

**COURSE DATA****DATA SUBJECT****Code:** 36316**Name:** Quality of Health Care**Cycle:** Undergraduate Studies**ECTS Credits:** 4.5**Academic year:** 2025-26**STUDY (S)**

Degree	Center	Acad. year	Period
1204 - Degree in Medicine	Facultat de Medicina i Odontologia	3	Second quarter

SUBJECT-MATTER

Degree	Subject-matter	Character
1204 - Degree in Medicine	Optional subjects	ELECTIVES

COORDINATION

SOLER ROS JUAN JOSE

SUMMARY

In this subject the student will learn the foundations of the healthcare quality and the measurement systems of the health care production to interpret the indicators of the health services.

Likewise, the student will learn the application of techniques of healthcare quality improvement for the development of individual capacity and for the design of action plans in the work of the healthcare services.

PREVIOUS KNOWLEDGE**RELATIONSHIP TO OTHER SUBJECTS OF THE SAME DEGREE**

There are no specified enrollment restrictions with other subjects of the curriculum.

OTHER REQUIREMENTS

It is advisable to have passed the first three years of the program in the Medicine Degree.

COMPETENCES / LEARNING OUTCOMES



-

Acknowledge diversity and multiculturality.

Capacity for communicating with professional circles from other domains.

Consideration of ethics as a fundamental value in the professional practise.

Criticism and self-criticism skills.

Obtain and use epidemiological data and evaluate tendencies and risks influencing health decision-making.

Proper organisation and planning of the workload and timing in professional activities.

Recognise health determinants in population, such as genetic ones, dependent on sex, lifestyle, demographic, environmental, social, economic, psychological and cultural.

Students must be able to apply their knowledge to their work or vocation in a professional manner and have acquired the competences required for the preparation and defence of arguments and for problem solving in their field of study.

Students must have the ability to gather and interpret relevant data (usually in their field of study) to make judgements that take relevant social, scientific or ethical issues into consideration.

Team-working skills and engaging with other people in the same line of work or different.

Understand the importance and the limitations of scientific thinking in the study, prevention and management of diseases.

Working capacity to function in an international context.

DESCRIPTION OF CONTENTS

1. Block I. GENERAL CONCEPTS ABOUT QUALITY

UNIT 1: Introduction to the management of quality of care. Historical evolution of quality. Evaluation and improvement of assistance. Differential of the assistance field with respect to the services sector. Assistance according to each health system.

UNIT 2: Health planning. Concept and methods. Need, supply, demand and use of health services. Strategic, tactical and operational planning. Qualitative techniques in health planning. Consensus Conference. Delphi method. Nominal Group Technique. Quantitative techniques in health planning. Construction and use of indicators in the health field. Characteristics of a good indicator.

UNIT 3: Health Management Information Systems. Importance of quality in health management. Hospital Morbidity Survey. Minimum Basic Data Set (MBDS). Its utilities. Applications to the clinic. Applications to quality management.

UNIT 4: Indicators of health services. Indicators of the hospital-population relationship: Hospital



attendance. Indicators of activity and quality of care. Management of hospitalization. Patient classification systems. Diagnosis Related Groups (DRGs).

2. Block II. THE QUALITY OF ASSISTANCE

UNIT 5: Opportunities for improvement. Basic methodology of search for assistance problems. Identification technique and prioritization of assistance problems.

UNIT 6: Clinical monitoring. The medical audit. Procedures to obtain processes under control.

UNIT 7: Apparent or perceived quality. Data collection methodology. Participation of the patient in clinical decisions. The internal and external client.

UNIT 8: Methods of user participation in the Quality Management Programs. Active participation and participation requested by the system. Satisfaction surveys, expectations surveys and report type surveys. Phases of construction of a survey. Pilotage. Validation methods.

UNIT 9: Analysis of leadership in health services. Organizational climate. Concept and measuring. Satisfaction of internal customers. Measuring and prevention of burnt-out. Analysis of health organizations with the model of the European Foundation for Quality Management.

UNIT 10: Patients' rights and responsibilities. Informed consent. Anticipated wills. Confidentiality. Professional secrecy. Conscientious objection.

3. Block II. THE QUALITY OF ASSISTANCE (Continuation)

UNIT 11: Variability of medical practice. Clinical normalization tools: Clinical practice guidelines, clinical pathways, protocols and assessment. Evidence-based medicine. Result-based medicine.

UNIT 12: Analysis and evaluation: Models. Accreditation of institutions. Re-certification of professionals: Continuous Professional Development. ISO Standards, JCAHO Accreditation. European Model of Excellence (EFQM).

UNIT 13: Internal and external communication. Corporate quality. Health marketing. Benchmarking.

UNIT 14: Legal framework for the regulation of quality of care. Institutions involved at state and regional level. Agencies. Approach to legal responsibility.

UNIT 15: Primary Care. Differences with specialized attention. The concept of care longitudinality. Problems and attention to chronic patients. Evaluation of quality in programs for chronic patients and their innovation.

UNIT 16: Specialized care. Differential evaluation of services.

UNIT 17: New forms of assistance. Domiciliary hospitalization. Day hospital. Surgery without admission. E-health.

UNIT 18: Evaluation of clinical documentation. Clinical reports and clinical records. Analysis in computerized environments.



4. Block III. CLINICAL SAFETY AND ADVERSE EFFECTS

UNIT 19: Clinical Safety of Patients. Clinical safety: An essential dimension of quality of care. What does the error consist of? Epidemiology and individual study of adverse effects. Medical errors. Medication errors. Use of the notification systems for adverse effects (SiNASP, SENSAR and SINEA).

UNIT 20. Clinical Safety of the Patient. Risk management.

5. Practical teaching: Seminars

- Dimensions of Quality. Operational definition - Unit 1
- Clinical indicators: Attributes. Case studies - Unit 2
- Problem solving, Q C story - Unit 5
- Medical audit - Topic 6
- Satisfaction of the external/internal client - Unit 7
- Informed consent - Unit 10
- Clinical normalization: Protocols. GPC. Clinical routes - Unit 11
- Clinical processes. Management by processes - Unit 12
- Analysis causes Root, spine of ISIKAWA. LONDON Method - Topic 19
- Safety in the healthcare environment - Unit 20
- Proposal and design of a healthcare quality plan in a clinical service - SUMMARY OF THE COURSE

WORKLOAD

PRESENCIAL ACTIVITIES

Activity	Hours
Theory	19,00
Seminar	26,00
Total hours	45,00

NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	5,50
Individual or group project	16,00
Independent study and work	16,00
Preparation of lessons	16,00
Preparation for assessment activities	14,00
Resolution of case studies	0,00
Total hours	67,50

TEACHING METHODOLOGY



In the **theoretical lessons**, the teacher will expose, through master class, the most important concepts and contents in a structured way, to obtain the knowledge and skills that the students must acquire. The students' participation will be encouraged. The teaching materials used by the professor will be available, if he considers it appropriate, through the electronic resource Aula Virtual.

Classroom practices: **seminars**. In reduced groups, the professor will set specialized topics in depth, cases studies, bibliography management, current topics... the group work and the oral presentation will be encouraged. It could be understood as "cooperative learning".

The gender perspective, the respect for diversity, and the sustainable development goals (SDGs) will be incorporated into teaching, whenever possible.

EVALUATION

Theoretical assessment: it represents the 50% of the final mark. It will be made through a written test with 4 possible answers and only one correct. Each three wrong answers will neutralize the score of one right answer. The questions will have as the main objective to assess the acquisition of theoretical knowledge and they will be about the content of the theoretical program structured in 20 units.

Practical assessment: it represents the 50% of the final mark. It will be made through a written test with 5 possible answers and only one correct. Each three wrong answers will neutralize the score of one right answer. The questions will be about the contents taught in the seminars. The attendance to a minimum of an 80% of the seminars is a requisite to sit for the written practical test.

The final assessment will be the addition of the marks of both tests, theoretical and practical, but in order to pass the subject, the assessment of each part must be compulsory superior to 2,5 points over 5 (or 5 over 10).

Attendance at practical activities is mandatory. The student is considered to meet this requirement if he or she has attended a minimum of 80% of these activities and has adequately justified the impossibility of attending the remaining sessions due to the occurrence of a cause of force majeure. It will be essential to comply with this requirement to pass the subject.

In order to access to an advance on the call of this subject, it is a requirement that the student has coursed all his/her practices.

Students are reminded of the importance of carrying out evaluation surveys on all the teaching staff of the degree subjects.

REFERENCES

- Albrecht, K. (1992): Servicio al Cliente Interno. Ed. Paidós, Barcelona.



- Bañon, R. y Carrillo, E. (coord.) (1997): La Nueva Administración Pública. Ed. Alianza, Madrid.
- Castells, M. y Hall, P. (1996): La Era de la Información (Economía, Sociedad y Cultura) Vol. I. Ed. Alianza, Madrid.
- Charles Vincent, René Amalberti. Seguridad del Paciente. Estrategias para una asistencia sanitaria más segura. Sociedad Española de Calidad Asistencial, 2016
- Consejería de Salud de Andalucía (Patrocinador) (2001): Guía de Diseño y Mejora de Procesos asistenciales (Calidad por Sistema). Ed. Consejería de Salud, Sevilla DíazdeSantos,2008.
- Donabedian, A. (1984): La calidad de la atención médica (Definición y métodos de evaluación). Ed. La Prensa Mexicana, México.
- <https://www.msssi.gob.es/estadEstudios/estadisticas/docs/analisis.pdf>
- https://www.osakidetza.euskadi.eus/contenidos/informacion/osk_publicaciones/
- <https://www.sinasp.es/>
- Indicadores de Calidad para hospitales del Sistema Nacional de Salud. Sociedad Española de Calidad Asistencia, 2012
- Indicadores de salud 2017. Evolución de los indicadores del estado de salud en España y su magnitud en el contexto de la Unión Europea. Ministerio de Sanidad, Servicios Sociales e Igualdad, 2017
- Ishikawa, K. (1990): ¿Qué es el control total de la Calidad? La modalidad Japonesa. Editorial Norma, Barcelona.
- IV Plan de Salud 2016-2020 Comunitat Valenciana. Conselleria de Sanitat y Salut Pública, 2016.
- JM Aranz, Caibar, J Vitale, RJJ Mira. Gestión sanitaria. Calidad y seguridad de los pacientes. Ed.
- José Luis Temes Montes, Mercedes Mengíbar Torres: Gestión hospitalaria. 5ª ed. McGraw-Hill Medical. 2011 - Juran, J.M. (1990): Jurán y el liderazgo para la calidad (Un manual para directivos). Ed. Díaz de Santos, Madrid.
- Juran, J.M. (1990): Jurán y la planificación para la calidad. Ed. Díaz de Santos, Madrid. - Juran, J. M., Gryna, F. (1980): Quality, Planning and analysis. 2ª edición. Ed. McGraw-Hill, New York.
- Juran, J.M., Gryna, F. and Bingham, R.S. (1990) :Manual de Control de Calidad. 2ª edición. Ed. Reverté, Barcelona.
- Manual de Calidad Asistencial. Servicio de Salud de Castilla La Mancha, 2009 - Recomendaciones para la buena práctica en la implantación del ciclo de mejora en calidad asistencial. Guía para profesionales sanitarios. Monografía. Ministerio de Economía y Competitividad, 2013.
- Saturno Hernández, Pedro Jesús. Marco conceptual para la gestión de la calidad. Ed. Universidad de Murcia. Servicio de Publicaciones.
- Sistemas de Información Sanitaria del Sistema Nacional de Salud. Ministerio de Sanidad, Servicios Sociales e Igualdad, 2014.
- Varo, J. Gestión estratégica de la calidad en los servicios sanitarios. Un modelo de gestión hospitalaria. Madrid: Díaz de Santos, 1993.
- Se harán recomendaciones oportunamente en cada lección.
- RECURSOS e-Salut: - RECURSOS e-Salut:
 - ClinicalKey Student Medicina, Odontología y Enfermería [<https://uv-es.libguides.com/RecursosSalut>]
 - Acces Medicina [https://uv-es.libguides.com/Access_Medicina]
 - Médica Panamericana [https://uv-es.libguides.com/Medica_Panamericana]