



Ministry of Higher Education and Scientific Research
Lebanese French University – Erbil
College of Administration & Economics
Department of Health and Hospital Administration



Quality and Risk Management in Healthcare

Fourth Stage – Second Semester

Asst. Prof. Sohail Imran Khan

Academic Year: 2024-2025

Course Book



S. No.	Information	Details
1.	Course Name	Quality and Risk Management in Healthcare
2.	Course Code	HA402QRM
3.	Lecturer In-charge	Dr. Sohail Imran Khan
4.	College/Department	Administration and Economics/Health and Hospital Administration
5.	Contact Information	sohailkhan@lfu.edu.krd
6.	Time (in hours) per Week	3 Hours
7.	Office Hours	Thursdays 10:00-2:00
8.	Teacher's Academic Profile	https://lfu.edu.krd/personnel/sohail-imran-khan/
9.	Academic Title	Assistant Professor
10.	Keywords	Healthcare, Management, Quality, and Risk.
11.	<p>Course Overview:</p> <p>This course will equip students with understanding of techniques and tools for improving patient safety, optimizing healthcare outcomes, and mitigating risks in the healthcare setting. It emphasizes the application of specialist knowledge and managerial expertise to tackle the diverse challenges faced by managers in healthcare enterprises. The significance of work teams in enhancing quality and mitigating risks is emphasized, with the identification of essential success criteria for effective team performance.</p>	

12.	<p>Aims & Objective:</p> <p>This course seeks to comprehend the necessity of demonstrating quality treatment and risk management within the healthcare business. The course emphasizes the responsibilities of a risk manager, the identification and mitigation of medical errors, proactive management of known risks, theories of medical error causation, and adherence to quality and safety requirements set by regulatory and accreditation bodies. Risk management, encompassing risk behavior and prevention, is analyzed across diverse healthcare organizations and patient care environments.</p>	
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	<p>Objectives:</p> <ol style="list-style-type: none"> To apply quality and risk management principles in diverse healthcare environments to improve patient safety and clinical outcomes. To assess, develop, implement, and monitor risk management plans to minimize exposure.
13.	Course Requirement: Core Course
14.	<p>Teaching and Learning Method: The module will be delivered to the students through the use of modern technology, case studies, reading material, flipped classroom, video, and case analysis. The student-centered approach will be applied. The strategies to be implemented to target students learning outcomes.</p>
15.	<p>Assessment Scheme:</p> <ul style="list-style-type: none"> 25 % Mid-term Examination 15 % Assignments and Quizzes 60 % Final Examination
16.	<p>Students Learning Outcome: At the end of this course, the student will be able to:</p> <ul style="list-style-type: none"> Assess the systems, concepts, and tools applied to quality and performance management in the healthcare industry. Describe key structural elements of a risk management program. Assess system characteristics that influence hospital performance and contribute to dynamic complexity in healthcare organizations. Compare and contrast managerial approaches used for systematic quality improvement and risk reduction in complex healthcare systems. Evaluate techniques for managing, controlling, and financing risk reduction and quality improvement techniques in healthcare organizations.
17.	<p>Course Reading List and References</p> <ul style="list-style-type: none"> Kavaler, F, & Alexander, R. S. (2014). Risk Management in Healthcare Institutions, Limiting Liability and Enhancing Care. 3rd Edition. Burlington, MA: Jones & Bartlett Learning. (ISBN: 978-1-4496-4565-6). Joshi, M.S., Ransom, E. R., Nash, D. B., & Ransom, S. B. (2014). The Healthcare quality book: Vision, strategy, and tools (3rd ed.). Chicago, IL: Health Administration Press. (ISBN-13. 978-1567935905) Roberta Carroll (2009). Risk Management Handbook for Health Care Organizations: Student Edition, American Society for Healthcare Risk Management. Published by Josey. (ISBN; 9780470620809).



18.	Course Content
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Course Content

S. No.	Lecture Week	No. of Hours	Topics
1.	Week 1	3	What is Quality?, Define Quality, Myths of Quality, and What is Wrong in Today’s Healthcare?
2.	Week 2	3	Challenges that Quality Poses to Health System, Basic Premises of Quality of Services, Quality for Patient
3.	Week 3	3	What is Quality Management?, Quality Management Activities, and Quality Management Process
4.	Week 4	3	What is Quality Assurance (QA)?, Components of Quality Assurance, Purpose of Quality Assurance in Hospitals, Factors Affecting Quality Assurance in Healthcare, and Principles of Quality Assurance in Healthcare

5.	Week 5	3	Zero Defects in Quality, What is LEAN?, and What is Six Sigma?
6.	Week 6	3	Quality Improvement Techniques
7.	Week 7	3	Demings 14 Points for Quality Management, Quality Control (QC), Quality Assurance Vs Quality Control, and the link between Quality Control and Quality Assurance
8.	Week 8	3	Goals for Quality Improvement, Principles of Improving Quality, and Strategies for Improvement
9.	Week 9	3	MID- TERM
10.	Week 10	3	What is Risk?, Types of Risk in Hospitals, Why do we need to manage risks?
11.	Week 11	3	Define Risk Management, What do you mean by Risk Management?, Benefits of Risk Management to Hospitals, Purpose of Risk Management Programs, and Scope of Risk Management
12.	Week 12	3	Steps in the Risk Management Process, Challenges to Risk Management in Healthcare, Approaches to Risk Management, and Who uses Risk Management?
13.	Week 13	3	What do you understand by Risk Assessment? Why do we have Risk Assessment?, and How does a Risk Assessment work?



14.	Week 14	3	Duties of a Risk Manager, Challenges for the Healthcare Risk Manager, and Skills of a Risk Manager
15.	Week 15	3	Class Room Exercise: Discussion with Individuals/Groups, Doubts Clearing Sessions, and Assignments Submission.
16.	Week 16	Final Examination	

19.	<p>Examinations:</p> <ul style="list-style-type: none"> ▪ Define the term Quality Management ▪ List and explain the different quality improvement techniques ▪ Explain the difference between Quality Control and Quality Assurance.
20.	<p>Course Policy:</p> <ul style="list-style-type: none"> ▪ There will be many activities going on throughout the course period in order to ensure and guarantee the learning outcomes. Therefore, students are expected to pay full attention and participate in all classroom activities in order to maximize their learning and understanding.
21.	<p>Note:</p> <ul style="list-style-type: none"> ▪ Seek help from the lecturer or your classmates whenever you need to. ▪ Time spent in learning is never wasted, however, make sure that you make it enjoyable. ▪ Keep a personal notebook to write down your notes in the lectures. Don't rely on your friend's notes as each one of you is different and has different learning approaches.