

	UČNI NAČRT PREDMETA/COURSE SYLLABUS
Predmet	Kakovost in varnost v zdravstvu
Course title	Quality and Safety in Health Care

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Zdravstvena nega / 2. stopnja	Ni smeri študija	1. letnik	2.
Nursing Care / 2 nd Cycle	No study field	1 st year	2 nd

Vrsta predmeta/Course type

obvezni/obligatory

Univerzitetna koda predmeta/University course code

2ZN I UN3

Predavanja	Sem.	Kab. vaje	Lab. vaje	Teren.	Samost.	ECTS
Lectures	vaje	Cabinet	Laboratory	vaje	delo	
	Tutorial	tutorial	work	Field	Individ.	
				work	work	
25	30				155	7

Nosilec predmeta/Lecturer:

doc. dr. Vesna Zupančič

Jeziki/
Languages:

Predavanja/Lectures:

slovenski/Slovenian

Vaje/Tutorial:

slovenski/Slovenian

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

Prerequisites:

Vpis v prvi letnik študijskega programa.

The prerequisite for inclusion is enrolment in the first year of study.

Vsebina:

Content (Syllabus outline):

- *Osnovna izhodišča kakovosti in varnosti v zdravstvu in razmerja med njima.* Definicije, teorije in paradigme, načela kakovosti, vloga deležnikov iz vidika pristojnosti, odgovornosti, kompetentnosti ter sodelovanja s pacienti in njihovimi svojci ali bližnjimi, osredotočenje na pacienta, uvod v mikrosistem v zdravstvu.
- *Celovito upravljanje kakovosti v zdravstvu.* Splošne lastnosti sistema, kompleksnost sistema, sistemsko razmišljanje, sistem kakovosti, poslovna strategija kakovosti,

- *Basic principles of quality and safety in health care and the relationship between them.* Definitions, theories and paradigms, principles of quality, the role of stakeholders in terms of area of authority, responsibility, competence and cooperation with patients and their relatives or people close to them, focus on the patient, introduction to the microsystem in health care.
- *Comprehensive quality management in health care.* General characteristics of the

<p>človeške razsežnosti uvažanja izboljševanja kakovosti in varnosti.</p> <ul style="list-style-type: none"> • <i>Zagotavljanje varnosti v zdravstvu.</i> Uvod v varnost pacientov, definicija varnosti pacientov, skrb za lastno varnost in varnost ostalih, pripravljenost na delo, fizična varnost, skrb za delovni prostor, tehnologijo in material. • <i>Pomen uporabe standardov zdravstvene obravnave.</i> Klinične smernice, protokoli, klinične poti, na dokazih temelječa medicina/ klinična praksa. • <i>Upravljanje s tveganji za varnost.</i> Prepoznavanje, ukrepanje, uporaba opomnikov, registri tveganj in njihova uporaba. • <i>Obvladovanje odklonov v zdravstveni obravnavi.</i> Sistem, sporočanje, obravnava, učenje, krizno komuniciranje. • <i>Obvladovanje z zdravstvom povezanih okužb.</i> Poti prenosa okužb v zdravstvenih ustanovah, higiena rok in uporaba osebne varovalne opreme, ukrepi ob izolacijah, ukrepi ob poškodbi z ostrim infektivnim predmetom, ravnanje z odpadki. • <i>Vodenje kakovosti in varnosti v zdravstvenem zavodu.</i> Vodenje sistema kakovosti v zdravstveni ustanovi, infrastruktura zdravstvene organizacije za vodenje kakovost, ciklus nenehnih izboljšav, kultura varnosti, sodelovanje (medpoklicno, medsektorsko in medinstucionalno timsko delo) in komunikacija. • <i>Orodja in metode za spremljanje in izboljševanje kakovosti in varnosti zdravstvene obravnave.</i> Strokovni nadzori s svetovanjem, certificiranje in akreditiranje, opomniki, varnostne vizite, MM konference. • <i>Raziskovanje s področja kakovosti in varnosti</i> Raziskovalni problemi, metodologija, rezultati, objava in uporaba ugotovitev. • <i>Merjenje kakovosti in varnosti.</i> Tehnike, kazalniki kakovosti, kakovost podatkov, uporaba podatkov, spremljanje zadovoljstva in izkušenj pacientov. 	<p>system, complexity of the system, systemic thinking, quality system, business quality strategy, human dimension of introducing quality and safety improvement.</p> <ul style="list-style-type: none"> • <i>Providing safety in health care.</i> Introduction to patient safety, definition of patient safety, care for one's own safety and safety of others, readiness to work, physical safety, care for work space, technology and materials. • <i>The importance of applying healthcare treatment standards.</i> Clinical guidelines, protocols, clinical pathways, evidence-based medicine / clinical practice. • <i>Risk management for security.</i> Identifying, taking action, using reminders, risk registers and their use. • <i>Management of deviations in healthcare treatment.</i> System, messaging, treatment, learning, crisis communication. • <i>Management of health-related infections.</i> Ways of transmitting infections in healthcare facilities, hygiene of hands and the use of personal protective equipment, measures at the insulation, measures of damage with a sharp infectious object, waste management. • <i>Keeping quality and safety in a healthcare institution.</i> Management of the quality system in the healthcare institution, infrastructure of the healthcare organization's quality management, the cycle of continual improvements, safety culture, cooperation (inter-professional, cross-sectoral and inter-institutional teamwork) and communication. • <i>Tools and methods for monitoring and improving the quality and safety of healthcare treatment.</i> Professional supervision with counselling, certification and accreditation, reminders, safety rounds, MM conferences. • <i>Quality and safety research.</i> Research problems, methodology, results, publication and the use of findings. • <i>Quality and safety measurement.</i> Techniques, quality indicators, data
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	quality, data usage, monitoring the patients' satisfaction and patients' experience.
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Temeljna literatura in viri/Readings:

Temeljna literatura/Basic literature

- Chichester West, S. (2012). *Quality and safety in nursing: a competency approach to improving outcomes*. Ames, Iowa: Wiley-Blackwell.
- Maulik, S. I., Ransom, R. E., Nash, B. D., Scott B. R., S.B. (2014). *The Healthcare Quality Book: Vision, Strategy, and Tools*. Chicago, Illinois : Health Administration Press; Arlington, Virginia : Association of University Programs in Health Administration.
- Robida. A. (2013). *Napake pri zdravstveni obravnavi pacientov: sistematična analiza globljih vzrokov napak in njihovo preprečevanje: priročnik: Root cause analysis RCA*. Bled: Center za izboljševanje kakovosti in varnosti zdravstvene obravnave, PROSUNT.
- Robida, A. (2009). *Pot do odlične zdravstvene prakse : vodnik za izboljševanje kakovosti in presojo lastne zdravstvene prakse*. Ljubljana : Planet GV.

Priporočljiva literatura/Recommended literature

- Hurwitz, B. in Sheik, A. (2009). *Health care errors and patient safety*. Chichester: Wiley-Blackwell.
- Oster, C. A. in Braaten, J. S. (2016). *High reliability organizations: a healthcare handbook for patient safety & quality*. Indianapolis, ZDA: Sigma Thea Tau International.
- Zelman, M. (2014). *Infection control and safety : a guide for healthcare providers*. Boston: Pearson.
- Zsifkovits, I., Zuba, M., Geißler, V., Lepuschütz, L., Pertl, D., Kernstock, E. in Ostermann, H. (2016). *Costs of unsafe care and cost-effectiveness of patient safety programmes*. Evropska komisija. Pridobljeno s svetovnega spleta: https://ec.europa.eu/health/sites/health/files/systems_performance_assessment/docs/2016_costs_psp_en.pdf.
- Evropska komisija (2014). *Ključne ugotovitve in priporočila glede sistemov sporočanja in učenja o varnostnih zabletih za paciente po Evropi*. Pridobljeno s svetovnega spleta: http://ec.europa.eu/health/sites/health/files/patient_safety/docs/guidelines_psqcwg_reporting_learningsystems_sl.pdf.
- Izbrani članki iz zbornikov znanstvenih srečanj, izbrani članki iz domačih in tujih znanstvenih revij s področja kakovosti in varnosti v zdravstvu, izbrane internetne strani.

Cilji in kompetence:

Učna enota prispeva predvsem k razvoju naslednjih splošnih in specifičnih kompetenc:

- poznavanje pomena implementacije pristopa »na dokazih temelječega znanja/spoznanj kakovosti in varnosti zdravstvene nege« v klinično okolje,
- sposobnost reševanja kompleksnih problemov v kliničnem okolju z multidisciplinarnim pristopom: analiza

Objectives and competences:

The learning unit mainly contributes to the development of the following general and specific competences:

- knowing the importance of implementation of the so-called "evidence-based quality knowledge/findings of nursing care" into the clinical environment,

<p>situacije, načrtovanje ukrepov, izvedba načrta, vrednotenje in samovrednotenje,</p> <ul style="list-style-type: none"> • sposobnost predvidevanja izidov dela v kliničnem okolju ob uvajanju novih metod, novih spoznanj, novih okoliščin, • ozaveščenost o nujnosti lastnega strokovnega izpopolnjevanja, dopolnjevanja, poglobljanja in posodabljanja znanja, • poznavanje in razumevanje procesov v strokovnem/poslovnem okolju ter usposobljenost za njihovo analizo, sintezo in predvidevanje rešitev oz. posledic, • avtonomnost pri sprejemanju odločitev v procesu zdravstvene nege, • uvajanje in izvajanje sodobnih metod dela v zdravstveni negi in sistemu zdravstvenega varstva, • sposobnosti za organiziranje, načrtovanje in nadzor delovanja procesov zdravstvene nege in spretnosti vodenja zdravstvenih timov na vseh ravneh zdravstvene dejavnosti, • sposobnosti za vrednotenje in ocenjevanje kakovosti izvedenih intervencij v zdravstveni negi. 	<ul style="list-style-type: none"> • the ability to solve complex issues in the clinical environment using the multidisciplinary approach: analysis of the situation, planning the measures, implementing the plan, evaluation and self-evaluation, • the ability to predict work outcomes in the clinical environment on introducing new methods, findings, new circumstances, • the awareness of the necessity of one's own professional training, updating, broadening and complementing knowledge, • knowledge and understanding of processes in the professional/business environment and the ability to analyse, synthesise and envisage solutions or consequences, • autonomy in decision-making in the process of nursing care, • introduction and implementation of contemporary work methods in nursing care and the healthcare system, • the ability for organisation, planning and monitoring the operation of nursing care activities, and the skills of leading healthcare teams at all levels of healthcare activity, • the ability for assessment and evaluation of quality of performed interventions in nursing care.
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Predvideni študijski rezultati:

Študent/študentka:

- pozna osnovna izhodišča kakovosti in varnosti v zdravstvu in razmerja med njima,
- pozna, kako deluje celovito upravljanje kakovosti v zdravstvu,
- pozna sisteme zagotavljanja varnosti v zdravstvu,
- pozna in razume pomen uporabe standardov zdravstvene obravnave,
- pozna in razume sistem upravljanja s tveganji za varnost v zdravstvu,

Intended learning outcomes:

Students:

- know the basic principles of quality and safety in health care and the relationship among them,
- learn about how comprehensive quality healthcare management works,
- know the systems of quality assurance in health care,
- know and understand the importance of applying the standards of medical treatment,
- know and understand the risk management system for health care,

<ul style="list-style-type: none"> • pozna in razume sistem sporočanja in učenja iz odklonov v zdravstveni obravnavi, • razvije sposobnost predvidevanja in kritičnega razmišljanja v zvezi s prepoznavanjem in obravnavanjem tveganj in odklonov v zdravstveni obravnavi, • pozna in razume sistem obvladovanja z zdravstvom povezanih okužb kot pomemben element zagotavljanja varnosti, • se seznanja z sistemom vodenja kakovosti in varnosti v zdravstvenem zavodu, • pozna orodja in metode za spremljanje in izboljševanje kakovosti in varnosti zdravstvene obravnave in razvije sposobnosti za kritično presojo, • prepozna pomen uporabe orodij in metod za zagotavljanje varnosti pacientov in kakovost obravnave, • se zaveda pomena raziskovanja in na dokazih temelječega izboljševanja kakovosti in varnosti v zdravstveni negi in zdravstvu, • pozna in razume pomen merjenja kakovosti in varnosti na različne načine in iz različnih perspektiv, • razvije sposobnosti za vrednotenje in ocenjevanje kakovosti izvedenih intervencij v zdravstveni negi. 	<ul style="list-style-type: none"> • know and understand the system of communication and learning from deviations in healthcare treatment, • develop the ability to anticipate and critically reflect on the identification and treatment of risks and deviations in healthcare treatment, • know and understand the system of managing health-related infections as an important element of ensuring safety, • get acquainted with the quality and safety management system in the health institution, • know the tools and methods for monitoring and improving quality and safety of healthcare treatment, and develop critical judgment skills, • recognize the importance of using tools and methods for patient safety and the quality of treatment, • are aware of the importance of research and evidence-based improvement of quality and safety in nursing and health care, • know and understand the importance of measuring quality and safety in different ways and from different perspectives, • develop the ability for assessment and evaluation of quality of performed interventions in nursing care.
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Metode poučevanja in učenja:

- *predavanja* z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov),
- *seminarske vaje*: priprava, predstavitev in uspešen zagovor projektne/raziskovalne naloge, portfolio (reševanje problemov, študije primera, kritično presojanje, diskusija, refleksija izkušenj, vrednotenje, projektno delo, timsko delo).

Learning and teaching methods:

- *lectures* with active student participation (explanation, discussion, questions, examples, problem solving),
- *seminar tutorial*: preparation, presentation and a successful defence of a project/research paper, portfolio (problem solving, case studies, methods of critical thinking, discussion, reflection of experience, evaluation, project work, teamwork).

Načini ocenjevanja:

- Načini:
- izpit

Delež (v %)

Weight (in %)

70 %
30 %

Assessment:

Types:

- exam

<ul style="list-style-type: none">• izdelava, predstavitev in zagovor projektne/raziskovalne naloge <p>Ocenjevalna lestvica: ECTS.</p>		<ul style="list-style-type: none">• preparation, presentation and defence of the project/research paper <p>Grading scheme: ECTS.</p>
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