



# C. U. SHAH UNIVERSITY

Wadhwan City

**FACULTY OF:** - MANAGEMENT STUDIES

**DEPARTMENT OF:** - Post Graduate Diploma in Hospital Management & Administration

**SEMESTER:** - II

**CODE:** - 5MS02QHM1

**NAME:** – Quality Health Care Management

### Teaching & Evaluation Scheme

Subject Code	Name of the Subject	Teaching Scheme (Hours)				Credits	Evaluation Scheme							
		Th	Tu	Pr	Total		Theory				Practical (Marks)			Total
							Sessional Exam		University Exam		Internal		University	
							Marks	Hrs	Marks	Hrs	Pr/Viva	TW	Pr	
5MS02QHM1	Quality Health Care Management	3	0	0	3	3	30	1	70	3	---	---	---	100

**Objective:** Help to develop student knowledge on quality management within the context of health care system and integrated care networks. It provides excellent opportunities to combine theory, practice and managerial insights with broader health care services.

### Course outline

Sr. No.	Course Contents	Number of Hours
1	Evolution of Quality Movement: Quality Assurance, Total Quality management, continuous quality improvement.	4
2	Theories and principles of Quality Assurance: Deming’s principles, Juran Trilogy, Kaizen, Philip Crosby’s Principles, Six Sigma.	5
3	Need for Quality Management Initiatives in Health Care, Accreditations. (NABH, NABL, JCAH, etc.)	5
4	Tools for Quality Management: Improvement techniques planning techniques.	4
5	Measurement techniques.	3
6	Benchmarking for Quality Standards ISO 9000 series.	3
7	Medical audit.	3
	<b>Total Hours</b>	<b>30</b>

## Learning Outcomes

At the end of this course students will be able to:

Understand various theories, principles and tools in healthcare quality healthcare management.

Have some basic knowledge how to maintain and upkeep quality maintenance related documents which can be helpful in hospital inspection and hospital audit.

## Teaching & Learning Methodology

- Lectures
- Role play
- Case Studies
- Class Participation

## Books Recommended

1. 'Designing for quality in healthcare' G. D. Kunders.
2. 'Guide Book from NABH Standards. –3' Quality Council of India
3. 'Quality Management' Bagch

## E-Resources

1. <http://crln.acrl.org/content/70/8/460.full>
2. <http://www.whima.org/resources/e-resources/>
3. <https://www.ahrq.gov/professionals/quality-patient-safety/index.html>