

Module Description: Quality & Safety Management Courses

Module designation	Course Module
Semester(s) in which the module is taught	2
Person responsible for the module	1. Rini Rachmawaty, S.Kep., Ns., MN, PhD 2. Prof. Dr. rer-nat. Hj. Marianti Anggreni Manggau, Apt. (MAM) 3. Paridah Lairing, SKep., Ns., M.Kep 4. Indra Gaffar, S.Kep., Ns., MKep. (IG) 5. Musmulyono, S.Kep., Ns., MHPA (MM) 6. Andi Baso Tombong, S.Kep.,Ns.,M.ANP (ABT)
Language	Mixed, Indonesian and English
Relation to Curriculum	This course is a compulsory course and offered in the 2 rd semester.
Type of teaching, contact hours	Teaching methods used in this course are: Lectures, Discussions, Group Investigation, Presentation, Project-Based Learning The class size for lecture is approximately 50 students, while for clinical skill lab is about 15 -20 students for each lecturer and clinical field work is about 7 – 10 students for each lecturer. Contact hours for lecture is 26.67 hours, assignments are 32 hours and 32 hours for private study
Workload (incl. contact hours, self-study hours)	For this course, students are required to meet a minimum of 128,67 hours in one semester, which consist of: - 26,67 hours for lecture (0,89 ECTS) - 32 hours for structured assignments (1,7 ECTS) - 32 hours for private study (1,7 ECTS)
Credit points	2 credit points (equivalent with 4,29 ECTS)
Requirements according to the examination regulations	Students must have attended all classes and submitted all class assignments that are scheduled before final tests.
Recommended prerequisites	-
Module objectives/intended learning outcomes	After completing the course and given a Quality & Safety Management case: Knowledge: CLO1: Students are able to master the concept of <i>quality of care</i> and quality assurance in nursing (<i>quality assurance in nursing</i>) nationally and internationally (K) Competence: CLO2: Students are able to apply quality assurance in health services based on National and International Hospital Accreditation Standards (C3) CLO3: Students are able to design quality assessments and patient safety as well as solve quality and patient safety problems according to national and international standards (C4)
Content	1. The concept of <i>Quality of Care</i> and its application in nursing.

	2. The concept of <i>Quality Assurance in Nursing</i> globally and based on SNARS Edition 1.1. 3. Quality Policy version of SNARS Edition 1.1. 4. Quality Standard version of SNARS Edition 1.1.: a. Patient-Focused Service Standards: Hospital Access and Service Continuity (ARK), Patient and Family Rights (HPK), Patient Assessment (AP), Patient Care and Services (PAP), Anesthesia and Surgery Services (PAB), Pharmaceutical Services and Drug Use (PKPO), Communication and Education Management (MKE). b. Hospital Management Standards: Quality Improvement and Patient Safety (PMKP); Infection Prevention and Control (PPI); Hospital Governance (TKRS); Facility and Safety Management (MFK); Staff Competence and Authority (PSC) including auditing, credentialing in nursing, nurse license and nurse certification, Information and Medical Record Management (MIRM). c. Patient safety goals: Goal 1) correctly identify patients; Goal 2) Improve effective communication; Goal 3) Increase the safety of high alert medications; Goal 4) Ensure the correct surgical location, the correct procedure, the correct surgery on the correct patient; Goal 5) Reduce the risk of healthcare-related infections; Goal 6) Reduce the risk of patient injury due to falls. d. National Program: Program to Reduce Maternal and Infant Mortality, Program to Reduce HIV/AIDS Morbidity, Program to Reduce TB Morbidity, Implementation of Antimicrobial Resistance Control (PPRA), Implementation of Geriatric Services e. Service Integration in Clinical Education in Hospitals 5. Minimum Service Standards 6. RS and Balai Performance Indicators 7. Clinical Practice Guide, Nursing Care Guide, Nutrition Care Guide, Pharmacy Care Guide, and <i>Integrated Clinical Pathway</i> 8. National Quality Measurement, Hospital Priority Quality Measurement, Work / Service Unit Quality Measurement 9. Supporting and inhibiting factors in the implementation of quality health services in hospitals, as well as strategies in overcoming inhibiting factors.
Examination forms	NA
Study and examination requirements	Study and examination requirements: - Students must attend 15 minutes before the class starts. - Students must inform the lecturer if they will not attend the class due to sickness, etc. - Students must submit all class assignments before the deadline.
Reading list	1. Asmirajanti, M., Hamid, A. Y. S., & Hariyati, T. S. (2018). Clinical care pathway strengthens interprofessional collaboration and quality of health service: a literature review. <i>Enfermería Clínica</i>, 28(Supl 1 Part A), 240–244. https://doi.org/10.1016/S1130-8621(18)30076-7 2. Badrin, N.N., Rachmawaty, R., & Kadar Kusri. (2019). Instruments of Patient Satisfaction with Nursing Services: Literature Review. <i>Journal of Endurance : Scientific Review of Health Problems</i>, 4(1), 87-96. 3. Berry, K. & Krizek, B. (2000). Root cause analysis in response to a "near miss". <i>Journal for Healthcare Quality</i>, 22(2), 16-18. 4. Blake, S. C., Kohler, S., Rask, K., Davis, A. & Naylor, D. V. (2006). Facilitators and Barriers to 10 National Quality Forum Safe Practices. <i>American Journal of Medical Quality</i>, 21(5), 323-334. 1. Cahyani, I. G., Rachmawaty, R., Ilkafah I., & Erfina, E. (2021). Cancer patient's experiences towards nurse's caring demeanor based on Watson's

	theory: A qualitative study. <i>Enfermería Clínica</i>, 31(Suppl. 5), S672-S676. https://doi.org/10.1016/j.enfcli.2021.09.002. 2. Choudhry, N. K., Fletcher, R. H., & Soumerai, S. B. (2005). Systematic review: the relationship between clinical experience and quality of health care. <i>Annals of Internal medicine</i>, 142(4), 260-273. 3. Cochrane, D. (2014). Securing patient safety through quality assurance in a mixed economy of healthcare: The role of accreditation. <i>Clinical Risk</i>, 20(4), 82-89. 4. Cooper, K. (2014). The role of the sign-off mentor in the community setting. <i>British Journal of Community Nursing</i>, 19(4), 192-196. 5. Donabedian, A. (1969). Part II-Some issues in evaluating the quality of nursing care. <i>American Journal of Public Health</i>, 59(10), 1833-1836. 6. Donabedian, A. (1981). Criteria, Norms and Standards of Quality: What Do They Mean? <i>American Journal of Public Health</i>, 71(4), 409-412. 7. Donabedian, A. (1988). Quality of care: How can it be assessed? <i>Journal of the American Medical Association</i>, 260(12), 1743-1748. 8. Fitzpatrick, J. J., Glasgow, A., & Young, J. N. (2005). Managing your practice: A guide for advanced practice nurses. 9. Harris, M.G & Associates. (2006). <i>Managing health services: Concepts and practice (2nd ed.)</i>. Australia: Elsevier. 13. Haslinda, H., Rachmawaty, R., & Saleh, A. (2021). Strategies to improve patients' involvement in achieving patient safety goals: A literature review. <i>Enfermería Clínica</i>, 32(Suppl. 5), S609-S613. https://doi.org/10.1016/j.enfcli.2021.07.002 14. Hodge, A., Hugman, A., Varndell, W., & Howes, K. (2013). A review of the quality assurance processes for the Australasian Triage Scale (ATS) and implications for future practice. <i>Australasian Emergency Nursing Journal</i>, 16, 21-29. 15. Hoeks, S. E., Bouw, E., & Poldermans, D. (2011). Quality assurance in perioperative care. <i>Best Practice & Research Clinical Gastroenterology</i>, 25, 435-441. 16. Hogston, R., et al. (2006). Quality assurance and UK nurse education. <i>Nursing Standard</i>. 20, 27, 41-47. 17. Huber, D. (2010). <i>Leadership and nursing care management (4th ed.)</i>. Philadelphia: W.B. Saunders. 18. Indonesian Ministry of Health. (2015). Hospital Standards of Nursing Service in Specialized Hospital (PMK Number 10, 2015). Indonesia Minister of Health. 19. Izumi, S., Baggs, J. G., & Knafl, K. A. (2010). Quality nursing care for hospitalized patients with advanced illness: Concept development. <i>Research in Nursing & Health</i>, 33, 299-315. 20. Jones, P., Shepherd, M., Wells, S., Le Fevre, J., & Ameratunga, S. (2014). Review article: What makes a good healthcare quality indicator? A systematic review and validation study. <i>Emergency Medicine Australasia</i>, 26, 113-124. 21. Lang, N. M. (1975). Quality assurance in nursing. <i>AORN Journal</i>, 22(2), 180-186. 22. Lazzerini Marzia, & Tamburlini, G. (2015). Hospital care for children: Quality assessment and improvement tool Hospital care for children : quality assessment and improvement tool. World Health Organization. 23. Lumenta, N. A. (2018). Clinical Practice Guide and Integrated Clinical Pathway. Jakarta: KARS. 24. Øvretveit, J. & Gustafson, D. (2003). Improving the quality of health care: Using research to inform quality programmes. <i>BMJ</i>, 326, 759-761. 25. Patel, S. (2010). Achieving quality assurance through clinical audit. <i>Nursing Management</i>. 17(3), 28-34.
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26. Pina, I. L., et al. (2015). A Framework for Describing Health Care Delivery Organizations and Systems. *American Journal of Public Health*, 105(4), 670-679.
27. Minister of Health of the Republic of Indonesia Number: 129 / Menkes / SK / II / 2008 concerning Hospital Minimum Service Standards
28. Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2016 concerning Minimum Service Standards in the Health Sector
29. Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 concerning Technical Standards for Fulfillment of Basic Service Quality in Minimum Service Standards in the Health Sector
27. **Rachmawaty, R.**, Kadar, K. S., & Badrin, N. N. (2019). Patient Satisfaction Instrument on Nurses' Caring Behavior.
28. **Rachmawaty, R.**, Syahrul, & Supri, A. (2019). Nursing Clinical Authority-Based Nurse Performance Appraisal Information System (SIMP KP).
29. **Rachmawaty, R.**, Erika, K. A., & Tamher, S. (2020). SNARS 2018 Integrated Daily Census Instrument (SERASI) in the Inpatient Room.
30. **Rachmawaty, R.**, Saleh, A., & Haslinda (2020). Patient Safety Assessment Instrument from a Patient Perspective.
31. **Rachmawaty, R.**, Putrawan, H.A., Nurwahidah, et al. (2020). Clinical Practice Guide, Nursing Care Guide, Nutritional Care Guide, Pharmaceutical Care Guide & Integrated Clinical Pathway Chronic Obstructive Pulmonary Disease (COPD). IPR granted. Unpublished.
32. **Rachmawaty, R.**, Putrawan, H.A., Wais, et al. (2020). Clinical Practice Guide, Nursing Care Guide, Nutritional Care Guide, Pharmaceutical Care Guide & Integrated Clinical Pathway Pulmonary TB. IPR granted. Unpublished.
33. **Rachmawaty, R.**, Widyaningrum, Irnawati, R., et al. (2020). Clinical Practice Guide, Nursing Care Guide, Nutrition Care Guide, Pharmaceutical Care Guide & Integrated Clinical Pathway Typhoid Fever. IPR granted. Unpublished.
34. **Rachmawaty, R.**, Widyaningrum, Astriwiraswastati, et al. (2020). Clinical Practice Guide, Nursing Care Guide, Nutritional Care Guide, Pharmaceutical Care Guide & Integrated Clinical Pathway Dyspepsia. IPR granted. Unpublished.
35. **Rachmawaty, R.**, Putrawan, H.A., Herman, et al. (2020). Clinical Practice Guide, Nursing Care Guide, Nutritional Care Guide, Pharmaceutical Care Guide & Integrated Clinical Pathway Pneumonia. IPR granted. Unpublished.
36. Supri, A., **Rachmawaty, R.**, & Syahrul, S. (2019). Nurses' Performance Assessment based on Nursing Clinical Authority: A Qualitative Descriptive Study. *Journal of Nursing Practice*, 2(2), 80-90.
37. Sutoto (2019) National Hospital Accreditation Standard Edition 1.1. Jakarta: Hospital Accreditation Committee.
38. Stobinski, J. X. (2015). Certification and Patient Safety. *The AORN Journal*, 101(3), 374-378.
39. Tamher, S.D., **Rachmawaty, R.**, & Erika, K.A. (2021). The effectiveness of Plan Do Check Act (PDCA) method implementation in improving nursing care quality: A systematic review. *Enfermería Clínica*, 31(Suppl. 5), S627-S631. <https://doi.org/10.1016/j.enfcli.2021.07.006>.
40. Vail, J. D. & Jacobs, M. (1986). Quality assurance: The pieces of the puzzle. *Journal of the Association of Nurse Anesthetists*, 54(2), 171-176.
41. West, E. (2001). Management matters: The link between hospital organisation and quality of patient care. *Quality in Health Care*, 40, 1-13.
42. World Health Organization. (2018). Standards for improving the quality of care for children and young adolescents in health facilities. 81-87. <https://apps.who.int/iris/bitstream/handle/10665/272346/9789241565554-eng.pdf>

	43. World Health Organization. (2003). <i>Quality and accreditation in health care services: A global review</i>. Geneva: WHO. 44. Wulandari, A. R. C., Rachmawaty, R., Ilkafah, I., & Erfina E. (2021). Patient satisfaction towards healthcare quality in Indonesian Public Hospital. <i>Enfermeria Clínica</i>, 31(Suppl. 5), S745-S750. https://doi.org/10.1016/j.enfcli.2021.09.006. Additional Reference: 45. American Psychological Association. (2009). Publication manual of the American Psychological Association (6th ed.). Washington, DC: The American Psychological Association.
Clustuer of Competence	Nursing Management
Forms of Assessment	- Case-based learning: Analytic Paper 1 (15%) - Case-based learning: Analytic Paper 2 (20%) - Case-based learning: Analytic Paper 3 (25%) - Case-based learning: Analytic Paper 4 (20%) - Group Presentation: 20%
Date of last amendment made	April 2024

Course Learning Outcome Assessment of Learning Outcomes for Course Modules

Course Module Name : Quality & Safety Management Courses
Code : 21R01211602
Semester : II
Person responsible for the module :
 1. Rini Rachmawaty, S.Kep., Ns., MN, PhD
 2. Prof. Dr. rer-nat. Hj. Marianti Anggreni Manggau, Apt.
 3. Paridah Lairing, SKep., Ns., M.Kep. Indra Gaffar, S.Kep., Ns., MKep.
 4. Musmulyono, S.Kep., Ns., MHPA
 5. Andi Baso Tombong, S.Kep.,Ns.,M.ANP

Week/Meeting	Intended Learning Outcomes	Course Module Objectives	Performance Indicator	Topic	Learning Methode	List of Assessments	List of Rubrics	Reading list
1, 2, 3, 4, 5, 6	Knowledge (K) Mastery of various nursing concepts and theories as well as nursing research methodologies .	Knowledge: CLO1: Students are able to master the concept of quality of care and quality assurance in nursing at both national and international levels. (K)	- Attendance - Presentation skill - Active participation in discussions	- Concept of Quality Assurance in Nursing - Quality Policy based on SNARS Edition 1.1 - Quality Standards based on SNARS Edition 1.1 - Patient-Centered Care Standards - Hospital Management Standards - Patient Safety Goals - Standards	Group Investigation, Group Presentation, Lecture, Discussion, Assigned Readings	Class participation Group Presentation Discuss participation	Rubric for Student Participation Assessment Rubric For Oral Presentation	1. Donabedian, A. (1969). Part II-Some issues in evaluating the quality of nursing care. <i>American Journal of Public Health</i> , 59(10), 1833-1836. 2. Donabedian, A. (1981). Criteria, Norms and Standards of Quality: What Do They Mean? <i>American Journal of Public Health</i> , 71(4), 409-412. 3. Donabedian, A. (1988). Quality of care: How can it be assessed? <i>Journal of American Medical Association</i> , 260(12),

Week/Meeting	Intended Learning Outcomes	Course Module Objectives	Performance Indicator	Topic	Learning Methode	List of Assessments	List of Rubrics	Reading list
								1743-1748. 4. Izumi, S., Baggs, J. G., & Knaf, K. A. (2010). Quality nursing care for hospitalized patients with advanced illness: Concept development. <i>Research in Nursing & Health</i>, 33, 299-315. 5. Lang, N. M. (1975). Quality assurance in nursing. <i>AORN Journal</i>, 22(2), 180-186. 6. Vail, J. D. & Jacobs, M. (1986). Quality assurance: The pieces of the puzzle. <i>Journal of the Association of Nurse Anesthetists</i>, 54(2), 171-176 7. World Health Organization. (2003). <i>Quality and accreditation in health care services: A global review</i>. Geneva: WHO.

Week/Meeting	Intended Learning Outcomes	Course Module Objectives	Performance Indicator	Topic	Learning Methods	List of Assessments	List of Rubrics	Reading list
7, 8	Competence (C3): Able to develop nursing / health service governance both in clinical and community settings with a management and leadership approach	Competence CLO2: Students are able to apply quality assurance in health services based on National and International Hospital Accreditation Standards (S1)	• Attendance • Presentation skill • Active participation in discussions	• Quality Standards based on ISQua • Best Practices at Dr. Wahidin Sudirohusodo Central General Hospital (RSUP) Makassar in Implementing Hospital Management Standards • Best Practices at Hasanuddin University Hospital (RS Unhas) in Implementing Hospital Management	Group Investigation, Group Presentation, Lecture, Discussion, Assigned Readings	Class participation Group Presentation Discuss participation	Rubric for Student Participation Assessment Rubric For Oral Presentation	8. Donabedian, A. (1969). Part II-Some issues in evaluating the quality of nursing care. <i>American Journal of Public Health</i> , 59(10), 1833-1836. 9. Donabedian, A. (1981). Criteria, Norms and Standards of Quality: What Do They Mean? <i>American Journal of Public Health</i> , 71(4), 409-412. 10. Donabedian, A. (1988). Quality of care: How can it be assessed? <i>Journal of American Medical Association</i> , 260(12), 1743-1748. 11. Izumi, S., Baggs, J. G., & Knafl, K. A. (2010). Quality nursing care for hospitalized patients with advanced illness: Concept development. <i>Research in Nursing & Health</i> , 33, 299-315. 12. Lang, N. M. (1975).

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								Quality assurance in nursing. <i>AORN Journal</i>, 22(2), 180-186. 13. Vail, J. D. & Jacobs, M. (1986). Quality assurance: The pieces of the puzzle. <i>Journal of the Association of Nurse Anesthetists</i>, 54(2), 171-176 14. World Health Organization. (2003). <i>Quality and accreditation in health care services: A global review</i>. Geneva: WHO.
9, 10, 11, 12, 13, 14, 15, 16	Competence (C4) Able to develop nursing scientific research and nursing technology, apply evidence-based practice concepts and principles, develop innovations to	Competence : CLO3: Students are able to design quality assessments and patient safety as well as solve quality and patient safety problems	• Attendance • Presentation Skills • Activeness in Discussions	• Minimum Service Standards • Hospital and Health Center Performance Indicators • Clinical Practice Guidelines • Nursing Care Guidelines • Nutritional Care Guidelines • Pharmaceutical Care Guidelines	Group Investigation, Group Presentation, Lecture, Discussion, Assigned Readings	Class participation Group Presentation Discuss participation	Rubric for Student Participation Assessment Rubric For Oral Presentation	Donabedian, A. (1969). Part II-Some issues in evaluating the quality of nursing care. <i>American Journal of Public Health</i>, 59(10), 1833-1836. Donabedian, A. (1981). Criteria, Norms and Standards of Quality: What Do They Mean? <i>American Journal of Public Health</i>, 71(4), 409-412. Donabedian, A. (1988).

Week/Meeting	Intended Learning Outcomes	Course Module Objectives	Performance Indicator	Topic	Learning Methods	List of Assessments	List of Rubrics	Reading list
	solve nursing/health problems both in clinical and community settings	according to national and international standards (S2)		● Integrated Clinical Pathway ● National Quality Measurement ● Priority Quality Measurement in Hospitals ● Unit/Service Quality Measurement ● Identification of Priority Clinical Services for Development ● Minimum Service Standards ● Implementation , Indicators, and Clinical Quality Achievement Targets Supporting and Inhibiting Factors in the Implementation of Quality Management and Patient Safety in the Emergency Department, Inpatient Wards,				Quality of care: How can it be assessed? <i>Journal of American Medical Association</i>, 260(12), 1743-1748. Izumi, S., Baggs, J. G., & Knafl, K. A. (2010). Quality nursing care for hospitalized patients with advanced illness: Concept development. <i>Research in Nursing & Health</i>, 33, 299-315. Lang, N. M. (1975). Quality assurance in nursing. <i>AORN Journal</i>, 22(2), 180-186. Vail, J. D. & Jacobs, M. (1986). Quality assurance: The pieces of the puzzle. <i>Journal of the Association of Nurse Anesthetists</i>, 54(2), 171-176 World Health Organization. (2003). <i>Quality and accreditation in health care services: A global review</i>. Geneva: WHO.

Week/Meeting	Intended Learning Outcomes	Course Module Objectives	Performance Indicator	Topic	Learning Methode	List of Assessments	List of Rubrics	Reading list
				including ICU at Dr. Wahidin Sudirohusodo Central General Hospital (RSUP), Makassar Supporting and Inhibiting Factors in the Implementation of Quality Management and Patient Safety in the Outpatient Unit and Operating Center at Hasanuddin University Hospital (RS Unhas) Supporting and Inhibiting Factors in the Implementation of Quality Management and Patient Safety in the Pharmacy Department Presentation of Project-Based Learning Results on the				

Week/Meeting	Intended Learning Outcomes	Course Module Objectives	Performance Indicator	Topic	Learning Methode	List of Assessments	List of Rubrics	Reading list
				Design of Quality Assessment and Priority Clinical Areas for Quality and Patient Safety Improvement				

Proportion of Assessment Aspects According to the Course Learning Outcomes

No	Code	CLO	Sub CLO	Learning Method	Evaluation Methods					
					Participatory Analysis	Project-Based	Assignment (Case-based)	Quiz	Weights	
1	P	CLO 1	Sub CLO 1	Lecture, Discussions, Group Investigation	Group Presentation: (6%)				6%	
2	C	CLO 2	Sub CLO 2	Lecture, Discussions, Group Investigation	Group Presentation (7%)				7%	
			Sub CLO 3	Lecture, Discussions, Group Investigation	Group Presentation (7%)				7%	
CLO 3		Sub CLO 4	Lecture, Discussions, Group Investigation			Analytic Paper 1 (15%)		15%		
		Sub CLO 5	Lecture, Discussions, Group Investigation			Analytic Paper 2 (20%)		20%		
		Sub CLO 6	Lecture, Discussions, Group Investigation			Analytic Paper 3 (25%)		25%		
		Sub CLO 7	Lecture, Discussions, Group Investigation			Analytic Paper 4 (20%)		20%		
TOTAL									100%	