
Leadership and Management Program

Quality Management (N4HH3/HS4HH3)

Leadership and Management Program

COURSE DESCRIPTION

The course is designed to introduce students to the concepts of quality management and patient safety, methods of evaluation of health care outcomes, and role of leadership in creating a culture of accountability

Major components of the course include:

1. Evolution of the concepts of quality and safety in healthcare.
2. Accountability in the Canadian healthcare system.
3. Principles and components of terms associated with quality management: quality assurance, risk management, utilization review and management and total quality management.
4. Professional standards and their integration into the workplace.
5. Application of quality paradigms to address quality issues in healthcare.
6. Evaluation methods to assess policy performance, program outcomes, and overall performance of the organizations.
7. Role of leadership in creating a culture of total quality management and patient safety within health care organizations.

COURSE OBJECTIVES:

The course provides the student with:

1. An awareness of the origins and evolution of the concepts of quality and safety in healthcare and their impact on outcomes.
2. Understanding of the internal and external dynamics impacting quality and safety in healthcare organizations,
3. Knowledge of the concepts of accountability and implications for leadership and healthcare professionals in healthcare organizations.
4. Knowledge of standards and implications for ensuring quality and safety in healthcare organizations.
5. An opportunity to critically analyze and apply quality paradigms to address quality issues in the workplace.
6. An awareness of the impact of safety and implications for leadership in healthcare system.
7. An opportunity to explore and apply methods of evaluation of healthcare outcomes: including benchmarking, cost-effectiveness, patient satisfaction, and scorecards.
8. An opportunity to discuss and formulate strategies to ensure a culture of quality and safety in health care organizations.

COURSE FORMAT

Three hour classes will be held once a week for 12 weeks. There are three course assignments that allow the student to apply theories and principles to real issues in their work environment. Student will select one of eight assignment units which they will present and facilitate group discussions/activities. A midterm paper will be prepared and submitted. A scholarly paper that assess and analyses a quality and safety issue in the workplace will be submitted. An oral abstract of the paper will be presented to the class. Successful completion of all assignments leads to 3 units of university credit.

REQUIRED TEXT

McLaughlin, C.P. & Kaluzny, A. D. (2006). *Continuous Quality Improvement in Health Care. Third Edition*. Missasauga, ON., CA., Jones and Bartlett.

Leadership and Management Program, McMaster University (2009-2010). *Selected readings for Quality Management (N4HH3/HS4HH3)*.