

# MODULE DESCRIPTOR

<b>General information</b>	
<b>Name of the Module</b>	<b>QUALITY MANAGEMENT</b>
<b>Leader</b>	<b>University of Evora</b>
<b>Credits</b>	10 ECTS
<b>Level (NQF)</b>	7 (equivalent to level 11 SCQF)
<b>Requirements</b>	Bachelor's degree Requirements and prerequisites for students Currently enrolled on a Master Programme in Health or Social Care (level 7)
<b>Areas of expertise</b>	Social Care Management, Health Care Management
<b>Duration</b>	5.10.2015- 18.12.2015
<b>Learning and teaching</b>	
<b>Learning outcomes</b>	After completing this module a student is able to 1. define good quality of care at organizational level 2. define, describe, implement and assess care quality standards and criteria 3. Clearly define, select and apply relevant techniques to plan quality assurance and improvement of processes. 4. Demonstrate a holistic understanding of the social and health care system to develop continuous, customer-oriented services 5. To develop strategies for implementing quality improvement within a health care or social care organization.
<b>Implementation</b>	This module will be delivered using online learning approach via a virtual learning environment (Reppu), online lectures. The module will be organised into core units which cover the relevant module materials.  Independent learning – 150 – 210 hours Group work and peer assessment – 10 hours Lectures 20 hours Individual learning activities – 30 hours
<b>Content (key words)</b>	Quality management and policies in social and health care Quality assurance Continuous quality improvement
<b>Assessment methods and criteria</b>	Students will be assessed through two components

	<p>1. Portfolio (2000 words): The student will complete a portfolio that consists of three reflections related to the three topics of the module. The portfolio will be based on learning material and one's own experience and reflections on quality management and quality of care in a social and/or health care organization.</p> <p>This assessment task is linked to LO1, LO2.</p> <p>2. Case Study (3000 words) The student will use their organisation or an organisation they are familiar with to develop a case study analysis (drawing on relevant academic theory) of :</p> <ul style="list-style-type: none"> <li>- The organisational approach to quality management</li> <li>- The criteria used to assess or evaluate quality of the services provided by the organization</li> <li>- Make a proposal / plan/ recommendations for quality improvement</li> </ul> <p>This assessment task is linked to LO3, LO4 and LO5.</p> <p>Value of each assessment method: Portfolio 50% - Case studies 50%</p>
<p><b>Learning and Teaching strategies</b></p>	<p>The purpose of this module is to develop your knowledge and understanding of the quality management and assurance roll in contemporary health and social care organizations and how these practices can promote quality of care, facilitate organizational effectiveness and client-orientation services. This module includes an examination of key quality management policies and stakeholders.</p> <p>The learning and teaching strategy incorporates reading articles, combined with on-line lectures and other on-line learning materials and work in groups to do assignments about the key themes and issues within a health and social care context.</p> <p>The learning and teaching strategy will be supported by Moodle which provides access to the University's virtual learning environment and learning support systems. You will be provided with learning materials to develop your knowledge and skills through on-line media. This includes:</p> <ul style="list-style-type: none"> <li>• Virtual lectures</li> <li>• Module handbook</li> <li>• Guided reading, articles and activities for each of the module units</li> <li>• Online discussions</li> <li>• Case studies.</li> </ul> <p>The module will be organized into core units that will enable you to critically analyze each topic area and reflect upon your own practice and also that of organizations within health and social care. You will be encouraged to contribute to on-line discussions and share your knowledge through scheduled tutor-led discussions at key points.</p> <p>The module is designed to provide you with underpinning knowledge, understanding and debates surrounding contemporary issues and practices in the areas of quality management and assurance.</p> <p>Research / Teaching Linkages: The team of tutors have research interests within the topic areas of this module and will provide high quality academic input to facilitate your</p>

	learning. Texts, directed reading and module activities are underpinned by relevant research.
<b>Grading</b>	The module will be based on the grading scale of Evora University, Portugal, however an equivalency for each student's home university will be provided.
<b>Learning platform</b>	<a href="http://reppu.lamk.fi/">http://reppu.lamk.fi/</a>
<b>Other information</b>	<p>Learning material</p> <p>Booth, M., Fralich, J., &amp; Bowe, T. (2005). Home and Community-Based Services: Quality Management Roles and Responsibilities. Maine: University of Southern Maine.</p> <p>European Commission (2014). Expert Panel On Effective Ways Of Investing In Health : Future EU Agenda on quality of health care with a special emphasis on patient safety.</p> <p><a href="http://ec.europa.eu/health/expert_panel/opinions/docs/005_safety_quality_of_care_en.pdf">http://ec.europa.eu/health/expert_panel/opinions/docs/005_safety_quality_of_care_en.pdf</a></p> <p>Raymond G. Carey, Robert C. Lloyd (2001). Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications. Wisconsin; American society for Quality.</p> <p>Ross, Thomas K. (2014). Health Care Quality Management: Tools and Applications. Oxford: Willey.</p> <p>Beadle-Brown, J., Hutchinson, A and Mansell, J (2008) Care standards in homes for people with intellectual disabilities. Journal of Applied Research in Intellectual Disability 21(3), pp.210-218</p> <p>Malley, Juliette and Fernández, José-Luis (2010) Measuring quality in social care services: theory and practice. Annals of public and cooperative economics, 81 (4). pp. 559-582.</p> <p>Raynes, N., Temple, B., Glenister, C. &amp; Coulthard, L. (2001) Quality at home for older people. Involving Service users in defining home care specifications. York, The Policy press and Joseph rowntree Foundation.</p> <p>Qureschi, H. &amp; Nicholas, E. (2001) A new conception of social care outcomes and its practical use in assessment with older people. Research, Policy and Planning, 19, 11-26.</p>
<b>Contact persons</b>	<p><b>Module leader</b> Manuel Agostinho Matos Fernandes, professor, Evora University, <a href="mailto:mf@uevora.pt">mf@uevora.pt</a></p> <p><b>Other lectures and professors</b> Carlos Alberto Silva, professor, Evora University, <a href="mailto:casilva@uevora.pt">casilva@uevora.pt</a> Lada Furmaníková, professor, Charles University, <a href="mailto:lada.furmanikova@gmail.com">lada.furmanikova@gmail.com</a> Elizabeth Preston, professor, Edinburgh Napier university, <a href="mailto:elizabeth.preston@nhslothian.scot.nhs.uk">elizabeth.preston@nhslothian.scot.nhs.uk</a></p>

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