

## 68712 - Quality and safety in health services

### Información del Plan Docente

|                         |   |
|-------------------------|---|
| <b>Academic Year</b>    | 2018/19                                       |
| <b>Subject</b>          | 68712 - Quality and safety in health services |
| <b>Faculty / School</b> | 104 - Facultad de Medicina                    |
| <b>Degree</b>           | 459 - Master's in Public Health               |
| <b>ECTS</b>             | 2.0   |
| <b>Year</b>             | 1   |
| <b>Semester</b>         | Second semester                               |
| <b>Subject Type</b>     | Optional                                      |
| <b>Module</b>           | ---   |

### **1.General information**

#### **1.1.Aims of the course**

#### **1.2.Context and importance of this course in the degree**

#### **1.3.Recommendations to take this course**

### **2.Learning goals**

#### **2.1.Competences**

#### **2.2.Learning goals**

#### **2.3.Importance of learning goals**

### **3.Assessment (1st and 2nd call)**

#### **3.1.Assessment tasks (description of tasks, marking system and assessment criteria)**

### **4.Methodology, learning tasks, syllabus and resources**

#### **4.1.Methodological overview**

The methodology followed in this course is oriented towards achievement of the learning objectives. A wide range of teaching and learning tasks are implemented, such as class attendance, active participation, theory and practice sessions, exercises, autonomous work and study of learning materials.

#### **4.2.Learning tasks**

The course includes the following learning tasks:

- Theory sessions

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- Practice sessions
- Critical analysis of papers
- Case study
- Woekshop

### 4.3.Syllabus

The course will address the following topics:

1. Quality in health care:
  - Components of quality in health care: assessment by stakeholders.
  - Quality and costs.
  - Deming Cycle.The plan-do-check-act cycle.
2. Tools to improve health care quality.
3. Lessons learned: success and failure:
  - Elements of a project to improve the quality.
  - Quality and safety in clinical practice.
  - Innovation as a driver of quality and safety.
4. Strategies for changing clinical practice:
  1. Workshop: Can we influence effectively?
5. Patient Safety:
  - Failures and errors. People and the system.
6. Patient Safety Research.
7. Risk management. Retrospective analysis of incidents.
8. Safety culture.
9. Safety culture. Safe practices.
10. Safe use of drugs.

### 4.4.Course planning and calendar

The subject will be developed between April and May.  
Calendar of the sessions will be published in the ADD of the Master.

Before the beginning of the course information will be provided on dates, times and place of celebration of the activities programmed

### 4.5.Bibliography and recommended resources