# Executive Master of Healthcare Quality and Patient Safety program
# Student Manual



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# Introduction

The College of Health Sciences (CHS) was established in 1432H; among two other colleges in the Saudi Electronic University (SEU); by Royal Decree number 37409/B which was issued by King Abdullah Bin Abdulaziz, the custodian of the Two Holy Mosques, on 10/8/2011 to launch the Saudi Electronic University (SEU).The college of health sciences is the only specialized governmental college that utilize the Blended model of Electronic learning in the Kingdom of Saudi Arabia. The CHS includes the department of health informatics and the department of public health which offer programs on the bachelor level and graduate level. Graduate programs include Master of Healthcare Administration (MHA) and Executive Master of Healthcare Quality and Patient Safety (EMHQS).

Due to the importance of strategic planning for any successful work, the CHS developed the graduate studies strategic plan to set the main strategic goals to be as a blueprint or framework which needed to be achieved to fulfill the mission and goals of graduate program and in order to fulfil these goals, the graduate studies programs committee in CHS developed the operational plan for graduate programs. The operational plan helps to define responsibilities, tasks, and activities in detail and follow-up the achievement of strategic goals.

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# College of Health Sciences

## Mission:

CHS mission is to provide high quality academic programs that are delivered towards utilizing high technology, through the blended learning model, to graduate competent and highly qualified health professionals to meet national and international standards and serve the requirements of health care sector in Saudi Arabia.

## Vision:

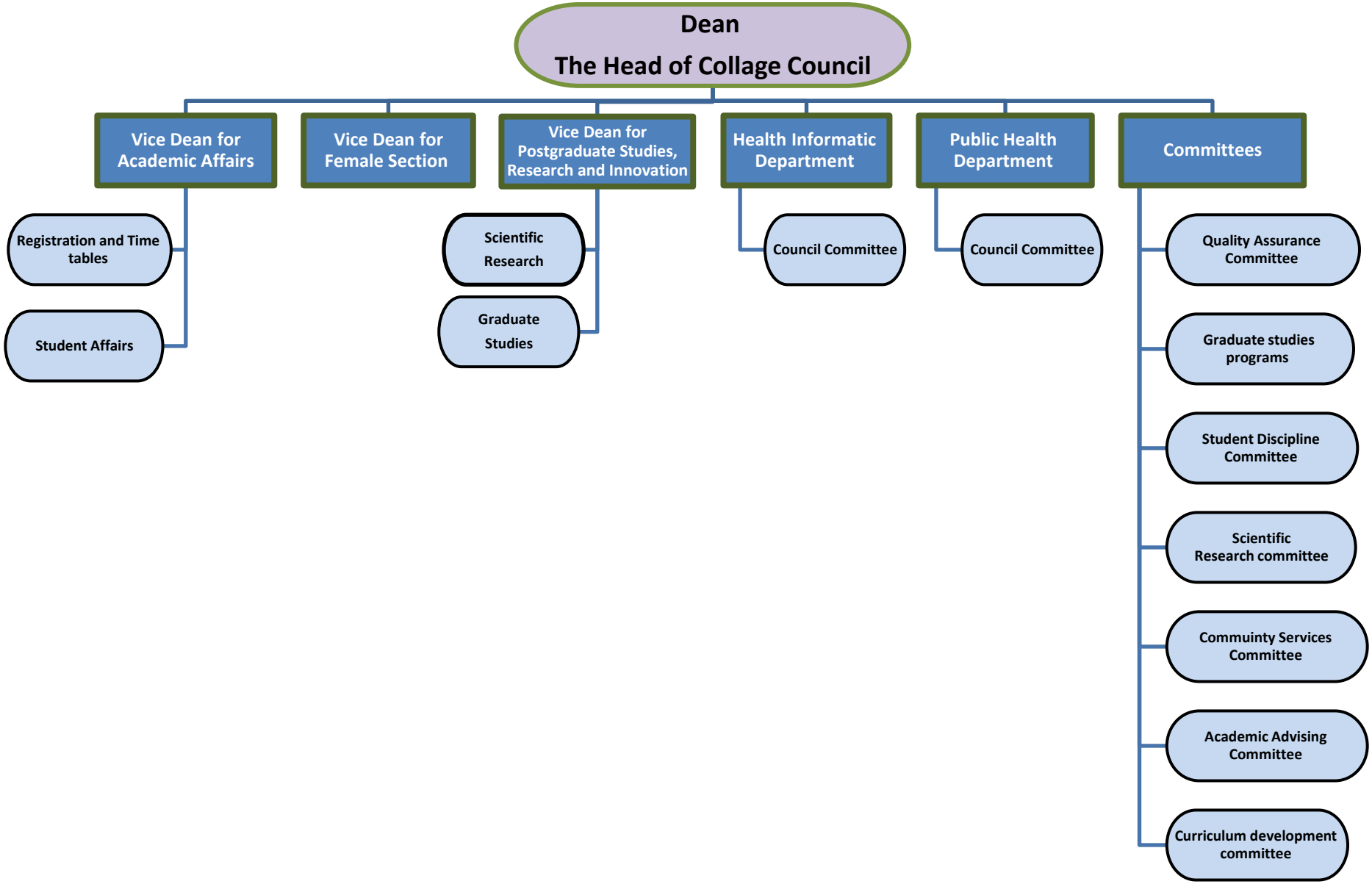
A pioneer academic institute that excels regionally and internationally by utilizing advanced learning methods to integrate Healthcare Administration technology with public health concepts.

## Objectives:

- Through its departments and academic curricula, the college seeks to achieve the following:
- Raising the competence levels of our students to keep pace with the developments of various health sectors in the Kingdom.
- Developing the spirit of belonging and proficiency.
- Fulfilling the needs of our society by producing highly qualified national health cadres.
- Raising health awareness in the community.
- Providing appropriate educational environment for students and faculty members
- Offering training and workshops to develop the skills of health staff
- Presenting consultations to develop and support the health system.
- Integrating e-learning and blended learning with the field of health informatics and public health.
- Promoting excellence in research through interdisciplinary research involving various health specialties and sectors.

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# CHS Organizational Structure



# CHS Postgraduate Studies, Research and Innovation

## Vision:

Quality graduate programs that support research and innovation in various fields of health sciences.

## Mission:

Striving to prepare cadres in the fields of health sciences with high professional competence and create a supportive environment for scientific research and innovation.

## Objectives:

1. Providing distinguished postgraduate programs with high standards that meet the needs of the job market and contribute to the qualification of specialized human cadres in the fields of health sciences.

2. Promoting the culture of scientific research and innovation in the College of Health Sciences by supporting and encouraging quality scientific research.

3. Supporting the researchers and faculty members in the College of Health Sciences to develop their research capabilities and provide the appropriate environment to develop their research skills.

4. Establishing a culture of quality and academic excellence at the College of Health Sciences by developing academic programs and motivating students and researchers to achieve academic and professional achievements.

5. Developing cooperation and partnerships with universities and research institutions at the local and international levels, with the aim of exchanging experiences and knowledge and implementing joint research projects in the fields of health sciences

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# Executive Master of Healthcare Quality and Patient Safety program

## Mission:

The mission of the EMHQS program is to Prepare qualified and skilled students to meet the needs of the healthcare organizations in the field of quality and patient safety by providing them with conceptual, analytical and application skills which help students to make a positive impact on quality and patient safety in healthcare

## Program Goals:

- Provide students with essential information that enables them to attain knowledge, skills, abilities, and values in the core disciplines of healthcare quality and patient safety.
- Develop a proficient workforce capable of developing and implementing quality improvement initiatives in different healthcare organizations.
- Involve students in high-quality scholarly activities using evidence-based best practices to foster critical thinking on the application of healthcare quality and patient safety methods.
- Prepare students with soft skills and values to effectively communicate and collaborate with others professionally, ethically, and legally.

## Program Learning Outcomes:

- Identify the essential quality and patient safety concepts, theories, laws, policies, and financial planning required for effective healthcare decision-making.
- Describe the various quality improvement, risk management, and patient safety initiatives implemented at different environmental and structural levels of healthcare systems by leaders employing various leadership styles.
- Analyze various accreditation standards, principles, and methods for enhancing quality and patient safety through the utilization of healthcare information systems.
- Evaluate the quality improvement models and methodologies required to address various healthcare challenges.
- Develop appropriate quality measurements and performance with an emphasis on ergonomic principles for a safer, healthier, and more productive workplace.

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- Appraise the ethical practices and principles of healthcare research based on quality and patient safety evidence.

## Degree Requirements

Successful completion of 36 credit hours

## Program Duration

2 years / 4 Semesters

## Program Structure

| Kind of Requirements | Course Code | Course Title | Credit Hours | Pre-requisites | Co-requisites |
|---|---|---|---|---|---|
| Department Requirements | HCM520 | Quality and Patient Safety | 3 | | |
| | HCM500 | Healthcare Systems | 3 | | |
| | HCM515 | Health Law and Ethics | 3 | | |
| | HQS505 | Evidenced-Based Research and Quality Assurance | 3 | HCM515 | |
| | HQS510 | Quality Measurement and Performance Improvement | 3 | HCM520 | |
| | HQS515 | Financial Management for Healthcare Quality and Patient Safety Leaders | 3 | | |
| | HQS520 | Risk Management and Patient Safety | 3 | HQS510 | |
| | HQS525 | Technology and Health Informatics | 3 | HQS505 | |
| | HQS530 | Human Factors and Ergonomics in Health Care | 3 | HQS510 | |
| | HQS535 | Leadership and Management for Healthcare Quality and Patient Safety | 3 | HQS510 | |
| | HCM550 | Healthcare Policy Analysis and Development | 3 | | |
| Special Topics & Research | HQS590 | Capstone: Strategic Management in Healthcare Quality and Patient Safety | 3 | HQS510 | |
| Internship | HQS599 | 8 Weeks training period in a healthcare setting | | | |
| Total | | | 36 | | |

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# Program Structure by Semesters

- **Year 1**

| Year 1 | Course Code | Course Title | Credit Hours | Pre-requisites | Co-requisites |
|---|---|---|---|---|---|
| Semester 1 | HCM520 | Quality and Patient Safety | 3 | | |
| | HCM500 | Healthcare Systems | 3 | | |
| | HCM515 | Health Law and Ethics | 3 | | |
| Total | | | 9 | | |

| Year 1 | Course Code | Course Title | Credit Hours | Pre-requisites | Co-requisites |
|---|---|---|---|---|---|
| Semester 2 | HQS505 | Evidenced-Based Research and Quality Assurance | 3 | HCM515 | |
| | HQS510 | Quality Measurement and Performance Improvement | 3 | HCM520 | |
| | HQS515 | Financial Management for Healthcare Quality and Patient Safety Leaders | 3 | | |
| Total | | | 9 | | |

- **Year 2**

| Year 2 | Course Code | Course Title | Credit Hours | Pre-requisites | Co-requisites |
|---|---|---|---|---|---|
| Semester 1 | HQS520 | Risk Management and Patient Safety | 3 | HQS510 | |
| | HQS525 | Technology and Health Informatics | 3 | HQS505 | |
| | HQS530 | Human Factors and Ergonomics in Health Care | 3 | HQS510 | |
| Total | | | 9 | | |

| Year 2 | Course Code | Course Title | Credit Hours | Pre-requisites | Co-requisites |
|---|---|---|---|---|---|
| Semester 2 | HQS535 | Leadership and Management for Healthcare Quality and Patient Safety | 3 | HQS510 | |
| | HCM550 | Healthcare Policy Analysis and Development | 3 | | |
| | HQS590 | Capstone: Strategic Management in Healthcare Quality and Patient Safety | 3 | HQS510 | |
| | HQS599 | Internship | | | |
| Total | | | 9 | | |

## Field Experience (internship):

***Brief description:*** **(More details mentioned in EMHQS _ Internship Guide)**

The internship program aims to give the students a unique opportunity to experience first- hand how the efforts to facilitate the improvement of healthcare quality and patient safety in real-life settings and to understand the interaction between health quality and patient safety and implementation of quality improvement programs and interventions. Students will be rotated between various departments in the internship organizations to learn of the processes and protocols required to design, plan, facilitate and implement quality and patient safety programs and interventions.

***Time allocation and scheduling arrangement:*** Last semester

***The number of credit hours:*** 8 weeks

***Intended learning outcomes:***

- Associate concepts, theories, and protocols in the domain of healthcare quality and patient safety measures with practical application.
- Prepare graduates to exercise administrative, leadership, and specialized skills in different fields of work within the discipline of healthcare quality and patient safety.
- Apply theories, methods, and processes for the design, planning, facilitation, and implementation of healthcare quality and patient safety measures.
- Demonstrate ethical policies and principles in healthcare quality and patient safety practices.

***Assessment procedures:*** (More details mentioned in EMHQS _ Internship Guide)

Pass / Fail criteria

The students will undergo training across healthcare organizations and quality & patient safety related fields. The training can range from healthcare operations, quality control and assurance to patient safety management …etc. At the end of training, the student trainee will be subjected to evaluation by the training supervisor. The evaluation will be based on assessment provided by training organization, final reports, and final interview.

## Project or Research Requirements:

***Brief description:*** (More details mentioned in EMHQS _ Capstone Research Guide)

The purpose of the capstone quality improvement project is to provide a culminating experience that

requires the integration and application of knowledge attained in the coursework. Students will apply this knowledge through the completion of a mentored quality improvement project in their healthcare organization. In collaboration with faculty and health organization advisors, students will identify a quality improvement opportunity and use improvement methodology to describe the extent of the problem, analyze the current system, design tests of change (countermeasures), implement, and measure results. Students will be required to write and present their work while reflecting on lessons learned and the process of change.

***Semester:***

The project to be submitted after the final fourth semester to fulfill the master's degree requirement.

***The number of credit hours:*** Three credit hours

***Intended learning outcomes:***

- Identify effective change strategies that can occur within complex health care systems to improve healthcare quality and patient safety.
- Apply knowledge in foundational concepts of quality and safety measurement, improvement, and analysis in promoting safe, high-quality care for diverse patients across healthcare systems and environments
- Apply theories, methods, and processes for the design, planning, facilitation, and implementation of healthcare quality and patient safety measures
- Evaluate gained experiences through the completion of a mentored quality improvement project in healthcare organization research

***Assessment procedures for the capstone Research***

Pass (75 or more out of 100) /Incomplete/Resubmission criteria

## Attendance and Completion Requirements:

- Completing the total credit hours = 36 including the capstone project
- Completing the internship training period
- Students must attend all face to face and virtual classes.

## Students Assessment System:

According to SEU examinations guidelines and regulations:

- Continuous evaluation
- Midterm and final exams

## The general exam frame should include:

- Written Examination ranging according to the curriculum phase and type of module:
- Multiple –choice questions
- Problem solving questions.
- Structured Short Notes

According to SEU examinations guidelines and regulations**,** the examination results should be graded and assessed as following:

| Degree | | Percentage % |
|---|---|---|
| Excellent | A+ | 95% -100% |
| | A | 90 % -94.9% |
| Very good | B+ | 85 - 89.9 % |
| | B | 80 – 84.9% |
| Good | C+ | 75 - 79.9 % |
| Failure | F | Below 75 % |