

 Universitas Airlangga	SEMESTER LEARNING PLAN		Prepared by	Examined by	Approved by	Document Registration Number
	SLP		(Person in Charge)	(Head of Bachelor Program / Head of Department)	Vice Dean I	01/S1Kesmas/RPS/2019
	Revision – Date	January 1st, 2019	Prof. S. Supriyanto, dr., M.S.	Dr. Diah Indriani, S.Si., M.Si.	Dr. Santi Martini, dr., M.Kes	
Faculty of Public Health	Valid on Semester (odd/even) / Academic Year	Even Semester	(sign)	(sign)	(sign)	

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A. DETAILS OF COURSE

1. Course Name	Quality Management for Healthcare
2. Course Code	MNS310
3. Credits (SKS)	2 (two) SKS
4. Semester / Term	VI (sixth)
5. Study Program	Bachelor of Public Health
6. Student Learning Achievement	Students are able to comprehend the concept and implementation of service quality management in health service
7. Course Learning Achievement	Decide the appropriate action for the issue at hand Decide the appropriate communication action Identify and apply basic research method used in Public Health
8. Course Description	This course studies the concept of service quality management in health sector, quality cycle and various methods to use in the efforts of service quality assurance in health sector
9. Course Prerequisites (if any)	Basic of Health Policy and Administration ; Health Economics
10. Instructor	Prof. S. Supriyanto, dr., M.S.
11. Teaching Assistants	Prof. S. Supriyanto, dr., M.S. Ratna Dwi Wulandri, S.KM., M.Kes.

B. TEACHING PROGRAM

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Week	Skills expected at the end of each learning phase (Sub-Course Achievement) (C, A, P)	Study Materials	Teaching Methods	Additional Materials for Learning	Meeting Time	Course Objectives	Criteria and Indicator of Evaluation / Measurable Learning Outcome (hard dan soft skills)	Mark / Grade / Percentage (%)	Reference Number Ref. (nomor)
1	2	3	4	5	6	7	8	9	10
1	Students comprehend the importance of quality awareness for health service	1. Evolution of quality management 2. Definition of quality 3. Concept of quality	1. Contextual learning 2. Reading assignments	LCD and whiteboard	2x50 minutes		1. Listening ability 2. Communication		1-3
2	Students are able to explain quality management	1. Quality policy 2. Quality system 3. Quality manual	1. Small group discussions 2. Reading assignments	LCD, whiteboard, and worksheet	2x50 minutes		1. Listening ability 2. Communication		1-3
3	Students are able to explain quality organizations	1. Individual-based 2. Group-based 3. Organization-based	1. Problem base learning 2. Reading assignments	LCD and whiteboard	2x50 minutes		1. Listening ability 2. Communication		1-3
4	Students are able to explain quality cost	1. Concept of quality cost 2. Aspects of quality cost 3. Calculation of quality cost	1. Student Centered Learning (SCL) 2. Reading assignments	LCD and whiteboard	2 x 50 minutes		1. Listening ability 2. Communication		1-3

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1	2	3	4	5	6	7	8	9	10
5	Students are able to explain the concept of service quality according to some experts	Service quality, among others a. Gronroos's Theory b. Donabedian c. Supriyanto	1. Small group discussions 2. Reading assignments	LCD, whiteboard, and worksheet	2 x 50 minutes		1. Listening ability 2. Communication		1-3
6	Students are able to explain the concept of service quality according to some experts	Service quality, among others a. Brady & Cronin b. Dalbhokar c. Discrepancy theory (Woodraff & Gardian; Vallery Parasurahman)	1. Small group discussions 2. Reading assignments	LCD, whiteboard, and worksheet	2 x 50 minutes		1. Listening ability 2. Communication		1-3
7	Students are able to explain the application of Malcolm Baldrige in health service	1. Malcolm Baldrige's Concept 2. Criteria of Malcolm Baldrige	1. Student Centered Learning (SCL). 2. Reading assignments	LCD, whiteboard	2 x 50 minutes		1. Listening ability 2. Communication		1-3

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1	2	3	4	5	6	7	8	9	10
		3. How to conduct assessment using Malcolm Baldrige							
MID-TERM EXAMINATION									
8	Students are able to explain the concept of quality circle	1. Quality planning 2. Quality implementation 3. Quality evaluation	1. Small group discussions 2. Reading assignments	LCD, whiteboard, and worksheet	2 x 50 minutes		1. Listening ability 2. Communication		1-3
9	Students are able to explain the quality assurance application and TQM in health service organizations	1. Quality assurance 2. TQM	1. Small group discussions 2. Reading assignments	LCD, whiteboard, and worksheet	2 x 50 minutes		1. Listening ability 2. Communication		1-3
10	Students are able to explain service excellence and service convenience	1. Concept of service excellence and service convenience 2. Dimensions of service	1. Small group discussions 2. Reading assignments	LCD, whiteboard, and worksheet	2 x 50 minutes		1. Listening ability 2. Communication		1-3

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1	2	3	4	5	6	7	8	9	10
		excellence and service convenience 3. Efforts to reach service excellence and service convenience							
11	Students are able to explain Quality Function Deployment (QFD)	1. Concept of QFD 2. QFD Measures 3. Deployment concept 4. Structure of QFD 5. Practice of QFD	1. Student Centered Learning (SCL). 2. Reading assignments	LCD and whiteboard	2 x 50 minutes		1. Listening ability 2. Communication		1-3
12	Students are able to explain cost containment and its application in health service organizations	1. Study of cost containment 2. Technique and device of cost containment	1. Student Centered Learning (SCL). 2. Reading assignments	LCD and whiteboard	2 x 50 minutes		1. Listening ability 2. Communication		1-3

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13	Students are able to explain the importance of JCI accreditation as an attempt of improving health service quality	1. Definition 2. Purpose and benefit 3. Standards and indicators	1. Student Centered Learning (SCL). 2. Reading assignments	LCD and whiteboard	2 x 50 minutes		1. Listening ability 2. Communication		1-3
FINAL EXAMINATION									

C. REQUIRED TEXTS / REFERENCES / ESSENTIAL READINGS

1. Donabedian, A. (2002). *An Introduction to Quality Assurance in Health Care*. New York: Oxford University Press.
2. Supriyanto, S., & Wulandari, R. D. (2007). *Manajemen Mutu Pelayanan Kesehatan*. Surabaya: Health Advocacy.
3. Zeithaml, V. A. (2009). *Delivering Quality Service*. New York: The Free Press.