

MASTER OF SCIENCE IN MANAGEMENT OF HEALTH AND SOCIAL CARE SERVICE

1. GENERAL

SCHOOL	ADMINISTRATIVE, ECONOMICS AND SOCIAL SCIENCES		
DEPARTMENT	BUSINESS ADMINISTRATION		
DIVISION	MANAGEMENT OF HEALTH AND SOCIAL CARE SERVICES		
LEVEL OF STUDIES	POSTGRADUATE		
COURSE CODE	MDYP 2-3	TOPIC SEMESTER	1 st B'
COURSE TITLE	MANAGEMENT OF QUALITY SYSTEMS IN HEALTH SERVICES AND SOCIAL CARE		
INDEPENDENT TEACHING ACTIVITIES if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits	WEEKLY TEACHING HOURS	CREDITS	
Lectures and Research Essay	4	7,5	
<i>Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).</i>			
THEORY - LABORATORY			4-0
SEMESTER WORKLOAD			156
COURSE TYPE general background, special background, specialised general knowledge, skills development	SPECIALIZED AREA		
COMPULSORY/ BY CHOICE	COMPULSORY		
PREREQUISITE COURSES:	-		
LANGUAGE OF INSTRUCTION AND EXAMINATIONS:	GREEK		
IS THE COURSE OFFERED TO ERASMUS STUDENTS	NO		
COURSE WEBSITE (URL)	https://healthcare-management.uniwa.gr/		

2. LEARNING OUTCOMES

Learning outcomes

The course learning outcomes, specific knowledge, skills and competences of an appropriate level, which the students will acquire with the successful completion of the course are described.

Consult Appendix A

- Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area
- Descriptors for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and Appendix B

- *Guidelines for writing Learning Outcomes*

The aim of the course “Management of Quality Systems in Health Services and Social Care” is for postgraduate students to deepen in the concepts and acquire specialized knowledge related to quality management and assurance methods in health and social care services. The main objectives of the course are to improve the skills and abilities of students in organizing quality control and quality assurance programs in these areas, as well as in the application of quality control methods.

The perception of quality requirements by all human resources in health and social care services concerns a system of activities to evaluate the quality of the good / service provided to the customer / user. In these services, in particular, quality assurance policies concern implemented activities based on specific criteria such as organization and staffing, facilities, equipment, documentation, quality management system which is based on a feedback system for recording and producing data, recording errors and conditions for correcting any errors.

The concepts of Quality Control and Quality Management are inseparably linked. Quality Control refers to a system of activities for quality evaluation. Quality Management concerns respectively a system of a) administration and control of activities at all levels (design of good / service, production, distribution and service), b) prevention of quality problems and c) ensuring compliance with the specifications for the goods and services that end up to customers / users. The quality control and assurance systems are also described as accreditation systems for these services and mainly concern: Therapeutic efficacy, diagnostic reliability, protocol adherence, patient management, staff management (staffing, training and responsibilities allocation standards) and administrative functions.

Upon successful completion of the course postgraduate students will be able to create and further develop:

- A new management concept and culture based on the responsibility of all actors towards the user and the quality of care but also the business culture in resource management and decision-making.
- methods and techniques for the most effective performance of technical-financial functions and resource management using tools that can be applied in individual fields of administration-management of health and social care services (e.g. in procurement, patient movement and bed allocation, staff planning, measurement of financial performance, evaluation of therapeutic efficiency, etc.).
- techniques of ensuring and controlling the quality of the services provided at all stages of distribution of services using new methods and practices that lead to the quality upgrade of services (quality assurance, audit, etc.).

General Competences

Taking into consideration the general competences that the degree-holder must acquire (as these appear in the Diploma Supplement and appear below), at which of the following does the course aim?

<i>Search for, analysis and synthesis of data and information, with the use of the necessary technology</i>	<i>Project planning and management</i>
<i>Adapting to new situations</i>	<i>Respect for difference and multiculturalism</i>
<i>Decision-making</i>	<i>Respect for the natural environment</i>
<i>Working independently</i>	<i>Showing social, professional and ethical responsibility and sensitivity to gender issues</i>
<i>Team work</i>	<i>Criticism and self-criticism</i>
<i>Working in an international environment</i>	<i>Production of free, creative and inductive thinking</i>
<i>Working in an interdisciplinary environment</i>
<i>Production of new research ideas</i>	<i>Others...</i>

- Production of free, creative and inductive thinking
- Search for, analysis and synthesis of data and information, with the use of the necessary technology

- Working independently
- Team Work
- Working in an interdisciplinary environment
- Working in an international environment
- Production of free, creative and inductive thinking
- Production of new research ideas
- Adapting to new situation
- Decision- making
- Project planning and management
- Respect for difference and multiculturalism
- Respect for the natural environment
- Showing social, professional and ethical responsibility and sensitivity to gender issues
- Adapting to new situations
- Sensitivity to gender issues
- Criticism and self-criticism

3. SYLLABUS

In the context of the course, fundamental and specific concepts, methods and techniques such as those that follow are approached and analyzed in the field of health and social care:

- Health and social care services as socio-technical systems and the necessity of introducing management methods and techniques.
- Conceptual approaches to total quality management-management.
- Quality assurance program, continuous quality improvement (CQI), cost and quality, statistical process control (SPC), quality awards in the health sector.
- Knowledge management, approach to the culture of health and welfare organizations, management of functional capacity and evaluation parameters, patient safety, overall quality management in health services.
- The contribution of new technologies to the evolution of health and welfare services management, information technology and quality, modern trends in the structure and operation of health services management.
- Standardization of health services. case analysis through special quality control techniques.

In particular, the content of the course concerns the following thematic-didactic units:

1. Theoretical approaches: The concepts and philosophy of quality
2. Management - quality assurance systems
3. Quality tools and techniques
4. Quality control tools
5. Quality cost
6. ISO standards
7. European Foundation for Quality Management (EFQM)
8. Accreditation policies
9. Clinical governance
10. Systems for measuring user satisfaction of health and social care services
11. Problem solving and decision-making
12. Case Study Analysis
13. Presentation of Group Projects

4. TEACHING and LEARNING METHODS - EVALUATION

DELIVERY Face-to-face, Distance learning, etc.	Face-to-face
USE OF INFORMATION AND	Use of ICT in teaching, laboratory education,

<p align="center">COMMUNICATIONS TECHNOLOGY</p> <p>Use of ICT in teaching, laboratory education, communication with students</p>	<p align="center">communication with students</p>																	
<p align="center">TEACHING METHODS</p> <p>The manner and methods of teaching are described in detail. Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, placements, clinical practice, art workshop, interactive teaching, educational visits, project, essay writing, artistic creativity, etc.</p> <p>The student's study hours for each learning activity are given as well as the hours of non- directed study according to the principles of the ECTS</p>	<table border="1"> <thead> <tr> <th align="center"><i>Activity</i></th> <th align="center"><i>Semester workload</i></th> </tr> </thead> <tbody> <tr> <td>Lectures</td> <td align="center">39</td> </tr> <tr> <td>Presentation of special issues through inductive approach and analytical discussion</td> <td align="center">13</td> </tr> <tr> <td>Field Exercise, Presentation of specific exercises with real data of health and social care organizations</td> <td align="center">13</td> </tr> <tr> <td>Interactive teaching presentation of special topics through the inductive and deductive approach and detailed discussion of possible issues of an applied nature.</td> <td align="center">13</td> </tr> <tr> <td>Essay</td> <td align="center">39</td> </tr> <tr> <td>Independent Study</td> <td align="center">39</td> </tr> <tr> <td>Course total (25 Hours of working per ECTS)</td> <td align="center">156</td> </tr> </tbody> </table>	<i>Activity</i>	<i>Semester workload</i>	Lectures	39	Presentation of special issues through inductive approach and analytical discussion	13	Field Exercise, Presentation of specific exercises with real data of health and social care organizations	13	Interactive teaching presentation of special topics through the inductive and deductive approach and detailed discussion of possible issues of an applied nature.	13	Essay	39	Independent Study	39	Course total (25 Hours of working per ECTS)	156	
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<p align="center">STUDENT PERFORMANCE EVALUATION</p> <p>Description of the evaluation procedure Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open- ended questions, problem solving, written work, essay/report, oral examination, public presentation, laboratory work, clinical examination of patient, art interpretation, other Specifically-defined evaluation criteria are given, and if and where they are accessible to students.</p>	<p>Language of Evaluation: Greek</p> <ul style="list-style-type: none"> • Final Written Exam (60%), which includes: <ul style="list-style-type: none"> ○ judgement questions, ○ problem solving relevant to the program or system planning ○ comparative evaluation of theory elements. • Public presentation Written work (essay/report) Individual or Team Research group (40%) • Evaluation goal: Control of understanding the basic elements of the course. • Evaluation criteria: The correctness, completeness, 																	

5. ATTACHED BIBLIOGRAPHY

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- Κέφης Β. Διοίκηση Ολικής Ποιότητας εκδ. Κριτική 2014
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- Donabedian A. The quality of care: how can it be assessed? J Am Med Assoc 1988; 260:1743-48