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| | UČNI NAČRT PREDMETA/COURSE SYLLABUS |
| Predmet | Kakovost in varnost v zdravstvu in oskrbi |
| Course title | <i>Quality and Safety in Health and Health Care</i> |

| Študijski program in stopnja Study programme and level | Študijska smer Study field | Letnik Academic year | Semester Semester |
|---|---|---------------------------------------|------------------------------------|
| Integrirana zdravstvena in socialna oskrba/2. stopnja | Ni smeri študija | 1. letnik | 2. |
| Integrated Health and Social Care / 2 nd Cycle | No study field | 1 st year | 2 nd |

Vrsta predmeta/Course type

obvezni / obligatory

Univerzitetna koda predmeta/University course code

IZSO 1 UN 7

| 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/ Predavanja/Lectures:

slovenski/Slovenian

Languages:

Vaje/Tutorial:

slovenski/Slovenian

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

Prerequisites:

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| <ul style="list-style-type: none"> Vpis v prvi letnik študijskega programa. Študent mora pred izpitom pripraviti in predstaviti ter zagovarjati projektno/raziskovalno nalogo. | <ul style="list-style-type: none"> 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. |
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Vsebina:

Content (Syllabus outline):

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| <ul style="list-style-type: none"> <i>Celovito upravljanje kakovosti v zdravstveni dejavnosti:</i> splošne lastnosti sistema, kompleksni sistemi, sistemsko razmišljanje, sistem kakovosti, poslovna strategija kakovosti, človeške razsežnosti uvajanja izboljševanja kakovosti in varnosti. <i>Teorija in orodja kakovosti:</i> teorije in paradigme, orodja kakovosti, osredotočenje na pacienta, uvod v mikrosistem v zdravstvu in oskrbi v zdravstvu, integriran pristop. | <ul style="list-style-type: none"> <i>Integrated management of quality in health care:</i> the general characteristics of the system, complex systems, systemic thinking, quality system, business strategy of quality, human dimensions of improving quality and safety. <i>The theory and tools of quality:</i> theories and paradigms, tools of quality, focusing on the patient, introduction to microsystem in health care, integrated care. |
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| <ul style="list-style-type: none"> • <i>Osnove varnosti pacientov:</i> uvod v varnost pacientov, definicija varnosti pacientov, varnostni odkloni, varnostna varovala, epidemiologija varnostnih odklonov pri pacientu, kultura varnosti, sistemski pristop k varnosti pacientov, ugotavljanje osnovnih vzrokov za varnostni odklon - osredotočenje na strukturo, proces in izide. • <i>Obvladovanje varnostnih tveganj:</i> pomen, sistem, vloge in odgovornosti. • <i>Merjenje kakovosti:</i> metode, PDCA krog, primeri dobre prakse. • <i>Vodenje kakovosti:</i> vodenje sistema kakovosti pri izvajalcu zdravstvene dejavnosti, infrastruktura zdravstvene organizacije za vodenje kakovosti. • <i>Izobraževanje, raziskovanje in uvajanje inovacij za kakovost v zdravstveni dejavnosti.</i> | <ul style="list-style-type: none"> • <i>The basics of patient safety:</i> an introduction to the patient safety, definition of the patient safety, errors, safety guards, epidemiology of safety incidents in patients, safety culture, systemic approach to patient safety, identifying the root causes of medical error - focusing on structure, system and processes. • <i>Safety risk management:</i> importance, system, role and responsibilities. • <i>Quality measurement:</i> methods, PDCA cycle, examples of good practice. • <i>Managing quality:</i> managing the quality system in healthcare organisations, infrastructure of the healthcare organisations for managing quality. • education, research and innovation for quality in healthcare. |
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Temeljna literatura in viri/Readings:

Temeljna literatura/Basic literature

- Rozman, R., Kovač, J., Filej B. in Robida A. (2019). *Management v zdravstvenih organizacijah* (str. 409-510). Ljubljana: Lexpera, GV Založba.
- Robida, A. (2013). *Napake pri zdravstveni obravnavi pacientov – Sistematična analiza globljih vzrokov za napake*. Bled: Prosunt.
- Robida A. (2009). *Pot do odlične zdravstvene prakse: vodnik za izboljšanje kakovosti in presoje lastne zdravstvene prakse*. Ljubljana: planet GV.

Priporočljiva literatura/Recommended literature

- Fondahn, E., De Fer MD, T. M., Lane, M., Vannucci, D. (2016). *The Washington manual of patient safety and quality improvement*. Philadelphia: (etc.) : Wolters Kluwer.
- Znanstveni in strokovni članki na temo kakovosti in varnosti v zdravstvu in oskrbi.

Cilji in kompetence:

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

- celovito obvladovanje kakovosti v zdravstveni dejavnosti, vključno z varnostjo pacientov in prenos le-tega v neposredno delovanje posameznika, tima, oddelka, izvajalca zdravstvene dejavnosti in zdravstvenega sistema,
- vodenje kakovosti v zdravstveni organizaciji in orodja za izboljševanje

Objectives and competences:

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

- comprehensive quality management in health care, including patient safety and transfer into the direct operation of individual, team, department, institution and healthcare system,
- managing quality in healthcare organisation and tools for quality improvement in the daily practice of nursing care,

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| <p>kakovosti v vsakdanji praksi zdravstvene nege,</p> <ul style="list-style-type: none"> • uvajanje sprememb, ki so del vsakdanje prakse v zdravstveni dejavnosti in oskrbi, • presoja lastne prakse, njeno primerjanje s standardi ali najboljšimi izkušnjami in njeno izboljševanje s pomočjo modela za izboljševanje, • uporaba osnovnih orodij kakovosti za izboljševanje o varnosti pacientov, • uporaba raziskovanja za na dokazih temelječe izobraževanje, raziskovanje in uvajanje inovacij za kakovost dela pri izvajalcih zdravstvene dejavnosti. | <ul style="list-style-type: none"> • introducing changes, which are a part of everyday practice in health care and care, • assessing one's own practices in nursing, comparing it with the standards or the best experiences, and its improvement using the improvement model, • the use of basic quality tools for improving patient safety, • use of research for evidence-based education, research and innovation for quality of work in healthcare providers. |
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Predvideni študijski rezultati:

Študent/študentka:

- pridobi znanje s področja sistema nenehnega izboljševanja kakovosti v zdravstveni dejavnosti, zdravstveni negi in varnosti pacientov,
- spozna metode in orodja izboljševanja kakovosti zdravstvene obravnave in varnosti pacientov in metode uvajanja kakovosti in varnosti v vsakdanje delo s pacienti,
- razume pomen uvajanja izboljšav za doseganje standardov ali najboljših izkušenj zdravstveni obravnavi,
- razume metodologijo notranjih in zunanjih presoj kakovosti v zdravstvu,
- zna oblikovati procese, meriti strukturne, procesne kazalnike in kazalnike izidov,
- praktično uporablja metodo primerjav kazalnikov s standardi osnovanimi na dokazih ali z najboljšimi izkušnjami,
- zna uvajati spremembe,
- uporablja metode reševanja problemov, ki nastanejo pri vsakdanjem delu,
- na področju varnosti pacientov dobi vpogled v analizo varnostnih incidentov pri pacientu,
- samostojno zna uporabljati najpogostejša orodja izboljševanje kakovosti in varnosti.

Intended learning outcomes:

Students:

- acquire knowledge of a system of continuous quality improvement in health care, nursing care and patient safety,
- get acquainted with methods and tools of quality improvement in the treatment and safety of patients and the introduction of quality and safety in the daily work with patients,
- understand the significance of introducing improvements for attaining the standards or the best experiences in healthcare treatment and nursing care,
- understand the methodology of internal and external audits of quality in health care,
- can design/develop processes, measure the structural, process indicators and outcome indicators,
- practically use the method of indicators comparison with standards based on evidence or the best experiences,
- know how to introduce changes,
- use methods of solving problems that arise in the daily work,
- in the field of patient safety get an insight into the analysis of security incidents with a patient,
- know how to independently use the most common tools to improve the quality and safety.

Metode poučevanja in učenja:

- *predavanja* z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov),
- *seminarske vaje*: priprava, predstavitev in uspešen zagovor projektne/raziskovalne naloge,
- *konzultacije*.

Learning and teaching methods:

- *lectures* with active student participation (explanation, discussion, questions, examples, problem solving);
- *tutorial*: preparation, presentation and a successful defence of a project/research paper,
- *consultations*.

Načini ocenjevanja:

Delež (v %)

Weight (in %)

Assessment:

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| <p>Način:</p> <ul style="list-style-type: none"> • izpit • izdelava, predstavitev in zagovor projektne/raziskovalne naloge <p>Ocenjevalna lestvica: ECTS.</p> | <p>60 %</p> <p>40 %</p> | <p>Types:</p> <ul style="list-style-type: none"> • exam • preparation, presentation and defence of the project/research paper <p>Grading scheme: ECTS.</p> |
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