

## Subject Description Form

<b>Subject Code</b>	SN5181
<b>Subject Title</b>	Quality Management of Health Care Services
<b>Credit Value</b>	3
<b>Level</b>	5
<b>Pre-requisite/ Co-requisite/ Exclusion</b>	Nil
<b>Objectives</b>	This subject aims to develop student knowledge on quality management within the context of Hong Kong's health care system and integrated care networks. It provides excellent opportunities to combine theory, practice and managerial insights with broader health care services. (PILO 3, 5, 6, 7, 8)
<b>Intended Learning Outcomes</b>	<p>Upon completion of the subject, students will be able to:</p> <ol style="list-style-type: none"> <li>a. Depict the current health care system in Hong Kong and the forces of change within the system, (PILO 5)</li> <li>b. Appraise the factors influencing the process of health services planning and their impact on management practices, (PILO 3, 5)</li> <li>c. Select, analyse and apply a range of quality and service improvement tools, techniques and methods to improve quality and delivery of health care services, (PILO 3, 5, 6, 7)</li> <li>d. Apply the principles of quality management and advanced communication skills to health care. (PILO 3, 5, 6, 7, 8)</li> </ol>
<b>Subject Synopsis/ Indicative Syllabus</b>	<ol style="list-style-type: none"> <li>1. Health Care System <ol style="list-style-type: none"> <li>a. global health care system</li> <li>b. main influences (determinants) and strategy in response to health needs</li> <li>c. local health issues</li> </ol> </li> <li>2. Quality Management <ol style="list-style-type: none"> <li>a. creating a shared definition of "quality"</li> <li>b. principles of total quality and quality continuum</li> <li>c. quality systems and accreditation</li> </ol> </li> <li>3. Health Service Operations <ol style="list-style-type: none"> <li>a. managing finance and budgets in Hospital Authority: a practical approach</li> <li>b. service planning and commissioning</li> <li>c. manpower planning and budgeting</li> </ol> </li> <li>4. Conflict and Dispute Management in Health Care <ol style="list-style-type: none"> <li>a. trend and alternative dispute resolution</li> <li>b. theory, model and principles of mediation</li> <li>c. jurisdiction: Cap 620 Mediation Ordinance</li> <li>d. mediation in practice</li> </ol> </li> </ol>
<b>Teaching/Learning Methodology</b>	<p><u>Lecture</u> Class teaching, on-line materials are available for all lectures. Student will discuss and apply lecture concepts to real practice scenarios.</p> <p><u>Tutorial/Seminar</u> The seminar would be conducted by group discussion and seminar presentation.</p>

<b>Assessment Methods in Alignment with Intended Learning Outcomes</b>	Specific assessment methods/tasks		% weighting	Intended subject learning outcomes to be assessed (Please tick as appropriate)			
				a	b	c	d
	1: Scoping Review		50%	✓	✓		
	2: Quality Improvement Project Protocol		50 %			✓	✓
	Total		100 %				
<p><u>Scoping Review</u> Students are first required to identify an issue in practice. Having identified an issue in practice, they are then required to undertake a scoping review of that issue. (PILO 3, 6, 7)</p> <p><u>Quality Improvement Project Protocol</u> Students are also required to submit a paper that addresses a quality improvement project in any aspect of clinical care and develop a protocol that focuses on bringing about a change in practice (PILO 2, 4, 6, 7, 8).</p>							
<b>Student Study Effort Expected</b>	Class contact:						
	▪ Lecture				24 Hrs.		
	▪ Tutorial/Seminar				8.5 Hrs.		
	▪ Seminar				6.5 Hrs		
	Other student study effort:						
	▪ Prescribed reading				30 Hrs.		
	▪ Preparation for individual assignments				51Hrs.		
	Total student study effort				120 Hrs.		
<b>Reading List and References</b>	<b><u>Indicative Reading List</u></b>						
	Eddy, B (2008). <i>It's All Your Fault! 12 Tips for Managing People Who Blame Others for Everything</i> . USA: Janis Publications						
	Kelly, D.L. (2011). <i>Applying quality management in healthcare: a systems approach</i> , Chicago: Health Administration Press.						
	Fallon, L. F. et al (2013). <i>Managing health organizations for quality and performance</i> , Burlington: Jones & Bartlett Learning.						
	Financial Secretary Office (2013). <i>The 2013-14 Budget, Hong Kong</i> . Printing Department, Government of Hong Kong Special Administrative Region.						

Fisher, R. & Ury W. (2011). *Getting to yes : negotiating agreement without giving in*. New York: Penguin Books, 2011

Health and Welfare Bureau. (2008). *Your Health, Your Life*. Hong Kong. Printing Department, Government of Hong Kong Special Administrative Region.

Hong Kong Hospital Authority (2014). *Annual Plan, 2014-2015*. HK: Hospital Authority.

Hong Kong Hospital Authority (2013). *Annual Report, 2012-2013*. HK: Hospital Authority.

Hong Kong Hospital Authority (2012). *Strategic Plan 2012-2017, 2012-2013*. HK: Hospital Authority.

Hsiao, W., Yip, W. et al. (1999). *Improving Hong Kong's healthcare system: why and for whom?* Hong Kong: Government Printer.

Leung, G.M. & Bacon-Shone, J. (eds) (2006). *Hong Kong's health system: reflections, perspectives and visions*. Hong Kong: Hong Kong University Press.

Leung, H.M. et al (2009). *Hong Kong mediation handbook*. Hong Kong: Thomson Reuters.

Lighter, D. E. (2011). *Advanced performance improvement in health care : principles and methods*, Sudbury: Jones and Bartlett Publishers.

Nash, D.B. & Goldfarb, N.L. (2006) *The quality solution: the stakeholder's guide to improving health care*. Sudbury, Mass.: Jones and Bartlett.

Percival, E. & Affara, F. (2004) *International principles and framework for standards development in nursing*. Geneva: International Council of Nurses.

Rabih, Joyce (1998). *TQM implementation in health care a proposed framework*. Canada: Concordia University.

World Health Organization (2013). *World health report 2013 "Research for universal health coverage*. Geneva: World Health Organization.

### **Journals**

*Health Services Management Research*

*Hospital and Health Services Administration*

*International Nursing Review*

*International Journal of Quality Health Care*

*Journal of Quality Clinical Practice*

*Nursing Economics*

*Nursing Forum*