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| Course Title | Quality & Safety Management |
| Date & Time | Weekday evening night 18:30 – 21:30 |
| Description | This course introduces students to (1) the concept, framework, practical approaches and current movement for safe, efficient, effective, and patient-centred healthcare; (2) principle and practices of incident management and patient relations; (3) concepts of errors in healthcare and principles and strategies in quality improvement |

I. Learning Content

| Topic | Contents/fundamental concepts |
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| 1. Patient Safety & Safe culture | <ul style="list-style-type: none"> • Global and local movements on patient safety • Perspectives for patient safety • Key elements of patient safety • Culture for safety. |
| 2. Risk management & Solutions | <ul style="list-style-type: none"> • Risk identification • Investigation / Root cause analysis • Risk reduction solution & programs |
| 3. Incident management | <ul style="list-style-type: none"> • Incidents – definition, classification • Immediate management • Follow up actions |
| 4. Patient centred care, patient engagement and empowerment. Patient Relationship | <ul style="list-style-type: none"> • Patient and family centred care • Patient participation, engagement, empowerment, share decision making, co-designing, co-production. • Patient relations issues |
| 5. Leadership & engagement of staff and patient for safe and quality healthcare | <ul style="list-style-type: none"> • Leading change, implementation • Building capacity for patient safety • Staff engagement: why and how • Patient engagement: why and how |
| 6. Principle of error | <ul style="list-style-type: none"> • Definition and classification of error • Paradigms of error and safety • Human factors and error • Measures to reduce error |
| 7. Quality management in healthcare: principle & approach (I) | Planning <ul style="list-style-type: none"> • Defining quality • Approaches of quality management • PDCA cycle • Design principles Implementation <ul style="list-style-type: none"> • Defining result • Identifying solutions • Sources of influence Evaluation <ul style="list-style-type: none"> • Finding the focus: reactive vs proactive • Determining whether change is required • Identifying where is change required • Improve vs Control |
| 8. Quality management in healthcare: principle & practice (II) | |

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| 9. Student Presentation | Case Study |
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II. Learning Outcomes or Objectives of the course

Student should be able to:

- 1a. Understand the discipline of risk management, patient safety and patient relations
- 1b. Apply the concept and approach to
 - (i) identify and manage clinical risks,
 - (ii) manage adverse event,
 - (iii) enhance patient-engagement and relations, and
 - (iv) lead change (in quality and safety).
- 2a. Apply concepts of errors in healthcare improvements.
- 2b. Apply principles, tools, evaluation strategies and documentation method in quality improvement

Face-to-face lectures will be resumed as normal teaching format in 2021/22 academic year.