <ul style="list-style-type: none"> • izpit • izdelava, predstavitev in zagovor projektne/raziskovalne naloge <p>Ocenjevalna lestvica: ECTS.</p>
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Delež (v %)
Weight (in %)

<p>70 %</p> <p>30 %</p>

Assessment:

<p>Types:</p> <ul style="list-style-type: none"> • examination • preparation, presentation and defence of the project/research paper <p>Grading scheme: ECTS.</p>
