

BUSM 3016 HEALTH SERVICES QUALITY MANAGEMENT

Credit Points 10

Legacy Code 400284

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Description The need to improve quality while reducing expenditure has forced health services to re-evaluate their strategies. For these reasons many have embraced the philosophies of Total Quality Management (TQM). Central to its practice is a focus on flexible, consultative management, with the needs of the customer seen as vital to guiding a continuous process of improvement. TQM is a whole system concept, which recognizes the need to manage sets of interacting technical, cultural and political issues. This unit explores the various aspects of TQM and in particular its application within the health services.

School Health Sciences

Discipline Public and Health Care Administration

Student Contribution Band HECS Band 4 10cp

Check your HECS Band contribution amount via the Fees (https://www.westernsydney.edu.au/currentstudents/current_students/fees/) page.

Level Undergraduate Level 3 subject

Learning Outcomes

On successful completion of this subject, students should be able to:

1. Demonstrate an understanding of the concept of quality and quality improvement and their underpinning principles.
2. Evaluate the application of quality improvement principles and practices in the health care setting.
3. Demonstrate use of the tools of the quality improvement cycle.
4. Identify and discuss institutional accreditation.
5. Demonstrate an understanding of the work of the Australian Council on Healthcare Standards (ACHS).

Subject Content

- Overview of quality Issues in health care.
- historical development of quality improvement.
- Overview of quality improvement (QI) and its application in health services.
- The quality improvement Cycle.
- data based decision making in health care.
- tools used in health QI.
- best practice in health services.
- Accreditation in health services.
- ACHS equip

Teaching Periods