

Subject card

Subject name and code	Quality Management and Accreditation of Health Care Units, PG_00155954						
Field of study	Management of Healthcare Institutions						
Date of commencement of studies	October 2026		Academic year of realisation of subject			2027/2028	
Education level	Bachelor's studies		Subject group			Obligatory subject group in the field of study Subject group related to practical vocational preparation	
Mode of study	full-time studies		Mode of delivery			at the university	
Year of study	2		Language of instruction			Polish	
Semester of study	4		ECTS credits			3.0	
Learning profile	practical		Assessment form			exam	
Conducting unit	Zakład Zrównoważonego Rozwoju i Nauk o Jakości -> Katedra Strategicznego Rozwoju -> Faculty of Management -> Rector						
Name and surname of lecturer (lecturers)	Subject supervisor		prof. dr hab. Małgorzata Wiśniewska				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	15.0	0.0	0.0	0.0	30
	E-learning hours included: 0.0						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	30		5.0		40.0	75
Subject objectives	The aim of the course is to introduce the basic principles, requirements, legal aspects and quality management systems in healthcare and prepare for their practical application						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[ZISZL3_U05] The student is able to correctly select and apply methods and tools used, inter alia, in management and quality sciences, economics, sociology adequate to the problem and specificity of management of medical entities.	He/she is able to correctly select and apply quality management systems, methods and tools adequate to the problem and specifics of the management of medical entities.	[SU2] presentation/project/paper/report [SU5] implementation of a problem task [SU8] observation of student's independent or team work
	[ZISZL3_W01] The student has advanced knowledge of the discipline of management and quality sciences and understands its interrelationships with other social sciences.	He/she has advanced knowledge of quality management, accreditation and quality assurance in medical facilities and understands the relationship with other social sciences	[SW4] test/exam - oral or written
	[ZISZL3_K06] The student adjusts his behaviour appropriately to the situation and role in the team.	He/she appropriately adapts his/her behavior to the situation and his/her role in the team when solving tasks assigned by the lecturer	[SK8] observation of student's independent or team work
	[ZISZL3_U10] The student has the ability to prepare a written paper, multimedia presentation, its presentation and discussion.	Has the ability to prepare written work, multimedia presentations, its presentation and discussion of issues covered in the exercises of the course	[SU2] presentation/project/paper/report [SU5] implementation of a problem task
	[ZISZL3_K07] The student correctly identifies and resolves dilemmas related to the profession.	Correctly identifies and resolves various ethical, organizational, substantive dilemmas related to the performance of the profession.	[SK1] oral statement/conversation/discussion
Subject contents	<p>Lecture:</p> <p>Dimensions of quality in health care</p> <p>Authorization and accreditation in healthcare</p> <p>Quality management systems and related systems in healthcare facilities and the certification procedure</p> <p>Patient safety and patient safety culture</p> <p>Error and adverse event in healthcare</p> <p>The phenomena of just culture, reporting culture and whistleblowingImprovement and methods of improvement of healthcare facilities</p> <p>Exercises:</p> <p>The Kano method and the dimensions of quality of JOZs</p> <p>Identification of muda in JOZ</p> <p>Costs of quality in JOZ</p> <p>Quality in JOZ according to the patient perception</p> <p>Patient safety culture</p>		

Prerequisites and co-requisites	Basic knowledge of management. Fundamentals of organizational management.		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Exercises: Activity in class and proper completion of tasks; teamwork. Scoring;	51.0%	30.0%
	Lecture: one-choice test; 20-30 questions; Grading according to the scale in the study regulations	51.0%	70.0%
Recommended reading	Basic literature	M.Z. Wisniewska, Quality of medical services. Instruments and models, CeDeWu, Warsaw 2016.M.Z. Wiśniewska, P. Grudowski, Culture of quality, excellence and safety in organizations, CeDeWu, Warsaw 2019.M.Z. Wiśniewska, Organizational culture and cultures enhancing improvement of healthcare entities, Spatium Radom Publishing House, 2021	
	Supplementary literature	K. Krot, Quality and marketing of medical services, Wolters Kluwer Polska, Warszawa 2021	
	eResources addresses		
Example issues/ example questions/ tasks being completed	<p>The Kano method and the dimensions of quality of JOZ</p> <p>Identification of muda in JOZ</p> <p>Costs of quality in JOZ</p> <p>Quality in JOZ according to the patient</p> <p>Patient safety culture</p>		
Work placement	Not applicable		

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