
Leadership and Management Program

Quality Management (N4HH3/HS4HH3)

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COURSE DESCRIPTION

This course is designed to enhance the knowledge and skills of the experienced Registered Nurse/Health Care Professional with 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.

The major components of the course include:

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

COURSE OBJECTIVES

The course is designed to provide the student with:

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

COURSE FORMAT

This distance education course is comprised of four written assignments and a final assignment to be completed within six months. Four written assignments and a final project are completed over a 6 month period. Assignments are graded through the use of a standard procedure by an educational consultant. The Consultant is available for assistance throughout the course. Successful completion of all components leads to 3 units of University credit.

Tuition Schedule

Please select one of the following plans:

1. Payment of \$805.00 (cheque or credit card)
2. Payment of \$815.00 in two instalments of \$407.50. Full payment, cheque or credit card, must accompany application form.