

	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
Zdravstvena nega / 2. stopnja	Ni smeri študija	1. letnik	1.
Nursing Care / 2 nd Cycle	No study field	1 st year	1 st

Vrsta predmeta/Course type obvezni / obligatory

Univerzitetna koda predmeta/University course code 2ZN 1 UN3

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:	Prerequisites:
<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.

Vsebina:	Content (Syllabus outline):
<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. <i>The basics of patient safety:</i> an introduction to the patient safety,

<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> 	<p>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.</p> <ul style="list-style-type: none"> • <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,

<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:

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