

ECTS COURSE DESCRIPTION FORM										
PART I (Senate Approval)										
Offering School	Antalya Bilim University - Faculty of Health Sciences				Offering Department	Department of Nursing				
Program(s) Offered to	Department of Nursing		<input checked="" type="checkbox"/>				<input type="checkbox"/>			
			<input type="checkbox"/>				<input type="checkbox"/>			
			<input type="checkbox"/>				<input type="checkbox"/>			
Course Name	Quality Management in Nursing Services.				Course Code	HEM336				
Level of Course	Undergraduate				Type of Course	Optional				
Language of Instruction	Turkish				ECTS Credits	3				
Hours per Week	Lecture:	2 Hours		Practical:	None	Studio:	None			
	Laboratory:	None		Recitation:	None	Other:	None			
Pre-requisites	0				Co-requisites	None				
Registration Restriction	None				Grading Mode	Letter Grade				
Educational Objective										
Course Description	The aim of the "Quality Management in Nursing Services" course is to provide the basic concepts and approaches related to quality management and to gain the skills required by the most frequently used quality management approaches in health services.									
Learning Outcomes	LO1	Can define the basic concepts of quality management								
	LO2	Evaluate the relationship between quality and leadership, corporate culture and teamwork								
	LO3	Adapt the Total Quality Management process to the management of nursing services								
	LO4	Can evaluate the properties of quality assurance systems								
	LO5	Can take an active role in the provision of quality healthcare services								
PART II (Faculty Board Approval)										
		Program Outcomes		LO1	LO2	LO3	LO4	LO5	LO6	LO7
Basic Outcomes (University-wide)	PO1	Ability to communicate effectively with oral, written and visual methods, report writing and presentation.						✓		
	PO2	Ability to work effectively both individually and in disciplinary and multi-disciplinary teams.						✓		
	PO3	Awareness of the necessity of lifelong learning and the ability to access information, to follow developments in science and technology, and to constantly renew itself.					✓			
	PO4	Information about project management, risk management, innovation and change management, entrepreneurship, and sustainable development.					✓	✓		
	PO5	Awareness about sectors and ability to prepare business plans.					✓	✓		
	PO6	Awareness of professional and ethical responsibility and acting in accordance with ethical principles.					✓	✓		
Faculty Specific Outcomes	PO7	To have universal thoughts and values								
	PO8	To be committed to academic and ethical values,						✓		
	PO9	To provide qualified education, research and consultancy services at universal information and technology standards					✓			
Program Specific Outcomes	PO10	To be open to new goals, strategies and action plans that will take undergraduate and graduate education / training programs and scientific studies further					✓			
	PO11	To support, maintain and increase interdisciplinary / multidisciplinary studies in the services provided.						✓		
	PO12	To contribute and develop health policies for the benefit of the country.						✓		
	PO13	Using theoretical, evidence-based and applied knowledge in the field of nursing, with a holistic and systematic approach to the individual, family and society; Gives <u>culturally sensitive nursing care, evaluates and records the effect of care.</u>			✓	✓	✓	✓		
	PO14	It determines the health education needs of the individual, family and society, and provides training and consultancy in this direction.						✓		
	PO15	Uses problem solving, decision making, critical thinking and leadership skills in the field of nursing.			✓	✓		✓		
	PO16	Communicates by expressing her opinions, having the ability to work individually and make independent decisions.		✓	✓	✓	✓	✓		
	PO17	Respects human rights and dignity by acting in accordance with the relevant legislation, professional values and ethical principles in nursing education, practice, <u>research and management</u>								
	PO18	It works in cooperation with disciplinary and interdisciplinary team members.						✓		
	PO19	Uses information and care technologies in nursing education, practice, research and management.				✓				
	PO20	In line with the lifelong learning approach, he / she reaches scientific and current information specific to the field of nursing, evaluates the accuracy, validity and reliability of the information.					✓			
	PO21	It fulfills the responsibility of producing scientific knowledge specific to nursing by participating in all kinds of research, projects and activities that will contribute to individual and professional development.						✓		
	PO22	Uses at least one foreign language at a level to reach scientific information and communicate effectively.								
PART III (Department Board Approval)										
Course Contents, Contribution of Course Contents to Learning Outcomes, and Methods for Assessing Learning of Course Contents	Subject	Week	Details of Course Contents	LO1	LO2	LO3	LO4	LO5	LO6	LO7
	S1	1	Basic concepts of quality	A1/A4	A1/A4	A1/A4	A1/A4	A1/A4		
	S2	2	Quality management process	A1/A4	A1/A4	A1/A4	A1/A4	A1/A4		
	S3	3	Quality assurance systems (ISO, JCHO, Accreditation)	A1/A4	A1/A4	A1/A4	A1/A4	A1/A4		
	S4	4	Quality assurance systems (ISO, JCHO, Accreditation)	A1/A4	A1/A4	A1/A4	A1/A4	A1/A4		
	S5	5	Total quality management (TQM)	A1/A4	A1/A4	A1/A4	A1/A4	A1/A4		
	S6	6	Total quality management (TQM)	A1/A4	A1/A4	A1/A4	A1/A4	A1/A4		
	S7	7	Midterm Exam							
	S8	8	Quality circles	A1	A1	A1	A1	A1		
	S9	9	Quality circles	A1	A1	A1	A1	A1		
	S10	10	Quality management in health and nursing services	A1	A1	A1	A1	A1		
	S11	11	Quality management in health and nursing services	A1	A1	A1	A1	A1		
	S12	12	Quality management in education	A1	A1	A1	A1	A1		
	S13	13	Quality management in education	A1	A1	A1	A1	A1		
	S14	14	Final Exam							
No	Type		Weight	Implementation Rule			Make-Up Rule			

Assessment Methods, Weights in Grading Scheme, Implementation and Make-Up Rules	A1	Exam-Final Jury,Final Project	60%	The exam, which will be applied as the Final Exam, will cover all the topics and resources covered during the semester.	Students who cannot take the final exam due to an excuse and whose excuse is accepted by the Unit Board take the make-up exam on the date determined by the Unit.	
	A2	Quiz				
	A3	Homework				
	A4	Midterm	40%	The Midterm Exam will be administered in the middle of the semester and will cover the topics and resources covered until the exam date.	Students who cannot take the exam due to an excuse and whose excuse is accepted by the Unit Board take the make-up exam on the date determined by the Unit.	
	A5	Project				
	A6	Presentation				
	A7	Attendance/Interaction				
	A8	Class/Lab./				
	A9	Others				
		TOTAL	100%			
Evidence of Achievement of Learning Outcomes	At least one question from each subject is asked during the exams. A weighted average is calculated for each student based on the percentage of each assessment method. Students are required to collect a minimum score over 100, which is announced by the instructor, to pass the course. This score is determined based on class average.					
Method for Determining Letter Grade	Direct Conversion System ("DDS" in the regulation.)		<input checked="" type="checkbox"/>	Relative Evaluation ("BDS" in the regulation.)		<input type="checkbox"/>
	A different method/system, not listed above, determined by the Faculty Member / Instructor (This method is explained below)					<input type="checkbox"/>
	Success Grade Range	Letter Success Note	Success Coefficient	Success Assessment		
	95-100	A+	4	Successful		
	85-94	A	4	Successful		
	80-84	A-	3,7	Successful		
	75-79	B+	3,3	Successful		
	65-74	B	3	Successful		
	60-64	B-	2,7	Successful		
	55-59	C +	2,3	Successful		
	50-54	C	2	Successful		
	45-49	C-	1,7	Pass		
	40-44	D+	1,3	Unsuccessful		
	0-39	D	1	Unsuccessful		
Teaching Methods, Student Work Load	No	Method	Explanation		Total Hours	
	Time expected to be allocated by instructor					
	1	Lecture	Course topics are explained by writing on the board or by computerized presentation. Sample questions are solved during the lesson.		24	
	2	Interactive Lecture				
	3	Recitation				
	4	Laboratory				
	5	Practical				
	6	Field Work				
	Time expected to be allocated by student					
	7	Project				
	8	Homework				
	9	Pre-class Learning of Course Material	New topics are learned before they are taught in the classroom.		12	
	10	Review of Course Material	Topics are repeated to prepare for exams and assignments.		24	
	11	Studio				
	12	Office Hour	One-on-one meeting with the lecturer		4	
	Calculated ECTS Credit(s)		Max.	2	Min.	2
			Grand Total		64	
IV. PART						
Instructor	Name Surname	Hakan KURNAZ				
	E-mail	hakan.kurnaz@antalya.edu.tr				
	Phone Number	+90 242 245 00 00				
	Office Number	3205				
	Office Hours	08:30-17:30				
Course Materials	Mandatory					
	Recommended	<p>Özveren M (1997); Toplam Kalite Yönetimi, Temel Kavramlar ve Uygulamalar, Alfa Basım Yayın Dağıtım, İstanbul.</p> <p>Sanders A.D. et all. (1998); ISO 9000 Nedir? Niçin? Nasıl?. Çeviren: Yenersoy G., Rota Yayın Yapım Tanıtım Ticaret Ltd. Şti., İstanbul.</p> <p>Demirci H. (2008); Toplam Kalite Yönetimi, Kumsaati Yayın, İstanbul.</p> <p>Küçük O. (2012); Kalite iyileştirmede adım adım kıyaslama (benchmarking), Seçkin Yayıncılık, Ankara.</p>				
	Scholastic Honesty	Violations of scholastic honesty include, but are not limited to cheating, plagiarizing, fabricating information or citations, facilitating acts of dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students. Any for of scholastic dishonesty is a serious academic violation and will result in a disciplinary action. It is explained in Article 25 of the Directive on Associate and Undergraduate Programs of Antalya Bilim University.				
Other	Students with Disabilities	Reasonable accommodations will be made for students with verifiable disabilities.				
	Safety Issues					
	Flexibility	Circumstances may arise during the course that prevents the instructor from fulfilling each and every component of this syllabus; therefore, the syllabus is subject to change. Students will be notified prior to any changes.				