

King Saud University
College of Business Administration
Department of Health Administration - Masters` Program

PA 509-Quality Control in Healthcare
Second Semester 1436/ 1437

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Course Description:

This course covers the various applications and tools used to control the quality of healthcare services, including control charts, Pareto charts, inspection charts, histograms, scattered diagrams and other quantitative methods. Students will practice such techniques and applications in healthcare facilities such as hospitals and health care centers.

General Course Learning Objectives:

Gain a deep understanding for the development of the science of studying and measuring variation in daily work and the application of that work to the improvement of patient care. This understanding will include:

- Initial work done outside of health care;
- Current efforts in health care;
- Future needs to further develop this field in health care.

Specific Course Learning Objectives:

- Demonstrate the ability to construct measures of quality, or to improve them.
- Understand the underlying concepts of the temporal display and analysis of data, specifically including control charts, Pareto charts, inspection charts, histograms, scattered diagrams and other quantitative methods.
- Develop skills in analyzing datasets and presenting data for improvement work.
- Demonstrate an ability to critically appraise literature that incorporates measurement of variation.

Course Expectations:

1. Complete pre-readings and prepare for class.
2. Actively participate in class discussions.
3. Complete the final exam.

Readings:

Maulik S. Joshi, Elizabeth R. Ransom, David B. Nash, and Scott B. Ransom, *The Healthcare Quality Book, Third Edition*, Health Administration Press; 2 edition (July 23, 2013)

Patrice L. Spath Introduction to Healthcare Quality Management, Second Edition2nd Edition, Health Administration Press; 2 edition (July 23, 2013)

Articles:

A course pack containing the article citations and electronic references for each session will be available to students.

Grading:

5 %.....Attendance and participation in class discussions

15%..... Case Study I

20 %..... Case Study II

20%.....Mid-term exam

40%..... *Final Exam*