



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Total Quality Management in Healthcare Institutions							
Course Code		HB115		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	73 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		The objective of the course is to provide knowledge about total quality management to the students.							
Course Content		The content of the course holds subjects such as, tools and techniques of TQM, management and planning tools, basic concepts of statistics, control charts for variables and sampling systems							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Case Study, Individual Study					
Name of Lecturer(s)									

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

Recommended or Required Reading

1	Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.
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Week	Weekly Detailed Course Contents	
1	Theoretical	Introduction to Quality Concepts
2	Theoretical	Principles and Applications of Total Quality Management
3	Theoretical	Tools and Techniques of Total Quality Management
4	Theoretical	Management and Planning Tools
5	Theoretical	Basic Concepts of Statistics
6	Theoretical	Değişkenler için Kontrol Çizelgeleri
7	Theoretical	Control Charts for Variables
8	Intermediate Exam	Midterm
9	Theoretical	Additional SCC Techniques for variables
10	Theoretical	Control Charts for Attributes
11	Theoretical	Control Charts for Attributes
12	Theoretical	Acceptance Sampling by Attributes
13	Theoretical	Acceptance Sampling Systems
14	Theoretical	Acceptance Sampling Systems
15	Theoretical	Reliability
16	Final Exam	Final

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	2	2	56
Midterm Examination	1	5	1	6
Final Examination	1	10	1	11
Total Workload (Hours)				73
[Total Workload (Hours) / 25*] = ECTS				3

*25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	Define the quality and quality management, in healthcare institutions
2	Explain strategic importance of problems that are faced during quality management healthcare institutions
3	Define the concept of quality, methods of quality control in healthcare institutions
4	Interpret the philosophy of total quality management in healthcare institutions



5	Define the steps of total quality management in healthcare institutions
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Programme Outcomes (Home Patient Care)

1	The protection of patients' health , it is sufficient to gain the qualification to provide development and improvement
2	To identify factors that influence the health of the elderly has the ability .
3	Patients know the basic characteristics and needs of individuals and accordingly gain the skills to meet the needs of the elderly.
4	Use basic knowledge and skills related to patient health and care, interpret and evaluate data and identify and resolve potential problems.
5	with have basic health information , as required by the profession and practice of emergency measures that need to be applied in the work environment is capable of .
6	Healthy and sick individuals structure, physiological functions , the relationship between behavior and health and physical and social environment can grasp at a basic level .
7	Task law on rights and responsibilities, comply with regulations and professional ethics.
8	with other professional groups working in this field using its accumulated knowledge about the field of home care patients to take responsibility as a member of the health team in cooperation
9	activities at the basic level can apply for social rehabilitation in patients with plan.
10	social of patients may meet the needs in this matter by understanding the physical and psychological changes.
11	issues related to patient care , safety , protection of the elderly and health care workers have the knowledge and awareness of environmental protection .
12	It can follow the development of the society about the area and is sensitive to events in the world's agenda.
13	on issues related to health services , social responsibility, ethical values ??and has the knowledge and awareness of patients' rights
14	Act in accordance with quality management and processes and participate in these processes .

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

	L1	L2	L3	L5
P1				1
P2			1	
P3	1			
P5	1			1
P6		1		
P7			1	
P8	1			
P10			1	
P11	1			

