Course Syllabus

Code - Course Title	**SAK208U -**
Course Type	IV. SEMESTER
Laboratory + Practice	0+0
ECTS	**7.0**
Language of Instruction	Türkçe
Course Type	Required Courses
Course Instructor(s)	ASSOC. PROF. DR. DUYGU TUNALI

Mode of Delivery	Distance Education
Prerequisites	There is no prerequisite or co-requisite for this course.
Courses Recomended	No recommended optional programme is required
Recommended Resources	Educational and sectoral publications
Work Placement	No work placement

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		The Concept of Quality in Health Care Services	
Week - 2		Customer Satisfaction in Healthcare Organizations	
Week - 3		Measuring Quality in Health Care-1	
Week - 4		Measuring Quality in Health Care-2	
Week - 5		Teamwork in Quality Improvement-1	
Week - 6		Teamwork in Quality Improvement-2	
Week - 7		Midterm	
Week - 8		Continuous Improvement	
Week - 9		Tools Used in Quality Improvement	
Week - 10		Health Services Accreditation, Certification and Quality Awards-1	
Week - 11		Health Services Accreditation, Certification and Quality Awards-2	
Week - 12		Patient Safety-1	
Week - 13		Patient Safety-2	
Week - 14		Final Examination	

Learning Outcomes

#	Learning Outcome
1	The goal of the course is to explain the concepts, methods and tools of quality improvement for healthcare organizations and their use for excellence.
2	1. Explain the concept of quality for health services,
3	2. Explain the importance of customer satisfaction and its measurement,
4	3. Distinguish among measurements of structure, process, and result,
5	4. Direct the works of quality improvement teams,
6	5. Explain quality improvement models,
7	6. Use main tools of quality improvement,
8	7. Explain accreditation, licensing and quality prizes,
9	8. Describe main concepts of patient safety.

Sustainable Development Goals

No content has been provided.

Course Theme

No content has been provided.

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Teorik Derse Katılım	0	0	0
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	0	0	0
Ödevler	0	0	0
Proje - Rapor - Sunum Hazırlama	0	0	0
Ara Sınav Hazırlığı (sınav süresi dahil)	0	0	0
Final Sınavı Hazırlığı (sınav süresi dahil)	0	0	0
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	0	0	0
Staj Uygulaması	0	0	0
		Calculated ECTS	**0**

Assessment Method and Passing Requirements

No content has been provided.

Assessment Method and Passing Requirements	Quamtity	Percentage (%)
1.Midterm Exam	1	30
Final Exam	1	70
	Sum (%)	**100**