National University of Ireland
Royal College of Surgeons in Ireland
SCHOOL OF NURSING AND MIDWIFERY

<table>
<thead>
<tr>
<th>Module Title</th>
<th>Patient Safety, Quality &amp; Risk Management</th>
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<tbody>
<tr>
<td>Level of Learning</td>
<td>Level 8 NFQ</td>
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<tr>
<td>Credit Rating</td>
<td>10 ECTs</td>
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<tr>
<td>Pre-requisite course</td>
<td>Nurses &amp; Midwives registered with NMBI</td>
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<tr>
<td>Module Co-ordinator(s)</td>
<td>Mary O’Neill <a href="mailto:moneill3@rcsi.ie">moneill3@rcsi.ie</a> &amp; New Lecturer</td>
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Rationale of Module
To explore concepts relating to quality, patient safety, risk management and practice development in healthcare.

Module Aims
To provide students with an understanding of:
- Patient safety, quality and risk management and practice development concepts and their application to healthcare from a nursing perspective.
- The main processes at an organisational and departmental level that influences the delivery of quality care and where the patient/client fits into the wider system.
- Risk management and patient safety and the concepts and principles underpinning risk in health care delivery.
- The importance of linkages between differing organisational strategies to ensure service delivery is patient/consumer focused.

Learning Outcomes
On successful completion of this module the student will be able to:
- Critically discuss quality management processes, techniques and models.
- Critically evaluate risk management techniques in delivering care across nursing areas including care to the older person and in the emergency departments and develop expert knowledge of documentation published by regulatory bodies.
- Critically discuss patient safety and its relevance to nursing and the Patient Safety First Initiative, Department of Health & Children.
- Critically discuss the roles and function of HIQA and its importance in the Irish
healthcare system.

- Critically discuss risks inherent in medication management for nurses and patients.
- Critically discuss the relationship between quality and practice development in the provision of high quality patient care.
- Critically discuss nationally and internationally initiatives for patient safety, quality and risk management.

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<thead>
<tr>
<th>Teaching Learning Activities</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Face to Face Contact Hours</td>
<td>14</td>
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<tr>
<td>On Line Contact Hours</td>
<td>14</td>
</tr>
<tr>
<td>Independent learning time</td>
<td>177</td>
</tr>
<tr>
<td>Course work preparation</td>
<td>45</td>
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<tr>
<td>Total</td>
<td>250</td>
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**Face to Face Contact Hours:** The following teaching methodologies are incorporated into the classroom based hours: Didactic teaching, question & answers, Socratic questioning, class discussions, group work, case study review, role play, scenarios and debates.

**On line Contact Hours:** The following teaching methodologies are incorporated into the on line contact hours: Voice recorded Lecture notes (Camtasia), required supplemental reading to support the voice recorded material, discussion on the online discussion forum, questions & answers and appraisal and critique of the literature via the forum. Students can access the Discussion Forum on Moodle throughout the module.

**Indicative Syllabus**

- Introduction to quality management from a national policy perspective and the establishment of quality in healthcare internationally
- Patient Safety First
- The Mental Health Commission
- Clinical Indemnity Scheme
- WHO
- National and international societies for quality and safety in healthcare
- Developing a Quality Learning Environment
- Theories of Quality/Total Quality Management (TQM) Continuous Quality Improvement (CQI)
- Consumerism in healthcare
- Tools and Technique (I) Standard Setting/Clinical Pathways/Measurement/Audit
- Tools and Technique (II) Process management, variation/Performance Indicators
- Quality Frameworks: Accreditation; ISO 9001; EFQM; Practice & Nursing Development Units, Magnet Hospital
- Quality Integration Model
- Risk Management Techniques and Risk Theories relevant to nursing
- Health Information and Quality Improvement Body (HIQA)
- Role of An Bord Altranais in quality management
- Definitions and approaches to Practice Development and Collaborative Practice
- Integrated Care Pathways
- Monitoring and Evaluation
- Policy Development and Decision Making

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<tr>
<th>Examination/Assignment Method</th>
<th>Type of Assessment (Continuous/Terminal)</th>
<th>Weighting</th>
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<tr>
<td>Written Assignment 2,500 word count</td>
<td>Continuous</td>
<td>100</td>
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**Indicative Reading List**

**Core Reading** - Any of the following books will work well as a core text for this module.

**Reading List**


**Articles from the following Journals**
- Annals of Internal Medicine
- Healthcare Management Review
- International Journal of Healthcare Quality Assurance
- International Journal of Nursing Studies
- Journal of Advanced Nursing
- Journal of Nursing Management
- Managing Service Quality
- Total Quality Management
- RCSI Library Databases which includes the E-Journal Portal with an A-Z list of online journals

**Recommended Web-sites**
- Nursing and Midwifery Board of Ireland - [http://www.nursingboard.ie](http://www.nursingboard.ie)
- Health Information and Quality Authority (HIQA) - [http://www.hiqa.ie](http://www.hiqa.ie)
- HIQA Recommendations for a Unique Health Identifier for Individuals [http://www.hiqa.ie/content/recommendations-unique-health-identifier-individuals-ireland](http://www.hiqa.ie/content/recommendations-unique-health-identifier-individuals-ireland)
<table>
<thead>
<tr>
<th>Source</th>
<th>Website</th>
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<tbody>
<tr>
<td>The Department of Health (UK) –</td>
<td><a href="https://www.gov.uk/government/organisations/department-of-health">https://www.gov.uk/government/organisations/department-of-health</a></td>
</tr>
<tr>
<td>Patient Safety First -</td>
<td><a href="http://www.patientsafetyfirst.ie/">http://www.patientsafetyfirst.ie/</a></td>
</tr>
<tr>
<td>WHO -</td>
<td><a href="http://www.who.int/en/">http://www.who.int/en/</a></td>
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<tr>
<td>Irish National Accreditation Board -</td>
<td><a href="http://www.inab.ie/">http://www.inab.ie/</a></td>
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**Individual Lecturers will provide additional reading material**