

	UČNI NAČRT PREDMETA/COURSE SYLLABUS
Predmet	Kakovost in varnost v integrirani oskrbi
Course title	Quality and Safety in Integrated Care

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	2. letnik	3.
Nursing Care / 2 nd Cycle		2 nd year	3 rd

Vrsta predmeta/Course type obvezni/obligatory

Univerzitetna koda predmeta/University course code IZSO 2 UN I

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: 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:**

Vpis v drugi letnik študijskega programa.	A 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"> <i>Celovito upravljanje sistema kakovosti v zdravstvu.</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. 	<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, introduction to microsystem in health care.

<ul style="list-style-type: none"> • <i>Osnove varnosti pacientov</i>. 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. • <i>Vodenje kakovosti</i>. Vodenje sistema kakovosti v zdravstveni ustanovi, infrastruktura zdravstvene organizacije za vodenje kakovosti. 	<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:

Temeljna literatura/Basic literature

- Robida, A. (2009). *Pot do odlične zdravstvene prakse*. Ljubljana: Založba GV.
- Sherwood, G., Barnsteiner, J. (2012). *Quality and Safety in Nursing*. Ames:Wiley-Blackwell.
- Robida, A. (2013). *Napake pri zdravstveni obravnavi pacientov – Sistematična analiza globljih vzrokov za napake*. Bled: Prosunt.

Priporočljiva literatura/Recommended literature

- Dlugacz, J., Restifo, A., Greenwood, A. (2004). *The Quality Handbook for Health Care Organizations*. San Francisco: Jossey-Bass
- ROBIDA, Andrej (author, editor), YAZBECK, Anne-Marie, KOCIPER, Bernarda, MATE, Tanja, MARUŠIČ, Dorjan. *Nacionalne usmeritve za razvoj kakovosti v zdravstvu*, (Kakovost v zdravstvu). Ljubljana: Ministrstvo za zdravje, 2006. 77 str., ilustr. ISBN 961-6523-13-9. http://www.mz.gov.si/fileadmin/mz.gov.si/pageuploads/mz_dokumenti/delovna_podrocja/zdravstveno_varstvo/kakovost/Nacionalne_usmeritve_za_razvoj_kakovosti_v_zdravstvu.pdf. [COBISS.SI-ID 223310848]
- NOLTE, Ellen, ZALETEL, Jelka, ROBIDA, Andrej, GABROVEC, Branko, HORVAT, Martina, JAZBINŠEK, Simona, OPREŠNIK, Denis, BUZETI, Tatjana, PRIBAKOVIĆ BRINOVEC, Radivoje, ALBREHT, Tit, VRAČKO, Pia, KERSTIN PETRIČ, Vesna. *Optimizing service delivery : analysis of the health system in Slovenia : final report*. Ljubljana: Ministrstvo za zdravje Republike Slovenije, 2015. http://www.mz.gov.si/fileadmin/mz.gov.si/pageuploads/Analiza/Report_Optimizing_Service_Delivery.pdf. [COBISS.SI-ID 3545317]
- ROŽMAN, Jerneja, ROBIDA, Andrej. Izboljševanje procesov v zdravstvu na znanstvenih osnovah s statistično kontrolo procesov = Scientifically based process improvement in health care with statistical process control. *Zdravniški vestnik*, ISSN 1318-0347. [Tiskana izd.], jan. 2014, letn. 83, št. 1, str. 18-27, ilustr. [COBISS.SI-ID 275369216]

- ROBIDA, Andrej. Odnos in znanje kliničnih mentorjev zdravstvene nege o varnosti pacientov = Attitude and knowledge of nursing clinical mentors about patient safety. *Obzornik zdravstvene nege*, ISSN 1318-2951, 2014, letn. 48, št. 3, str. 220-226, ilustr. <http://dx.doi.org/10.14528/snr.2014.48.3.28>, doi: [10.14528/snr.2014.48.3.28](http://dx.doi.org/10.14528/snr.2014.48.3.28). [COBISS.SI-ID [520266521](http://dx.doi.org/10.14528/snr.2014.48.3.28)]
- ROBIDA, Andrej. Hospital survey on patient safety culture in Slovenia : a psychometric evaluation. *International journal for quality in health care*, ISSN 1353-4505, 2013, vol. 25, no. 4, str. 469-475, doi: [10.1093/intqhc/mzt040](http://dx.doi.org/10.1093/intqhc/mzt040). [COBISS.SI-ID [76474113](http://dx.doi.org/10.1093/intqhc/mzt040)]
- ROBIDA, Andrej. Odkloni, napake, kultura obtoževanja in pravična kultura = Deviations, errors, blaming culture and just culture. V: BAHUN, Mateja (ur.), KRAMAR, Zdenka (ur.), SKELA-SAVIČ, Brigita (ur.). *Trajnostni razvoj na področju kakovosti in varnosti - povezava med akreditacijo in varno ter kakovostno obravnavo pacientov : [strokovno srečanje] : zbornik prispevkov*. Jesenice: Splošna bolnišnica: Visoka šola za zdravstveno nego, 2012, str. 40-46. [COBISS.SI-ID [72657409](http://dx.doi.org/10.14528/snr.2014.48.3.28)]
- Kröger E, Tourigny A, Morin D et al. Selecting process quality indicators for the integrated care of vulnerable older adults affected by cognitive impairment or dementia. *BMC Health Services Research*. 2007; 7:195-204. doi:10.1186/1472-6963-7-195
- Onder G, Carpenter I, Finne-Soveri H. Assessment of nursing home residents in Europe: the services and health for elderly in Long TERM care (SHELTER) study. *BMC Health Services Research* 2012, 12:5-15, <http://www.biomedcentral.com/1472-6963/12/5>
- Chris Naylor C, Imison C, Addicott R et al. (2015). *Transforming our health care system*. The King's Fund, 2015.

Cilji in kompetence:

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

Nenehno izboljševanje kakovosti in varnosti v sistemu integrirane zdravstvene in socialne oskrbe:

- osredotočenje na pacienta in oskrbovanca,
- timsko delo in sodelovanje,
- na dokazih osnovana zdravstvena in socialna oskrba,
- tehnike in metode in orodja kakovosti in varnosti v zdravstveni negi in socialni oskrbi.

Objectives and competences:

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

Continuous improvement of quality and safety in an integrated system of quality and safety of health and social care:

- Patient and client centred care
- Teamwork and collaboration
- Evidence base health and social care
- Techniques, methods, and tools for quality and safety improvement in health and social care

Predvideni študijski rezultati:

Študent/študentka:

- Pozna sisteme kakovosti in varnosti v zdravstvu in socialnem skrbstvu

Intended learning outcomes:

Knowledge and understanding:

Students:

<ul style="list-style-type: none"> • Razume in uporablja v vsakdanji praksi tehnike, metode izboljševanja kakovost in varnosti • Razvije in izboljšuje sistem kakovosti in varnosti v lastni delovni enoti • Zna analizirati podatke projektov za izboljševanje kakovosti in varnosti • Organizira timsko delo v integrirani zdravstveni in socialni oskrbi 	<ul style="list-style-type: none"> • Knows quality and safety systems in healthcare and social care • Comprehends and uses techniques, methods, and tools of quality and safety improvement in every day work • Develops and improves quality and safety systems in his/her own unit • Analyses data of improvement projects for quality and safety improvements • Organises teamwork in integral healthcare and social care
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Metode poučevanja in učenja:

Learning and teaching methods:

<ul style="list-style-type: none"> • <i>predavanja</i> z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov), • <i>vaje</i>: priprava, predstavitev in uspešen zagovor projekta za izboljšanje kakovosti/varnosti 	<ul style="list-style-type: none"> • <i>lectures</i> with active student participation (explanation, discussion, questions, examples, problem solving); • <i>tutorial</i>: preparation, presentation and a successful defence of a project paper for quality and safety improvement
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Načini ocenjevanja:

Delež (v %)

Weight (in %)

Assessment:

<p>Način:</p> <ul style="list-style-type: none"> • izpit • izdelava, predstavitev in zagovor projektne/raziskovalne naloge <p>Ocenjevalna lestvica: ECTS.</p>	<p>80 %</p> <p>20 %</p>	<p>Types:</p> <ul style="list-style-type: none"> • exam • preparation, presentation and defence of the project paper <p>Grading scheme: ECTS.</p>
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