



Course Specification

(Bachelor)

Course Title: **Total Quality Management**

Course Code: **462 NUR-4**

Program: **Bachelor of Science in Nursing**

Department: **Nursing**

College: **College of Nursing and Health Sciences**

Institution: **Jazan University**

Version: **2025**

Last Revision Date: **20/11/2024**



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A. General information about the course:

1. Course Identification

1. Credit hours: (1)

2. Course type

A. University College Department Track Others

B. Required Elective

3. Level/year at which this course is offered: (8th level)

4. Course General 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.

5. Pre-requirements for this course (if any):

None

6. Co-requisites for this course (if any):

None

7. Course Main Objective(s):

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.



2. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	15	
2	E-learning		
3	Hybrid <ul style="list-style-type: none"> Traditional classroom E-learning 		
4	Distance learning		

3. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	15
2.	Laboratory/Studio	
3.	Field	
4.	Tutorial	
5.	Others (specify)	
Total		15

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of PLOs aligned with the program	Teaching Strategies	Assessment Methods
1.0	Knowledge and understanding			
1.1	Describe total quality management related to theories, concept, principles and terminologies.	K1	<ul style="list-style-type: none"> Interactive Lectures. Case Studies. Flipped Classroom: Assign readings on TQM principles for pre- 	<ul style="list-style-type: none"> Quizzes Short answer question Reflection papers



Code	Course Learning Outcomes	Code of PLOs aligned with the program	Teaching Strategies	Assessment Methods
			class preparation, followed by in-class discussions.	
1.2	Identify etiology, clinical picture, nursing administrative management in relation to health problems affecting patients in the hospital.	K2	<ul style="list-style-type: none"> • Workshops. • Video Tutorials. • Think-Pair-Share: Collaborative problem-solving using TQM tools. 	<ul style="list-style-type: none"> • Practical exams • Case analysis • Poster presentation
1.3	Recognize a therapeutic relationship with colleagues, teachers and patients that leads to quality care and service applied in nursing profession.	K3	<ul style="list-style-type: none"> • Role-Playing. • Group Discussions. • Problem-Based Learning (PBL): Address real-world patient safety scenarios through collaborative activities. 	<ul style="list-style-type: none"> • Scenario-based tests • Role-play • Group presentation
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	•	•
2.0	Skills			
2.1	Apply basic and advance skills from the learned principles and concepts of total quality management.	S1	<ul style="list-style-type: none"> • Case studies. • Class discussion. • Problem-Based Learning (PBL). 	Structural oral exam.
2.2	Perform appropriate nursing care in accordance with given standards of both local and	S2	• Hands-On Training: Practice	• Group presentation.



Code	Course Learning Outcomes	Code of PLOs aligned with the program	Teaching Strategies	Assessment Methods
	international accreditation bodies.		using actual plans for quality improvement.	• Scenario-based tests
2.3	Appraise the evaluation of patient's satisfaction on rendered care being received from the hospital as a whole.	S3	• Jigsaw Method: Teams study different aspects of quality improvement tools and teach their peers.	
2.4	Use communication skills to assess patient's satisfaction for quality care and service delineated by the staff and the institution.	S4		
3.0	Values, autonomy, and responsibility			
3.1	Demonstrate a professional conduct, ethics, and values in carrying out a total quality management in nursing field.	V1	Small group discussion.	MCQs.
3.2	Display teamwork, management and leadership skills for quality assurance in nursing profession.	V2	Team-Based Learning (TBL): Groups complete collaborative projects.	Mini-Projects: Team assignments to develop and present quality and safety strategies.

C. Course Content

No	List of Topics	Contact Hours
1.	Quality Management, Concepts and Theories	1
2.	Basic Steps in Quality Management	1





3.	Quality Assurance Standards; Quality Assurance Process	2
4.	Importance of Quality Standards in Various Institutions	1
5.	Quality Management Tools and Guidelines	1
7	Concept of Quality Management in Health Care	1
8	Factors Affecting Quality Management in Nursing Care	1
9	Approaches for a Quality Assurance Program	1
10	Models of Quality Assurance	1
11	Stages of Development of International Standards (ISO)	1
12	Benchmarking	1
13	Continuous Quality Improvement	1
Total		

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Continuous Evaluation (45%) <ul style="list-style-type: none"> • Assignment / quizzes • Midterm Exam (Theory) 	4 – 8 th	15%
		7 – 8 th	30%
2.	Attendance and Participation	All weeks	5%
3.	Final Exam	15 th	50%
Total			100%

*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.).

E. Learning Resources and Facilities

1. References and Learning Resources

Essential References

1. Sharma, S. (2018), Total Quality Management: Concepts, Strategies and Implementation for Operational Excellence, California, SAGE Publications, PVT, LTD.
2. Kiran, D. R. (2016), Total Quality Management, Butterworth & Heinemann





	3. Vana, P. K., Vottero, B. A., & Altmiller, G. (Eds.). (2022). <i>Quality and safety education for nurses: core competencies for nursing leadership and care management</i> . Springer Publishing Company.
Supportive References	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 & Quality Organization (James W. Fairfiled-Sonn)

2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Classroom
Technology equipment (projector, smart board, software)	Smartboard, Blackboard
Other equipment (depending on the nature of the specialty)	

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	Students	<ul style="list-style-type: none"> Course report. Students' Teaching Evaluation. Questionnaire. Continuing feedback from students.
Effectiveness of Students assessment	Instructor	<ul style="list-style-type: none"> Course report. CLOs evaluation survey. Continuing feedback from students.
Quality of learning resources	Quality Assurance Unit	<ul style="list-style-type: none"> Student Satisfaction Survey. Continuing feedback from students.
The extent to which CLOs have been achieved	Instructor	<ul style="list-style-type: none"> Course report. CLOs evaluation survey.



Assessment Areas/Issues	Assessor	Assessment Methods
		Continuing feedback from students.
Other		

Assessors (Students, Faculty, Program Leaders, Peer Reviewers, Others (specify))

Assessment Methods (Direct, Indirect)

G. Specification Approval

COUNCIL /COMMITTEE	Nursing Department Council
REFERENCE NO.	NUR 2508
DATE	Jan 15, 2025

