

	UČNI NAČRT PREDMETA/COURSE SYLLABUS
Predmet	Menedžment kakovosti v zdravstvu
Course title	Quality Management in Health Care

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Vzgoja in menedžment v zdravstvu/2. stopnja	Ni smeri študija	2. letnik	I.
<i>Education and Management in Health Care / 2nd Cycle</i>	No study field	2 st year	I st

Vrsta predmeta/Course type modularni / module

Univerzitetna koda predmeta/University course code VMZ 2 M 3 UN 2

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Lab. vaje Laboratory work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
30		30			180	8

Nosilec predmeta/Lecturer: izr. prof. dr. Andrej Robida

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

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

Vpis v drugi letnik študijskega programa.	The prerequisite for inclusion is enrolment in the second year of study.
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Vsebina: **Content (Syllabus outline):**

<ul style="list-style-type: none"> • Celovito upravljanje kakovosti v zdravstvu, splošne lastnosti sistema, kompleksni sistemi, sistemsko razmišljanje, sistem kakovosti, poslovna strategija kakovosti, človeške razsežnosti uvajanja izboljševanja kakovosti in varnosti. • Teorija in orodja kakovosti: teorije in paradigme, orodja kakovosti, 	<ul style="list-style-type: none"> • Integrated management of quality in health care, the general characteristics of the system, complex systems, systemic thinking, quality system, business strategy of quality, human dimensions of improving quality and safety. • The theory and tools of quality: theories and paradigms, tools of quality, focusing on the patient,
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<p>osredotočenje na pacienta, uvod v mikrosistem v zdravstvu.</p> <ul style="list-style-type: none"> • Osnove varnosti pacientov: uvod v varnost pacientov, definicija varnosti pacientov, latentne in aktivne napake, varnostna varovala, epidemiologija varnostnih incidentov pri pacientu, kultura varnosti, sistemski pristop k varnosti pacientov, ugotavljanje osnovnih vzrokov za zdravstveno napako - osredotočenje na sisteme in procese. • Vodenje kakovosti: vodenje sistema kakovosti v zdravstveni ustanovi, infrastruktura zdravstvene organizacije za vodenje kakovosti. 	<p>introduction to microsystem in health care.</p> <ul style="list-style-type: none"> • The basics of patient safety: an introduction to the patient safety, definition of the patient safety, latent and active errors, security guards, epidemiology of security incidents in patients, safety culture, systemic approach to patient safety, identifying the root causes of medical error - focusing on systems and processes. • Managing quality: managing the quality system in healthcare organisations, infrastructure of the healthcare organisations for managing quality.
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Temeljna literatura in viri/Readings:

<p>Temeljna literatura</p> <ul style="list-style-type: none"> • Scott, R. B., Joshi, M., Nash, D. (2004). The healthcare quality book. Chicago: Health Administration Press. • Kelly, D. (2007). Applying quality management in health care. Chicago: Health Administration Press. • Robida, A. (2006). Nacionalne usmeritve za razvoj kakovosti v zdravstvu. Ljubljana: Ministrstvo za zdravje. , http://www.mz.gov.si. • Institute of Medicine. (2001). Crossing the Quality Chiasm. Washington DC: National Academies Press. • Svet Evrope (2006). Priporočilo Rec. (2006) 7. odbora ministrov državam članicam o ravnanju z varnostjo pacientov in preprečevanju neželenih dogodkov v zdravstvu. http://www.mz.gov.si. • Fras, Z., Robida, A., Brubnjak, J., V. et al. (2003). Priročnik za smernice. Ljubljana: Ministrstvo za zdravje , http://www.mz.gov.si.
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Cilji in kompetence:

<p><i>Učna enota prispeva predvsem k razvoju naslednjih splošnih in specifičnih kompetenc:</i></p> <ul style="list-style-type: none"> • celovito obvladovanje kakovosti v zdravstvu, vključno z varnostjo pacientov in prenos le-tega v neposredno delovanje posameznika, tima, oddelka, zdravstvenega zavoda in zdravstvenega sistema, • vodenje kakovosti v zdravstveni organizaciji in orodja za izboljševanje kakovosti v vsakdanji praksi zdravstvene nege, 	<p><i>The learning unit mainly contributes to the development of the following general and specific competences:</i></p> <ul style="list-style-type: none"> • 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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<ul style="list-style-type: none"> • uvajanje sprememb, ki so del vsakdanje prakse v zdravstvu in zdravstveni negi, • presoja lastne prakse zdravstvene nege, njeno primerjanje s standardi ali najboljšimi izkušnjami in njeno izboljševanje s pomočjo modela za izboljševanje, • uporaba osnovnih orodij kakovosti za izboljševanje o varnosti pacientov. 	<ul style="list-style-type: none"> • introducing changes, which are a part of everyday practice in health care and nursing 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.
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Predvideni študijski rezultati:

Student/šudentka:

- pridobi znanje s področja sistema nenehnega izboljševanja kakovosti v zdravstvu, 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 in zdravstveni negi,
- 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:

Knowledge and understanding:

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,
- vaje v povezavi s prakso.

Learning and teaching methods:

- *lectures* with active student participation (explanation, discussion, questions, examples, problem solving);
- *tutorial in connection with practice*: preparation, presentation and a successful defence of a project paper (problem solving, case studies with discussion, methods of critical thinking, reflection of experience, evaluating, project work, team work).

Načini ocenjevanja:

- 100% udeležba na predavanjih in vajah: priprava, predstavitev in zagovor raziskovalne naloge – 100 % ocene;
 - če študent ni 100 % udeležen na predavanjih in vajah:
 - izpit – 60 % ocene,
 - priprava, predstavitev in zagovor raziskovalne naloge – 40 % ocene.
- Ocenjevalna lestvica: ECTS.

Delež (v %)

Weight (in %)

Assessment:

- 100% participation in lectures and tutorial: preparation, presentation and defence of the research paper – 100% of the final grade;
- if students do not have the 100% participation in lectures and tutorial:
 - exam – 60%
 - preparation, presentation and defence of the research paper – 40%

Grading scheme: ECTS.