

Quality Management (N4HH3/ HS4HH3)

Course Description

The course is designed to enhance the knowledge and skills of [the experienced 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 healthcare.
- Accountability in the Canadian healthcare system.
- Principles and components of terms associated with quality management: quality assurance, risk management, utilization review and management 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 the 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 healthcare 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 healthcare professionals 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 health care organizations.

Course Format

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

Required Texts

Kelly, D.L. (2011). *Applying Quality Management in Healthcare*, 3rd edition. Chicago, Illinois., Health Administration Press

Selected Readings for Quality Management Custom Courseware

Tuition Schedule

Application Fee: \$100.00. This fee must accompany all applications. (Non Refundable Fee. Payable one-time only)

Please select one of the following payment plans:

- Payment of \$815.00 full payment, cheque or credit card, must accompany application form.
- Payment of \$820.00 in two installments of \$410.00 (post dated cheques or credit card)