

SEMESTER-IV

GANPAT UNIVERSITY									
FACULTY OF MANAGEMENT STUDIES									
Program		MBA		Branch/Spec.		MBA (Healthcare & Hospital Management) Elective Subject			
Semester		IV				Version		1.0.0.0	
Effective from Academic Year				2025-26		Effective for the batch Admitted in			June 2025
Subject code		IVA02HQP		Subject Name		Healthcare Quality and Patient Safety			
Teaching scheme					Examination scheme (Marks)				
(Per week)	Lecture(DT)		Practical(Lab.)		Total		CE	SEE	Total
	L	TU	P	TW					
Credit	2	0	0		2	Theory	100		100
Hours	2	0	0		30	Practical			
Objective: To equip MBA students with a strategic framework to lead quality improvement and patient safety initiatives, enabling them to drive operational excellence, mitigate risk, and enhance organizational value in the competitive healthcare landscape.									
Course Outcome: CO 1: The students will be able to explain the core principles of healthcare quality and formulate the strategic business case for investing in patient safety. CO 2: The students will be able to analyze common quality improvement methodologies and risk management tools used to enhance healthcare processes. CO 3: The students will be able to evaluate the components of a high-reliability safety culture and the critical leadership behaviors required to sustain it. CO 4: The students will be able to formulate a strategic governance framework for quality and safety, integrating patient experience, technology, and future healthcare trends.									
Theory syllabus									
Unit	Content								Hrs
1	Foundations of Healthcare Quality, The "To Err is Human" Imperative, Defining Quality: The IOM's Six Domains, The Donabedian Model: Structure, Process, Outcome, The Cost of Poor Quality: Financial & Reputational Impact, The Business Case for Patient Safety, The Role of Accreditation Bodies (JCI, NABH)								6
2	Methodologies for Quality Improvement & Risk Management, Process Improvement Models: - Lean Healthcare: Identifying & Eliminating Waste - Six Sigma & DMAIC Framework (Conceptual), Proactive Risk Assessment: - Failure Mode and Effects Analysis (FMEA), Reactive Risk Analysis: - Root Cause Analysis (RCA) & The "5 Whys", The Swiss Cheese Model of System Accidents, Measuring Quality: KPIs & Dashboards for Leaders.								8
3	Leadership and the Culture of Safety, Creating a "Just Culture": Accountability vs. Blame, The Principles of High-Reliability Organizations (HROs), Fostering Psychological Safety & Speaking Up for Safety, Leadership's Role: Executive Walk-Rounds & Setting the Tone, Effective Teamwork & Communication (TeamSTEPPS Concepts), The Role of Checklists & Standardized Protocols, Patient								8

	Engagement in Their Own Safety.	
4	Strategic Governance, Patient Experience, and the Future, The Role of the Board & C-Suite in Quality Oversight, Linking Quality Metrics to Executive & Strategic Goals, The Patient Experience as a Competitive Differentiator, Public Reporting, HCAHPS, and its Financial Implications, Disclosure & Management of Adverse Events, Technology's Role: AI for Risk Prediction, Digital Safety Tools, The Future: Value-Based Care & Population Health Quality.	8
Practical content		
Reference Books		
1.	Gawande, Atul. The Checklist Manifesto: How to Get Things Right. Metropolitan Books, 2009.	
2.	Institute of Medicine (IOM). To Err Is Human: Building a Safer Health System. National Academies Press, 2000.	
3.	Institute of Medicine (IOM). Crossing the Quality Chasm: A New Health System for the 21st Century. National Academies Press, 2001.	
4.	Reason, James. Human Error. Cambridge University Press, 1990.	
5.	Weick, Karl E., and Sutcliffe, Kathleen M. Managing the Unexpected: Resilient Performance in an Age of Uncertainty. 3rd Edition, Wiley, 2015.	
6.	Toussaint, John S., and Berry, Leonard L. Management on the Mend: The Healthcare Executive Guide to System Transformation. McGraw-Hill, 2013.	
7.	Lencioni, Patrick M. The Five Dysfunctions of a Team: A Leadership Fable. Jossey-Bass, 2002.	
8.	Sinek, Simon. Start with Why: How Great Leaders Inspire Everyone to Take Action. Portfolio, 2009.	
9.	Wachter, Robert M. The Digital Doctor: Hope, Hype, and Harm at the Dawn of Medicine's Computer Age. McGraw-Hill, 2015.	
10.	Berwick, Donald M., et al. "The 100,000 Lives Campaign: Setting a Goal and a Deadline for Public Health Improvement." JAMA, 2006.	