

Subject card

Subject name and code	Quality Management and Accreditation of Health Care Units, PG_00137099						
Field of study	Management of Healthcare Institutions						
Date of commencement of studies	October 2023	Academic year of realisation of subject			2024/2025		
Education level	Bachelor's studies	Subject group			Obligatory subject group in the field of study		
Mode of study	full-time studies	Mode of delivery			at the university		
Year of study	2	Language of instruction			Polish Polish		
Semester of study	4	ECTS credits			3.0		
Learning profile	practical	Assessment form			exam		
Conducting unit	Zakład Zrównoważonego Rozwoju i Nauk o Jakości -> Katedra Strategicznego Rozwoju -> Faculty of Management -> Rector						
Name and surname of lecturer (lecturers)	Subject supervisor		prof. dr hab. Małgorzata Wiśniewska				
	Teachers		prof. dr hab. Małgorzata Wiśniewska				
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	0.0	0.0	0.0	0.0	15
	E-learning hours included: 0.0						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	15		0.0		0.0	15
Subject objectives	The aim of the course is to present the basic issues, problems and conditions related to the adaptation of health care institutions to the accreditation requirements and quality criteria, related to systemic quality management, in particular, from an integrated perspective						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[ZISZL3_K07] He/she correctly identifies and resolves dilemmas related to the profession.	Correctly identifies and resolves dilemmas related to the practice of the profession, in particular, the application of quality management methods, quality systems and compliance with quality standards in health care	[SK1] oral statement/conversation/discussion
	[ZISZL3_K06] He/she adjusts his/her behaviour to the situation and to the role he/she plays in a team.	Adapts his/her behavior to the situation and his role in the team when solving tasks and problems assigned by the lecturer	[SK8] observation of student's independent or team work
	[ZISZL3_U10] He/she has the ability to prepare written works, multimedia presentations, presentations and conduct discussions (in Polish and a foreign language).	Has the ability to prepare written work, multimedia presentations, its presentation and discussion of issues related to quality assurance in health care	[SU1] oral statement/conversation/discussion [SU3] text preparation/written work
	[ZISZL3_W01] Student has basic knowledge in the discipline of management and quality science and understands its relationship with other social sciences.	Has a basic knowledge of quality management in health care and understands its relationship with other social sciences.	[SW4] test/exam - oral or written
[ZISZL3_U05] He/she can correctly select and apply methods and tools used in, inter alia, in management and quality sciences, economics, and sociological sciences, adequate to the problem and specificity of managing medical entities.	Is able to correctly select and apply quality management methods and tools to analyze the level of compliance with accepted requirements	[SU2] presentation/project/paper/report [SU8] observation of student's independent or team work	
Subject contents	<p>Dimensions of quality in health care Quality and patient safety law and the authorization and accreditation procedure Quality management systems and related systems in healthcare facilities and the certification procedure Patient safety and patient safety culture Error and adverse event in healthcare The phenomena of "just culture," reporting culture and "whistleblowing" Improvement and methods for improving healthcare facilities</p>		
Prerequisites and co-requisites	Knowledge of the basics of organizational management		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Lecture, one-choice test	51.0%	70.0%
	Excercises, credit works, reports	51.0%	30.0%

Recommended reading	Basic literature	<p>M.Z. Wiśniewska, jakość usług medycznych. Instrumenty i modele, CeDeWu, Warszawa 2016.</p> <p>M. Z. Wiśniewska, P. Grudowski, Kultura jakości, doskonałości i bezpieczeństwa w organizacji, CeDeWu, Warszawa 2019.</p> <p>J. Fraś, Zarządzanie jakością w opiece zdrowotnej, POLSKIE STOWARZYSZENIE Zarządzania Wiedzą, Seria: Studia i Materiały, 2010, nr 25, 88-98; Do pobrania: http://www.pszw.edu.pl/images/publikacje/t025_pszw_2010_fras_-_zarzadzanie_jakoscia_uslug_w_opiece_zdrowotnej.pdf</p> <p>M. Bembnowska, J. Joško-Ochojska, Zarządzanie jakością w ochronie zdrowia, Hygeia Public Health 2015, 50(3), 457-462; Do pobrania:http://www.h-ph.pl/pdf/hyg-2015/hyg-2015-3-457.pdf.</p> <p>M. Stawowy, M. Kautsch, JAKOŚĆ ŚWIADCZEŃ MEDYCZNYCH W AKREDYTACJI SZPITALI, Polityka Społeczna 2011, nr 2; Do pobrania:https://www.researchgate.net/publication/330026623_Jakosc_swiadczzen_medycznych_w_akredytacji_szpitali</p> <p>T. Szczurek, Wykorzystanie metody akredytacji do kształtowania jakości i bezpieczeństwa usług medycznych, Zeszyty Naukowe. Uniwersytet Ekonomiczny w Krakowie 2015; 12(948), 6580; Do pobrania z Internetu, po wpisaniu tytułu pracy.</p> <p>A. Trela, Zarządzanie jakością w działalności leczniczej. Nowe wymagania systemów zarządzania norma ISO i standardy akredytacyjne, Wydawnictwo Wiedza i Praktyka sp. z o.o., Warszawa 2016. Standardy akredytacyjne: Do pobrania: https://www.cmj.org.pl/akredytacja/standardy.php</p> <p>Malinowska E. Instrumentarium zarządzania jakością, w: P. Antonowicz (red.) Zarządzanie rozwojem przedsiębiorstwa, Wydawnictwo UG, Gdańsk 2020, s. 153 Wiśniewska M. Metoda FMEA i jej zastosowania, w: P. Antonowicz (red.) Zarządzanie rozwojem przedsiębiorstwa, Wydawnictwo UG, Gdańsk 2020, s. 263</p> <p>Malinowska E. Ocena jakości usług, w: P. Antonowicz (red.) Zarządzanie rozwojem przedsiębiorstwa, Wydawnictwo UG, Gdańsk 2020, s. 333</p> <p>Wiśniewska M. Zastosowanie metody Kano w ocenie cech jakości usług, w: P. Antonowicz (red.) Zarządzanie rozwojem przedsiębiorstwa, Wydawnictwo UG, Gdańsk 2020, s. 365</p> <p>Martyniuk T, Cygańska M, Żurawik A, Malinowska E. Rachunek Kosztów W Podmiotach Leczniczych. Gdańsk; Sopot; 2021, s167-221;</p> <p>E. Malinowska, Klasyfikacja kosztów jakości, Problemy Jakości, t. 52, nr 2, ss. 712, 2020. E. Malinowska, Kwantyfikacja kosztów jakości, Problemy Jakości, t. 52, nr 3, ss. 213, 2020.</p>
	Supplementary literature	Materials for PE - to be downloaded by the student, necessary to pass the exercises - worksheets and questionnaires for project preparation
	eResources addresses	Supplementary http://ps.ug.edu.pl - Student's portal
Example issues/ example questions/ tasks being completed	Kano method Identification of process losses (muda) Quality costs Evaluation of quality in a selected facility Patient safety and Patient safety culture	

Work placement	Not applicable
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