



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		The Quality of Health and Performance Management							
Course Code		TS305		Couse Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	73 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		Teaching official correspondence rules and techniques							
Course Content		Quality and Service Quality Concepts, Health Quality Concept, Components of Quality in Health, Total Quality Management: Responsibilities of Senior Management, Total Quality Management: Patient Orientation Total Quality Management: Employee Participation Total Quality Management: Supplier Support, Continuous Improvement Accreditation Standards Health Quality Service Accreditation Standards covers Joint Commission International Accreditation Standards.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Individual Study					
Name of Lecturer(s)									

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	Kalite Yönetim Sistemleri ile ilgili ders kitapları ve yardımcı dokümanlar
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Week	Weekly Detailed Course Contents	
1	Theoretical	The concept of quality
2	Theoretical	The concept of quality – Standarts and standardization
3	Theoretical	Standarts and standardization
4	Theoretical	Importance of standarts in manufacturing and service industry
5	Theoretical	Management quality and standarts
6	Theoretical	Management quality and standarts – Enviromental standarts
7	Theoretical	Enviromental standarts
8	Intermediate Exam	MID-TERM
9	Theoretical	Models of quality management systems
10	Theoretical	Strategic management in quality management systems
11	Theoretical	Strategic management systems
12	Theoretical	Joining the management – Process management systems
13	Theoretical	Resource management systems – EFQM Perfection Model
14	Theoretical	Resource management systems – EFQM Perfection Model
15	Final Exam	Medline

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	2	2	56
Assignment	2	2	2	8
Midterm Examination	1	3	2	5
Final Examination	1	2	2	4
Total Workload (Hours)				73
[Total Workload (Hours) / 25*] = ECTS				3

*25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	To be able to form the substructure of quality management systems
2	To be able to apply the quality standarts



3	recognize the concepts of quality management
4	have knowledge about quality systems
5	have basic knowledge about international quality and accreditation standards.

Programme Outcomes (Medical Documentation and Secretarial Practices)

1	Write and pronounce medical terms correctly.
2	Collect data of medical statistics and report the results periodically after analyzing them scientifically.
3	Learn basic structure of human body and important system diseases.
4	Know principles and rules of medical secretaryship. Protect patients' rights and privacy.
5	Use Turkish and body language in a correct and effective way.
6	Run internal and external correspondence of the foundation, keep the files of the documents after classification, organize them and archive in line with filing techniques.
7	Establish verbal and written communication inside the foundation and out of foundation.
8	Make the coding procedure of diseases and health problems according to existing international classification systems.
9	Run the counseling services for patients and their relatives.
10	Solve the problems that are encountered in work life quickly and effectively.
11	Use the necessary equipment for professional practices such as computer and office devices effectively.
12	Improve professional knowledge and skills continuously.
13	Executes any patient registration-documentation processes
14	Makes archiving operations
15	Prepares medical documents
16	Knows Turkish history and Atatürk's revolutions.
17	Adapt to team work in application areas.
18	Knows and defines diseases.
19	Have general information about the world and biological formations.
20	English speaking writer

Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	2	2	2	2	2
P2	2	2	2	2	2
P3	1	1	1	1	1
P4	2	2	2	2	2
P5	1	1	1	1	1
P6	1	1	1	1	1
P7	2	2	2	2	2
P8	4	4	4	4	4
P9	2	2	2	2	2
P10	4	4	4	4	4
P11	4	4	4	4	4
P12	2	2	2	2	2
P13	3	3	3	3	3
P14	2	2	2	2	2
P15	3	3	3	3	3
P16	1	1	1	1	1
P17	3	3	3	3	3

