



## Kastamonu University

DADAY NAFİ AND ÜMİT ÇERİ VOCATIONAL SCHOOL  
MANAGEMENT OF HEALTH INSTITUTIONS

SK17206	SAĞLIK HİZMETLERİNDE KALİTE VE AKREDİTASYON			L+P	Credit	ECTS
Semester	Course Code	Course Name				
2	SK17206	SAĞLIK HİZMETLERİNDE KALİTE VE AKREDİTASYON		3	3	4

### Language of Instruction:

Türkçe

### Course Level:

### Work Placement(s):

No

### Department / Program:

MANAGEMENT OF HEALTH INSTITUTIONS

### Course Type:

Zorunlu

### Goals:

This course aims at developing an understanding of Quality Control Systems, Total Quality Management (TQM) techniques and Statistical Process Control tools; and the foundation for interpreting the controlcharts.

### Teaching Methods and Techniques:

Competition and quality concepts, principles and implementation of TQM, tools and techniques of TQM, statistics, probability, control charts, reliability are the subjects of the course.

### Prerequisites:

### Course Coordinator:

Prof.Dr. Orhan Küçük

### Instructors:

### Assistants:

### Recommended Sources

<b>Textbook</b>	:	Küçük Orhan, Toplam Kalite Yönetimi, Seçkin Yay., Ankara, 2016
<b>Resources</b>	:	Efil, İ. (2016). Toplam Kalite Yönetimi. Ankara: Dora Yayınevi.
<b>Documents</b>	:	Küçük Orhan, Toplam Kalite Yönetimi, Seçkin Yay., Ankara, 2016
<b>Assignments</b>	:	
<b>Exams</b>	:	

### Course Category

<b>Mathematics and Basic Sciences</b>	:		<b>Education</b>	:	
<b>Engineering</b>	:		<b>Science</b>	:	
<b>Engineering Design</b>	:		<b>Health</b>	:	
<b>Social Sciences</b>	:	40	<b>Field</b>	:	60

### Course Content

Week	Topics	Study Materials	Materials
1	Definition of quality		
2	Historical process of TQM		
3	Main principles of TQM.		
4	TQM tools.		
5	Relationship of TQM with other management systems		
6	Quality costs.		
7	Mid-Terms		
8	Results of the TOM		
9	Main problems that organizations face to during TQM implementations		
10	Main tools of TQM.		
11	ISO 9000 and TQM		
12	EFQM Excellence Model assessment process		
13	TQM in Turkey. Future of the system. Is TQM a management trend or a sustainable management system for organizations.		
14	Final Exams		

### Course Learning Outcomes

No	Learning Outcomes
C01	Understanding the concept of Quality
C02	Understanding Total Quality Management
C03	Understanding Total Quality Management Understanding the Certificates of Quality System

### Program Learning Outcomes

No	Learning Outcome
P09	To be aware of the legal, social and ethical responsibilities of the field of health management, to comply with legal regulations and ethical principles.
P07	Having the ability to follow changes in health management and produce solutions specific to the country's health system.
P10	Having vocational terminology and foreign language knowledge in the field of health management
P04	To be able to comprehend the basic components of the health system at national and international level, health planning and policies, analyze the health sector with economic and financial dimension
P11	Continuously improve professional knowledge and skills, be open to newness and lifelong learning.
P05	Having the knowledge and skill to make quantitative and qualitative analyzes in health management and practice
P06	Having the ability to use scientific methods and techniques in critical and innovative thinking, decisions making and problem solving in the problems that arise during the health management
P01	To give theoretical and practical information about health management field
P08	Having the ability to communicate effectively and teamwork
P03	Having the knowledge and skills to manage information systems in health management and to use them effectively.
P02	To gain knowledge and ability to understand, analyze and direct administrative, financial, legal, technical and medical operations of health institutions

Assessment		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	3	42
Hours for off-the-c.r.stud	0	0	0
Assignments	2	30	60
Presentation	1	10	10
Mid-terms	1	1	1
Practice	1	25	25
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>139</b>
<b>ECTS Credit of the Course</b>			<b>5</b>

Course Contribution To Program					
Contribution: 1: Very Slight 2:Slight 3:Moderate 4:Significant 5:Very Significant					

	P01	P02	P03	P04	P05
All	4	3	3	2	2