



Course Specifications

Course Title:	TOTAL QUALITY MANAGEMENT
Course Code:	NUR 462
Program:	BACHELOR OF SCIENCE IN NURSING
Department:	NURSING
College:	NURSING
Institution:	JAZAN UNIVERSITY

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A. Course Identification

1. Credit hours:			
2. Course type			
a.	University <input type="checkbox"/>	College <input checked="" type="checkbox"/>	Department <input type="checkbox"/> Others <input type="checkbox"/>
b.	Required <input checked="" type="checkbox"/>	Elective <input type="checkbox"/>	
3. Level/year at which this course is offered: 8 th Level/ 4 th Year			
4. Pre-requisites for this course (if any):			
None			
5. Co-requisites for this course (if any):			
None			

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	15	100%
2	Blended		
3	E-learning		
4	Distance learning		
5	Other		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	15
2	Laboratory/Studio	
3	Tutorial	
4	Others (specify)	
	Total	15

B. Course Objectives and Learning Outcomes

1. Course Description

This course is designed to give students an introduction to:

Total quality management practices and to improve leadership skills in rendering nursing skills and practices. It includes theories that contributed to its existence as well as the various tools being used to conduct and implement both quality control and quality assurance in the hospital.

Its primary reason of being included in the curriculum is to prepare students to improve their knowledge and skills and be able to provide quality nursing care to patients.

2. Course Main Objective

By the end of the course, the students are expected to be able to:

1. Gain knowledge on the quality management process and key quality management activities.
2. Compare and contrast the various tools used in quality management.
3. Understand the concepts of client's/patient's value.
4. Discuss the emerging tendencies toward global competitiveness.

5. Understand clearly different perspectives on quality.
6. Demonstrate how to design quality into products and services.
7. Describe the importance of developing a strategic plan for Total Quality Management.
8. Discuss the importance of benchmarking as a means of identifying the choice of markets.
9. Recognize the importance of practicing total quality management in rendering nursing care.

3. Course Learning Outcomes

CLOs		Aligned PLOs
1	Knowledge and Understanding	
1.1	Describe total quality management related to theories, concept, principles and terminologies.	K1
1.2	Identify etiology, clinical picture, nursing administrative management in relation to health problems affecting patients in the hospital.	K3
1.3	Recognize a therapeutic relationship with colleagues, teachers and patients that leads to quality care and service applied in nursing profession.	K2
1.4	Explain modern total quality management practice related to nursing based on knowledge and technological advance to promote quality nursing care and foster patient-centered care.	K3
2	Skills :	
2.1	Apply basic and advance skills from the learned principles and concepts of total quality management.	S1
2.2	Perform appropriate nursing care in accordance with given standards of both local and international accreditation bodies.	S5
2.3	Appraise the evaluation of patient's satisfaction on rendered care being received from the hospital as a whole.	S3
2.4	Use communication skills to assess patient's satisfaction for quality care and service delineated by the staff and the institution.	S4
3	Values:	
3.1	Demonstrate a professional conduct, ethics, and values in carrying out a total quality management in nursing field.	V1
3.2	Display teamwork, management and leadership skills for quality assurance in nursing profession.	V2

C. Course Content

No	List of Topics	Contact Hours
1	Total Quality Management	1
2	Quality Management, Concepts and Theories	1
3	Basic Steps in Quality Management	1
4	Quality Assurance Standards	1
5	Quality Assurance Process	1
6	Importance of Quality Standards in Various Institutions	1
7	Quality Management Tools and Guidelines	1
8	Concept of Quality Management in Health Care	1
9	Factors Affecting Quality Management in Nursing Care	1
10	Approaches for a Quality Assurance Program	1

11	Models of Quality Assurance	1
12	Stages of Development of International Standards (ISO)	1
13	Benchmarking and Continuous Quality Improvement.	1
14	Summarizing topics for the whole semester(Revision)	1
15	Final Exam	1
Total		15

D. Teaching and Assessment

1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	Knowledge and Understanding		
1.1	Describe total quality management related to theories, concept, principles and terminologies.	Lecture/small group discussion to analyze approaches in quality management. • Brain storming to illustrate core concepts related to quality management and nursing care.	✓ Paper & pencil exam ✓ MCQs ✓ Matching ✓ Type ✓ Short Essay
1.2	Identify etiology, clinical picture, nursing administrative management in relation to health problems affecting patients in the hospital.		
1.3	Recognize a therapeutic relationship with colleagues, teachers and patients that leads to quality care and service applied in nursing profession.		
1.4	Explain modern total quality management practice related to nursing based on knowledge and technological advance to promote quality nursing care and foster patient-centered care.		
2.0	Skills		
2.1	Apply basic and advance skills from the learned principles and concepts of total quality management.	• Providing case scenarios to enhance students' understanding of quality care in the nursing profession • Citing examples in the clinical area of Nursing Administration to appreciate standards being practiced in various hospitals.	✓ MCQ (to assess and recognize the different theories, principles & concepts). ✓ Scenarios of real life simulation (to interpret & apply principles learned during classroom discussion).
2.2	Perform appropriate nursing care in accordance with given standards of both local and international accreditation bodies.		
2.3	Appraise the evaluation of patient's satisfaction on rendered care being received from the hospital as a whole.		
2.4	Use communication skills to assess patient's satisfaction for quality care and service delineated by the staff and the institution.		
3.0	Values		

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
3.1	Demonstrate a professional conduct, ethics, and values in carrying out a total quality management in nursing field.	<ul style="list-style-type: none"> • Conviction mirror to reflect behavior during role plays assisting in self-awareness. • Direct interaction with clients (real life simulation) to apply & critique interpersonal skills. 	✓ Oral recitation (to demonstrate the ability of identifying how high quality standards can be implemented).
3.2	Display teamwork, management and leadership skills for quality assurance in nursing profession.		

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Attendance and Participation	Start until the end of class	5
2	Quiz 1	Week 5	5
3	Midterm Examination	Week 7	25
4	Quiz 2	Week 10	5
5	Individual assignment	Week 12	10
6	Final Theoretical Examination	Week 15	50
		Total	100%

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice :

Consultation-1hour/week; Academic Advising- 1hour/week

F. Learning Resources and Facilities

1.Learning Resources

Required Textbooks	1. 2.Marquis B. and Huston C.,(2017).Leadership Roles and Management Functions in Nursing ,Theory and Application,6th Ed.,Wolters Kluwer/Lippincot Williams & Wilkins. 2. Sharma, S. (2018), Total Quality Management: Concepts, Strategies and Implementation for Operational Excellence, California, SAGE Publications, PVT, LTD. 3. Kiran, D. R. (2016), Total Quality Management, Butterworth and Heinemann.
Essential References Materials	1. Total Quality Management by John Oakland 2. Total Quality Management by Dale H. Besterfield
Electronic Materials	1. Medicare website 2. EBSCO website

Other Learning Materials	1. Attitudes Toward TQM and the Communication Process between Managers and Subordinates by Meirovich, Gavriel 2. Implementing Juran's Road Map for Quality Leadership: Benchmarks and Results by Al Endres 3. Corporate Culture and Quality Organization by James W. Fairfield-Sonn
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2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Lecture room = 60 students AVR (audio-visual room)
Technology Resources (AV, data show, Smart Board, software, etc.)	Internet access
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	Video recording apparatus and facility. Magnetic teaching board.

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Effectiveness of Teaching	<ul style="list-style-type: none"> Program Coordinator Course Coordinator Students 	<ul style="list-style-type: none"> Student Experience Survey Course Evaluation Survey Faculty Performance Evaluation
Achievement of Course Learning Outcomes	<ul style="list-style-type: none"> Course Coordinator Course Instructor 	<ul style="list-style-type: none"> ILO at the end of semester
Quality of Learning Resources	<ul style="list-style-type: none"> Program Coordinator Quality Assurance Unit 	<ul style="list-style-type: none"> Course Report Annual Program Report

Evaluation areas (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)

Evaluators (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

Assessment Methods (Direct, Indirect)

H. Specification Approval Data

Council / Committee	
Reference No.	
Date	