

# Postgraduate Diploma

## Quality and Safety Management Systems for Nursing



## Postgraduate Diploma Quality and Safety Management Systems for Nursing

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Accreditation: 18 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/us/nursing/postgraduate-diploma/postgraduate-diploma-quality-safety-management-systems-nursing](http://www.techtute.com/us/nursing/postgraduate-diploma/postgraduate-diploma-quality-safety-management-systems-nursing)

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# 01

# Introduction

Healthcare quality and safety management systems focus on continuous process improvement and risk reduction in healthcare, which translates into greater safety and effectiveness for patients. The implementation of these systems in an organization requires an integrated and collaborative approach, with the participation of all healthcare professionals and management. allows doctors to increase their knowledge to the maximum on aspects such as Healthcare Quality Management Systems in Healthcare Institutions, the Dimensions of Quality or Safety in the Organization, among others. All of this, thanks to a 100% online modality and with the most dynamic and practical multimedia materials on the market.



“

*Improve your skills and acquire new competencies on Excellence as a Healthcare Quality Model, thanks to the best online university in the world according to Forbes, thanks to TECH"*

The implementation of an effective quality and safety management system can significantly improve healthcare and reduce risks to patients. Continuous improvement of these processes enables organizations to adapt and excel in response to changing patient needs and market demands.

For this reason, TECH has designed a Postgraduate Diploma in Quality and Safety Management Systems for Nursing to provide students with the necessary skills and competencies to be able to perform their work as specialists with the highest possible efficiency and quality. Thus, throughout this program, aspects such as Safety Culture, Incident Management, Errors and Adverse Events in Health Care, Clinical Simulation in Virtual Environments or Quality Controls of the facilities will be addressed.

All this, thanks to a convenient 100% online mode that allows students to organize their schedules and studies, being able to combine them with their other daily work and interests. In addition, this program has the most complete theoretical and practical materials on the market, greatly facilitating the student's study process and allowing them to achieve their objectives quickly and efficiently.

This **Postgraduate Diploma in Quality and Safety Management Systems for Nursing** contains the most complete and up-to-date scientific program on the market. The most important features include:

- ♦ The development of case studies presented by healthcare experts in Quality Management Systems and Healthcare Safety.
- ♦ Graphic, schematic, and practical contents with which they are created, provide scientific and practical information on the disciplines that are essential for professional practice.
- ♦ Practical exercises where self-assessment can be used to improve learning.
- ♦ Its special emphasis on innovative methodologies
- ♦ Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- ♦ Content that is accessible from any fixed or portable device with an Internet connection

“*Become an expert in Healthcare Quality and Emergency Plans in only 6 months and with total freedom of organization*”

“

*Maximize your knowledge of Quality Management Systems and Healthcare Safety in just a few months and from any device with an Internet connection"*

The program's teaching staff includes professionals from sector who contribute their work experience to this educational program, as well as renowned specialists from leading societies and prestigious universities.

Its multimedia content, developed with the latest educational technology, will provide the professionals with situated and contextual learning, i.e., a simulated environment that will provide an immersive education programmed to learn in real situations.

The design of this program focuses on Problem-Based Learning, by means of which the professionals must try to solve the different professional practice situations that are presented throughout the academic course. For this purpose, the students will be assisted by an innovative interactive video system created by renowned experts.

*A qualification that will improve your skills and multiply your chances of succeeding in one of the most promising areas in the field of Nursing.*

*Delve into aspects such as Environmental Safety or Risk Management, without the need to travel and from the comfort of your home or work office.*



# 02 Objectives

The objective of this Postgraduate Diploma in Quality and Safety Management Systems for Nursing is that the student obtains a thorough update of their knowledge in this relevant area of Nursing. An update that will allow the students to perform their work with the highest possible quality and efficiency. All this, thanks to TECH and a 100% online modality.





A close-up photograph of a red binder clip and a white punch strip on a stack of papers. The red clip is on the left, and the white strip with five holes is on the right. The papers are stacked and slightly offset. The background is a dark green gradient.

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*Reach your most demanding professional goals, thanks to an innovative program that represents a unique opportunity in today's academic market"*



## General Objectives

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- ♦ Analyze the importance of humanization in health care, the need for respect for life, human dignity and a holistic understanding of the person made vulnerable by illness
- ♦ Identify situations and risk factors in the pediatric patient
- ♦ Determine the main preventive measures implemented in pediatric patient safety
- ♦ Justify the importance and guidelines of surgical safety in the public health setting by defining a minimum set of measures
- ♦ Promote safe working environments for patients and professionals
- ♦ Promote research, innovation and training in patient safety
- ♦ Analyze the management of adverse events and their improvement plans to avoid them
- ♦ Deepen in the concepts, methods and strategies for the improvement of patient safety in healthcare institutions
- ♦ Substantiate the best evidence on safety e biobanks and transfusion safety technologies
- ♦ Analyze patient safety strategies approached from different healthcare areas





## Specific Objectives

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### Module 1. Healthcare Quality Management Systems in Healthcare Institutions

- Analyze the different models and systems of quality management
- Update specialized knowledge on management by care processes
- Propose techniques and tools for quality improvement
- Develop the tools to carry out a continuous quality improvement cycle
- Determine the different models of quality certification in healthcare institutions
- Establish keys to excellence in healthcare institutions
- Identify the essential aspects for the development of effective leadership in healthcare professional teams

### Module 2. Errors in Health Care and Adverse Events

- Provide a basis for the different models and systems of adverse event management
- Update knowledge about patient safety
- Propose techniques and tools for the improvement of patient safety
- Develop the tools to carry out a safety plan
- Analyze the different models of clinical practice guidelines and the evaluation of adherence to them
- Delve into the keys to patient safety in the healthcare environment

### Module 3. Organizational Safety

- Identify security risks in health information management
- Analyze the different organizational structures to promote patient safety
- Implement new, more attractive and modern security training methodologies
- Assess the impact of safety in terms of efficiency
- Detect the key aspects to be monitored for a safe control of the facilities
- Promote knowledge of environmental safety in the healthcare environment
- Position the patient as a key element in patient safety



*Update your knowledge on International Standards on Safety of Sanitary Installations, without time limits and with any device with Internet connection"*

03

# Course Management

The outstanding professionals who make up the teaching staff of this Postgraduate Diploma in Quality and Safety Management Systems for Nursing are part of TECH's prestigious team of specialists in this field. These experts have used their most advanced knowledge and extensive experience to design very complete and updated teaching materials that will exceed the most demanding expectations.



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*Experts of great prestige in the field of Nursing will support you throughout your learning process, greatly facilitating your path to success"*

## Management



### Dr. Paredes Esteban, Rosa María

- Head of Service and Director of the Pediatric Surgery Clinical Management Unit of the Reina Sofia Hospital
- Specialist in Pediatric Surgery Reina Sofia Hospital
- Specialist in Pediatric Surgery at the Medical-Surgical Hospital of Jaén
- Responsible for Pediatric Surgery training at the Reina Sofia Hospital
- President of the Spanish Society of Pediatric Surgery
- Coordinator of the Bioethics Commission of the Spanish Society of Pediatric Surgery
- Coordinator of the Vascular Anomalies Committee of the University Hospital Reina Sofía
- Coordinator of the Living Donor Transplant Commission (Renal and Hepatic) of Córdoba
- PhD in Medicine and Surgery from the University of Granada
- Degree in Medicine and Surgery from the University of Granada
- Member of: European Society of Pediatric Endoscopic Surgery, Spanish Society of Pediatric Surgery, Editorial Committee of the journal of the Spanish Society of Pediatric Surgery, Scientific Evaluation Committee of the Spanish Society of Pediatric Surgery

## Professors

### Ms. Castro Ruz, María José

- ♦ Deputy Director of Nursing at the Reina Sofia University Hospital in Cordoba
- ♦ Coordinator of Reference Units of the Ministry of Health and Social Policy of the Queen Sofia University Hospital
- ♦ Coordinator of the ERAS program for Colorectal and Hepatobiliary Surgery at the University Hospital Reina Sofia
- ♦ Coordinator of the GERM program for Bariatric Surgery and Gynecologic and Hematologic Surgery at the Reina Sofia University Hospital
- ♦ Coordinator of the ASCO-QOPI certification program of the Medical Oncology unit of the Reina Sofia University Hospital
- ♦ Lecturer at the Andalusian School of Public Health
- ♦ Lecturer in training related to continuous quality improvement at the University Hospital Reina Sofia
- ♦ University Diploma in Nursing from the University of Cordoba
- ♦ Postgraduate Diploma in Health Services Management, University of Granada
- ♦ Postgraduate Diploma in Quality Management and Patient Safety, University of Granada
- ♦ Specialization in certification model and continuous quality improvement of the American Society of Medical Oncology: ASCO
- ♦ Intermediate Technician in Occupational Risk Prevention
- ♦ ISQua (International Society for Quality in Health Care) certified evaluator
- ♦ Member of: review group of of President of the Gender Violence Commission of the Hospital Universitario Reina Sofía; Secretary of the Commission for Equal Opportunities between Men and Women of the Hospital Universitario Reina Sofía; Member for Spain in the elaboration of the ISO/CD 22336 standard: Security and resilience-Organizational resilience-Guidelines for resilience policy and strategy; Secretary of the Andalusian Society of Healthcare Quality. SADECA; Working Groups for the revision of the Criteria for the Designation of Reference Units of the Ministry of Health (CSUR)

### Dr. Romero de Castilla Gil, Rafael Javier

- ♦ Hospital Emergency Physician
- ♦ Quality Coordinator of the Hospital of Montilla
- ♦ Coordinator and teacher of the health personnel of the Alto Guadalquivir Health Agency
- ♦ PhD in Medicine and Surgery from the University of Cordoba
- ♦ Specialist in Family and Community Medicine
- ♦ Master's Degree in Quality Management in Health Services, University of Murcia
- ♦ Postgraduate Certificate in Integral Management of Health Services by UNED
- ♦ Postgraduate Diploma in Health Services Evaluation and Research by the UNED
- ♦ Director of Quality Management Systems by AENOR
- ♦ Specialist's Degree in Healthcare from the University of Granada

### Ms. Castellano Zurera, María del Mar

- ♦ Researcher specialized in health
- ♦ Researcher of the project "Ethical commitment of the service providers of the Agency of Social Services and Dependency of Andalusia"
- ♦ Specialist in Hospital Pharmacy
- ♦ Master's Degree in Quality Management in Health Services from the University of Murcia
- ♦ PhD in Biochemistry, Toxicology, Legal Medicine and Food Sciences
- ♦ Degree in Pharmacy from the University of Seville
- ♦ Member of: Vice-president of the Health Committee of the Spanish Quality Association

**Ms. Román Fuentes, Mercedes**

- ♦ Administrative Technician in the Quality Unit of the Virgen Macarena University Hospital
- ♦ Degree in Pharmacy from the University of Seville
- ♦ Expert in Sanitary Orthopedics, University of Seville
- ♦ Expert in Management and Operation of Water Treatment Plants by the University of Granada
- ♦ Specialization Diploma in Quality and Safety in Health Institutions. University of Granada

**Ms. Casasola Luna, Natalia Araceli**

- ♦ Technician of the Quality Unit of the Virgen Macarena University Hospital
- ♦ Evaluator and project manager for the Andalusian Health Quality Agency (ACSA)
- ♦ Evaluator of Continuing Education Activities for the Health Quality Agency of Andalusia (ACSA)
- ♦ Evaluator of ERN (European Reference Networks) for the European Union, through the ACSA
- ♦ Lead auditor for the UNE-EN ISO/IEC 17025 and UNE-EN ISO 15189 standards (clinical laboratories) for the National Accreditation Entity (ENAC)
- ♦ Specialist in Clinical Analysis at the University Hospital La Princesa
- ♦ Degree in Chemistry at the University of Extremadura
- ♦ Certificate of Pedagogical Aptitude (CAP) from the University of Extremadura

**Dr. Santamaría Olmo, Rafael**

- ♦ Nephrology Specialist Physician
- ♦ Researcher at the Maimonides Institute of Biomedical Research of Cordoba (IMIBIC)
- ♦ Responsible for assistance and management of the Unit of Arterial Hypertension and Vascular Risk in the Nephrology CMU of the Reina Sofia University Hospital of Cordoba
- ♦ Associate Professor at the Faculty of Medicine of the University of Cordoba

- ♦ PhD in Medicine and Surgery from the University of Cordoba
- ♦ Master's Degree in Hospital Management from the University of Alcalá de Henares
- ♦ Master's Degree in Atherothrombotic disease and diagnosis by non-invasive techniques from the University of Lérida
- ♦ Graduate in Medicine and Surgery, University of Cordoba
- ♦ Postgraduate Diploma in Fabry Disease by the University of Alcalá de Henares

**D. Pajares Conde, Diego**

- ♦ Head of the Professional Services Unit at the University Hospital Reina Sofía
- ♦ Administrative Economic and General Services Director of the Southern Health Management Area of Córdoba of the Andalusian Health Service
- ♦ Deputy Director General of Personnel of the Andalusian Health Service of Andalusia
- ♦ Deputy Director of Planning and Programs. North Cordoba Health Management Area
- ♦ Master's Degree in Public Health and Health Management from the Andalusian School of Public Health of the University of Granada
- ♦ Master in Health Economics and Management of Health Organizations by the Andalusian School of Public Health of the University of Granada
- ♦ Degree in Psychology from the University of Granada
- ♦ Postgraduate Certificate in Nursing from the University of Cadiz
- ♦ Diploma of Advanced Studies (DAS) in the program: "Planning, Management and Economic-Social Environment of the Company", at the Faculty of Economics and Business Administration of the University of Cordoba



**Ms. Palop del Río, Ángela**

- ♦ Responsible for the Certification of Health and Social Services Centers and Units at the Health Quality Agency of Andalusia
- ♦ Responsible for the management of the evaluation of Centers, Services and Reference Units (CSUR) of the National Health System
- ♦ Responsible for the implementation of the ACSA certification model in Portugal and Brazil
- ♦ Responsible for the European Commission Project for the evaluation of the first 24 European Reference Networks for Rare Diseases
- ♦ Lecturer in the Improvement Course for the Evaluation of Action Plans and Establishment of Performance Indicators. Andalusian Institute of Public Administration
- ♦ Teacher of the Diploma of Specialization in Quality and Patient Safety in Health Institutions. Andalusian School of Public Health
- ♦ Graduate in Pharmacy from the University of Granada
- ♦ Official Postgraduate Master's Degree in Quality Management in Health Services by the University of Murcia
- ♦ Specialist Certificate: Fundamentals of the External Evaluation Survey by the International Society for Quality in Health Care (ISQua)
- ♦ Specialist in Microbiology and Parasitology

**Dr. Díaz Romero, Salvador**

- ♦ Specialist in Preventive Medicine and Public Health
- ♦ Collaborating teacher with the Preventive Medicine and Public Health Service of the Reina Sofia University Hospital in teaching at the University of Cordoba
- ♦ Graduate in Medicine at the University of Valladolid
- ♦ Master's Degree in Public Health and Health Management at the Andalusian School of Public Health

**Dr. Moreno Campoy, Elvira Eva**

- ♦ Director of the Strategy for Patient Safety in the Andalusian Public Health System
- ♦ Lecturer in the Quality and Patient Safety Expert of the University of Granada at the Andalusian School of Public Health
- ♦ Lecturer in Clinical Safety at the University Center of Nursing of Ronda, University of Malaga
- ♦ Principal investigator and collaborator in different research projects of the Health Research Fund (FIS) and by the Andalusian Ministry of Health
- ♦ Coordinator of the Patient Safety Commission of the Spanish Society of Primary Care Pharmacists
- ♦ PhD in Health Sciences from the University of Malaga
- ♦ Degree in Pharmacy from the University of Granada
- ♦ Master's Degree in Public Health and Health Management from the University of Granada
- ♦ Expert in Quality in Health Institutions by the University of Granada
- ♦ Postgraduate in Biomedical Publication Preparation, Autonomous University of Barcelona
- ♦ Postgraduate degree in Pharmaceutical Management in Primary Care from the University of Barcelona
- ♦ Member of: Member of the Board of Directors of the Andalusian Society of Healthcare Quality; Editorial Committee of the journal SADECA

#### **Ms. Trillo López, Paloma**

- ♦ Nurse and Technical Advisor at the General Secretariat of Humanization, Planning, Social and Health Care and Consumption of the Regional Ministry of Health and Consumption
- ♦ Specialist Nurse in Pediatric Nursing
- ♦ University Expert in Nutrition, Health and Functional Foods by the UNED (UNED)
- ♦ Postgraduate Diploma in Resources Management in Nursing by UNED
- ♦ Postgraduate Diploma in Cellular Growth and Cancer by the UNED
- ♦ Graduate in Nursing from the University of Malaga

#### **Ms. Corpas Nogales, María Elena**

- ♦ Coordinator of the Andalusian Patient Safety Incident Reporting and Learning System, notificASP
- ♦ Teacher at the Andalusian School of Public Health
- ♦ Postgraduate Diploma in Quality and Patient Safety in Health Institutions by the Andalusian School of Public Health and the University of Granada
- ♦ Postgraduate Diploma in Health Sciences Research: Quantitative and Qualitative Methodologies by the Andalusian School of Public Health and the University of Granada
- ♦ Diploma of Advanced Studies in Statistics and Operations Research from the University of Granada
- ♦ Degree in Mathematical Sciences from the University of Granada

#### **Ms. Pérez Moreira, Rosalía**

- ♦ Management Technician in the Central Services of the Andalusian Health Service
- ♦ Lecturer of Clinical Practices of the Physiotherapy degree at the University of Seville
- ♦ Teacher of Teaching Health at the Andalusian School of Public Health.
- ♦ Diploma in Physiotherapy from the University of Seville and Degree from the European University of Madrid
- ♦ Master in Health and Quality of Life
- ♦ Master's Degree in Care for Caregivers of Dependent Persons
- ♦ Postgraduate Diploma in Care of the Caregiver
- ♦ Postgraduate Diploma in Care for the Sick and Caregivers
- ♦ Expert in Quality in Health Institutions

#### **Ms. Cristino Espinar, María Soledad**

- ♦ Supervision of the Pharmacy Unit of the University Hospital Reina Sofía
- ♦ Coordinator of the Strategic Line of Patient Safety in Outpatient Emergency-Emergency of Andalusia
- ♦ Lecturer in the Patient Safety Course of the EASP
- ♦ Diploma in Nursing from the University of Granada
- ♦ Specialization Diploma in Bioethics from the Andalusian School of Public Health
- ♦ ISO 14155:2011 - GPC Certificate by the World Medical Device Organization
- ♦ Expert in Health Management by the Andalusian School of Public Health.
- ♦ Expert in Quality and Patient Safety by the Andalusian School of Public Health



**Ms. López Cabrera, Estefanía**

- ◆ Supervisor of Preventive Medicine and Public Health at the Reina Sofía University Hospital in Cordoba
- ◆ Occupational Nurse Specialist at the Occupational Health Unit of the Reina Sofía University Hospital in Córdoba
- ◆ Lecturer in the area of Preventive Medicine and Public Health at the Reina Sofía University Hospital in Córdoba
- ◆ Collaborating Professor, Department of Preventive Medicine and Public Health, University of Córdoba
- ◆ Master's Degree Official in Occupational Risk Prevention from the University of Cordoba
- ◆ Master's Degree in Occupational Health in the Health Care Environment by the European University Miguel de Cervantes
- ◆ Master's Degree in Pharmacotherapy for Nursing from the University of Valencia
- ◆ Master's Degree in Health Management from the University Isabel I of Burgos
- ◆ Diploma in Nursing from the University of Cordoba

**Dr. Ferrer Higuera, María José**

- ♦ Medical Director of the North Health Management Area of Cordoba
- ♦ Deputy Medical Director of the Reina Sofia University Hospital of Cordoba
- ♦ Specialist in Intensive Care Medicine at the University Hospital Reina Sofia of Córdoba
- ♦ Instructor of Basic and Advanced Cardiopulmonary Resuscitation (CPR) by the European Resuscitation Council (ERC)
- ♦ Teacher in the Diploma of Specialization in Quality and Patient Safety in Health Institutions, taught by the Andalusian School of Public Health (EASP)
- ♦ Master's Degree in Health Sustainability through Innovative Resource Management from the University of Valencia
- ♦ Degree in Medicine from the University of Córdoba
- ♦ Specialization Diploma in Quality and Patient Safety in Health Institutions from the University of Granada
- ♦ Diploma of Specialization in Bioethics from the University of Granada
- ♦ Specialization Diploma in Management Development in the Health Sector from the International University of Andalusia
- ♦ Certificate of Advanced Studies in the program "Advances in Medical-Surgical Specialties" by the Department of Medical-Surgical Specialties of the University of Cordoba

**Dr. Ordóñez Díaz, María Dolores**

- ♦ Pediatrician in the Neonatology Unit of the Reina Sofia University Hospital in Cordoba
- ♦ Member of the Quality Commission of the University Hospital of Cordoba
- ♦ Training activities related to Patient Safety for Healthcare Professionals
- ♦ PhD in Biomedicine from the University of Córdoba
- ♦ Degree in Medicine and Surgery from the University of Cordoba

**Dr. Rumbao Aguirre, José Manuel**

- ♦ Head of the Pediatrics Department of the Reina Sofía Hospital
- ♦ Director Medical Director of the Reina Sofia Hospital
- ♦ Deputy Director of Health Care in the Andalusian Health Service
- ♦ Manager of the Córdoba and Guadalquivir Health District
- ♦ Clinical Tutor of of Pediatrics at the Faculty of Medicine of Cordoba
- ♦ Pediatrics Resident Tutor at the Reina Sofia Hospital in Cordoba
- ♦ Masters Degree in Medical and Clinical Management
- ♦ Postgraduate Diploma in patient security
- ♦ Graduate in Medicine and Surgery, University of Cordoba

**Dr. García Martínez, Elena**

- ◆ Deputy Medical Director of the Reina Sofia University Hospital
- ◆ Collaborating Professor in the Master of Nutrition and Metabolism at the University of Cordoba
- ◆ Specialist in Pediatrics and specific areas
- ◆ President of the Scientific Committee of the XXV Congress Spanish Society of Emergency Medicine (SADECA)
- ◆ Doctor from the University of Cordoba
- ◆ Degree in Medicine and Specialist

**D. Toro Santiago, Joaquín**

- ◆ Head of Service Integrated Training Unit at the Reina Sofia University Hospital in Cordoba
- ◆ Supervisor of Pediatric Surgery at the Pediatric Intensive Care Unit and Pediatric Emergency Department of the Reina Sofia University Hospital
- ◆ Pediatric Nursing Teaching Unit Coordinator
- ◆ Associate Professor at the University of Cordoba
- ◆ Lecturer of the Master in Nursing Care of the Hospitalized Patient at the University of Barcelona
- ◆ University Diploma in Nursing from the University of Cordoba
- ◆ Pediatric Nurse Specialist

**Dr. Delgado Osuna , José Antonio**

- ◆ Deputy Provincial Director of Information Systems and Technologies in the province of Cordoba in the Andalusian Health Service
- ◆ Lecturer in courses at the Andalusian Health Service, in the Osuna Health Management Area
- ◆ Doctorate in Computer Engineering from the University of Cordoba
- ◆ Master's Degree in *Computing* and Intelligent Systems from the University of Granada
- ◆ Computer Engineer from the University of Granada
- ◆ Technical in Computer Engineer

**D. Ruz López, Antonio Jesús**

- ◆ Occupational Risk Prevention Technician at the Reina Sofia University Hospital
- ◆ Industrial Technical Engineer (specializing in Electricity) from the Polytechnic School of the University of Cordoba
- ◆ Postgraduate Course in Explosive Atmospheres from the Polytechnic University of Madrid
- ◆ Prevention of Occupational Risks Specialty Occupational Safety. Esculapio Foundation

**D. Salmoral Almagro, Francisco**

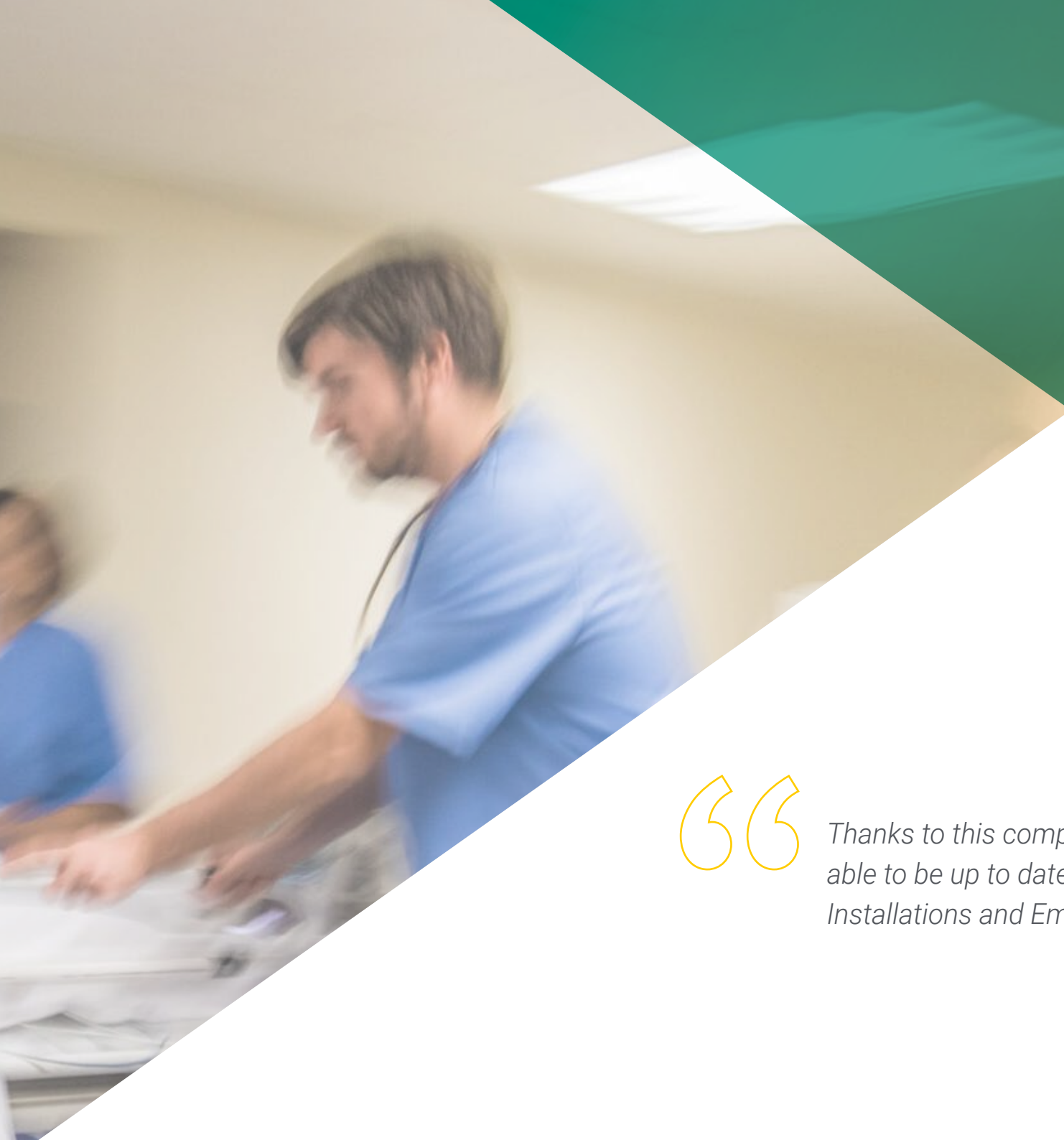
- ◆ Technical Engineer in Vithas Sanidad Málaga Internacional
- ◆ Senior Technician from Occupational Risk Prevention
- ◆ Integrated Quality Systems Technician
- ◆ Environmental Management Systems Higher Technician
- ◆ Indoor Environmental Quality Technician
- ◆ Industrial Technical Engineer specialized in Electricity, University of Cordoba

# 04

# Structure and Content

The structure and all the didactic resources of this syllabus have been designed by the renowned professionals that make up TECH's team of experts in the field of Nursing. These specialists have poured their experience and knowledge to create the most complete and updated content possible. All this, based on the most efficient pedagogical methodology, TECH's *Relearning*.





“

*Thanks to this complete syllabus you will be able to be up to date on Safety in Sanitary Installations and Emergency Plans”*

## Module 1. Healthcare Quality Management Systems in Healthcare Institutions

- 1.1. Quality of Care Methodology for Quality Management
  - 1.1.1. Quality of Care
  - 1.1.2. Quality Dimensions
  - 1.1.3. Methodology for Quality Management
- 1.2. Quality Management Systems
  - 1.2.1. Components of Quality Management System
  - 1.2.2. Quality Costs
  - 1.2.3. Reference models in Quality and Excellence
  - 1.2.4. Quality Management in Healthcare Institutions
- 1.3. Quality Control Excellence as a Quality Model
  - 1.3.1. Quality Control Audit
  - 1.3.2. Evaluation cycle. Quality Components
  - 1.3.3. Continuous Quality Improvement
  - 1.3.4. Excellence as a Quality Model
    - 1.3.4.1. The Principle of Excellence
- 1.4. Quality Assessment and Improvement Method
  - 1.4.1. Quality components
  - 1.4.2. Evolution of Quality Management Systems
    - 1.4.2.1. Quality Control
    - 1.4.2.2. Quality Assurance
    - 1.4.2.3. Total quality (excellence) and continuous improvement
- 1.5. Processes for the improvement of Health Care
  - 1.5.1. Process Management
  - 1.5.2. Design of Assistance Processes
  - 1.5.3. Quality Standards
    - 1.5.3.1. Evaluation of the Assistance Processes
- 1.6. Strategies for Improving Effectiveness and Applying Evidence in Clinical Practice
  - 1.6.1. Clinical Practice Guideline. Evidence-Based Tools
  - 1.6.2. Good clinical practice: Standards, Monitoring
  - 1.6.3. Assessment of Results to Clinical Practice
- 1.7. Planning a Continuous Improvement Plan
  - 1.7.1. The PDCA cycle
  - 1.7.2. Planning, Implementation
  - 1.7.3. Checking and Performance
- 1.8. External Evaluation and Accreditation Models
  - 1.8.1. External Evaluation in Quality Management
  - 1.8.2. Accreditation Models
  - 1.8.3. Accreditation in the healthcare field
- 1.9. Leadership and People Management for Quality Improvement
  - 1.9.1. Leadership and Talent Management in Healthcare Organizations
  - 1.9.2. Principles of Motivation in Professionals in Healthcare Organizations
  - 1.9.3. Effective People Management Tools for Quality Improvement
- 1.10. Assessment of the Quality of Care and Management within the hospital
  - 1.10.1. Quality management within the hospital environment
  - 1.10.2. Structure, process and results in the evaluation of quality management in hospitals
  - 1.10.3. Models and standards of excellence in Quality Management in the hospital environment



## Module 2. Errors in Health Care and Adverse Events

- 2.1. The Error in Health Care. Conditioning Factors
  - 2.1.1. The Error in Health Care. Magnitudes
  - 2.1.2. Security Culture
    - 2.1.2.1. Understanding, Recognizing and Managing Adverse Events
  - 2.1.3. Incident Notification and Management
- 2.2. Identification of Critical Points in an Organization. Health Care Processes
  - 2.2.1. Situation analysis on the identification of Critical Risk Points
  - 2.2.2. Approach and Prevention Strategies
  - 2.2.3. Critical Risk Point Communication Plan
- 2.3. Risk Management Incidents and Adverse Events
  - 2.3.1. Models, Methods and Tools
  - 2.3.2. Notification Systems. Adverse Event Registry
  - 2.3.3. Identification of Adverse Events through the Analysis of Clinical Histories
    - 2.3.3.1. Global Trigger Tool
- 2.4. Proactive Risk Management
  - 2.4.1. Risk Prevention Proactive Management Tools
  - 2.4.2. Failure Mode and Effects Analysis (FMEA)
  - 2.4.3. Application of the Methodology in a Health Care Process
- 2.5. Sentinel Event Analysis Methodology
  - 2.5.1. Root Cause Analysis
  - 2.5.2. ACR Methodology on a Sentinel Event. Application
  - 2.5.3. Attention to the 1st, 2nd and 3rd victim
- 2.6. Briefing and Debriefing. The Safety Rounds
  - 2.6.1. Briefing
  - 2.6.2. Debriefing
  - 2.6.3. The Safety Rounds
- 2.7. Unambiguous Patient Identification and Verification
  - 2.7.1. Necessity of Unambiguous Patient Identification
  - 2.7.2. Systems of Unambiguous Patient Identification
  - 2.7.3. Patient Verification Systems
- 2.8. Safe Transfer for the Patient
  - 2.8.1. Communication between Professionals
  - 2.8.2. Tools for Effective Communication
  - 2.8.3. Errors in the Transfer between Professionals
- 2.9. Elaboration of a Patient Safety Program
  - 2.9.1. Methodology for the Development of a Safety Program
  - 2.9.2. Critical Risk Point Analysis
  - 2.9.3. Evaluation of a Safety Program. Indicators
- 2.10. Implementation of a Patient Safety Program in a Clinical Unit. Monitoring and Best Practices
  - 2.10.1. Monitoring of a Patient Safety Program
  - 2.10.2. Good Practices in Patient Safety
  - 2.10.3. Evaluation and Improvement Proposals for a Patient Safety Program

### Module 3. Organizational Safety

- 3.1. Patient Safety in Organizations
  - 3.1.1. Fundamentals of Patient Safety
  - 3.1.2. Patient Safety Historical Evolution
  - 3.1.3. International patient safety models
- 3.2. Patient Safety Structure in Healthcare Facilities
  - 3.2.1. Patient Safety in the Management Teams
  - 3.2.2. Patient Safety Organizational Chart in Healthcare Facilities
  - 3.2.3. Involvement of the Professionals in Patient Safety
- 3.3. Patient Safety Training for Professionals
  - 3.3.1. Patient Safety Training of the Health Care Professional
  - 3.3.2. Effective pedagogical techniques in continuing education for health professionals
  - 3.3.3. ICT tools to support Continuing Education
  - 3.3.4. New emerging trends in Continuing Education
    - 3.3.4.1. Clinical simulation in virtual environments
    - 3.3.4.2. Gamification
- 3.4. Information Security
  - 3.4.1. International legal framework for information security
  - 3.4.2. Fundamental aspects of health information security
  - 3.4.3. Security risk analysis in health information management
- 3.5. Research and innovation in patient safety
  - 3.5.1. Importance of safety in the field of research and innovation
  - 3.5.2. Ethical considerations in research
  - 3.5.3. Current status of patient safety research
- 3.6. Active Involvement of Patients and the Public in Patient Safety
  - 3.6.1. Informing patients and citizens about the safety of their health care
  - 3.6.2. Actions to raise awareness and educate patients and citizens on risk prevention in the healthcare system
  - 3.6.3. Resources to promote the active participation of patients in their safety



- 3.7. Environmental Safety in Healthcare Centers
  - 3.7.1. Environmental Safety in Healthcare Centers
  - 3.7.2. Monitoring and Control of Environmental Biosafety
  - 3.7.3. Prevention techniques and systems
- 3.8. Occupational Risk Prevention. Safe Work Environments
  - 3.8.1. Occupational hazards in health care workers
  - 3.8.2. Prevention measures to obtain safe working environments
    - 3.8.2.1. Emergency Planning
  - 3.8.3. Occupational stress, *mobbing* and *burnout*
- 3.9. Safety in Sanitary Installations
  - 3.9.1. Differential characteristics of facilities in healthcare facilities
  - 3.9.2. Quality controls of the facilities
  - 3.9.3. International standards on the safety of healthcare facilities
- 3.10. Cost-Efficiency Analysis of Patient Safety
  - 3.10.1. Need to quantify the cost of adverse events
  - 3.10.2. Costs related to medication errors
  - 3.10.3. Costs related to nosocomial infections
  - 3.10.4. Costs related to errors in the surgical patient

“ *A program designed based on the most efficient pedagogical methodology, TECH Relearning, which allows a progressive and precise assimilation of the essential concepts*”



05

# Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.



“

*Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*

## At TECH Nursing School we use the Case Method

In a given situation, what should a professional do? Throughout the program, students will face multiple simulated clinical cases, based on real patients, in which they will have to do research, establish hypotheses, and ultimately resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Nurses learn better, faster, and more sustainably over time.

*With TECH, nurses can experience a learning methodology that is shaking the foundations of traditional universities around the world.*



According to Dr. Gérvas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching power or because of its uniqueness or rarity. It is essential that the case is based on current professional life, in an attempt to recreate the real conditions in professional nursing practice.

“

*Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”*

The effectiveness of the method is justified by four fundamental achievements:

1. Nurses who follow this method not only grasp concepts, but also develop their mental capacity, by evaluating real situations and applying their knowledge.
2. The learning process has a clear focus on practical skills that allow the nursing professional to better integrate knowledge acquisition into the hospital setting or primary care.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



## Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

This university is the first in the world to combine case studies with a 100% online learning system based on repetition combining a minimum of 8 different elements in each lesson, which is a real revolution compared to the simple study and analysis of cases.



*The nurse will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.*



At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology we have trained more than 175,000 nurses with unprecedented success in all specialities regardless of practical workload. Our pedagogical methodology is developed in a highly competitive environment, with a university student body with a strong socioeconomic profile and an average age of 43.5 years old.

*Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.*

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by TECH's learning system is 8.01, according to the highest international standards.



This program offers the best educational material, prepared with professionals in mind:



### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is really specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



### Nursing Techniques and Procedures on Video

We introduce you to the latest techniques, to the latest educational advances, to the forefront of current medical techniques. All of this in direct contact with students and explained in detail so as to aid their assimilation and understanding. And best of all, you can watch them as many times as you want.



### Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





#### Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



#### Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



#### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



#### Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.



06

# Certificate

The Postgraduate Diploma in Quality and Safety Management Systems for Nursing guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Global University.





*Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork"*

This program will allow you to obtain your **Postgraduate Diploma in Quality and Safety Management Systems for Nursing** endorsed by **TECH Global University**, the world's largest online university.

**TECH Global University** is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Diploma in Quality and Safety Management Systems for Nursing**

Modality: **online**

Duration: **6 months**

Accreditation: **18 ECTS**



\*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.



## Postgraduate Diploma

Quality and Safety Management  
Systems for Nursing

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Accreditation: 18 ECTS
- » Schedule: at your own pace
- » Exams: online

# Postgraduate Diploma

## Quality and Safety Management Systems for Nursing

