Faculty of Health and Medical Sciences
School of Health Sciences

Transforming Services for Quality
Module Code HCRM013

Credits / Level of Study 15 credits / Level 7

Module Aims
This module aims to:
• Examine the current health and social care agenda
• Support students explore innovative new ways of working and how these could potentially improve the quality of care received by patients, clients, carers and the public.
• Students will be enabled to reflect upon and justify the need for effective change management and implementation.

Learning Outcomes
On successful completion of this module, students will be able to:
• Demonstrate in depth knowledge and appreciation of the current healthcare agenda and its impact on health and social care provision.
• Critically evaluate, challenge and apply data and research evidence to innovative new ways of working related to the needs of a defined population/ specific area of practice
• Critically evaluate and apply the principles of change to the process of innovation including opportunities to overcome resistance and barriers to change.
• Develop innovative approaches to patient care within their area of practice which utilise evidence (including user perspectives), create challenge and develop a progressive culture within the healthcare setting.

Module Content
Indicative content includes:
• Exploring the challenges for modern healthcare provision
• Identifying opportunities to improve quality
• The concept of quality from differing perspectives
• Innovation and service redesign in practice
• Analysis of barriers to change
• Negotiating, influencing and managing change

Pre-requisites/co-requisites of study
None

Delivery of Module
The learning and teaching methods include:
• Lectures (including e-lectures)
• seminars
• presentations
• guided study
• E-learning

Assessment
A summative assessment comprising of:
A proposal, critically analysing the opportunities to transform an aspect of service delivery to improve quality and an exploration of how an identified potential barrier to its implementation may be overcome. 2500 words

Key Information

Study Dates
October 2019: 8, 9, 29, 30
November 2019: 20
December 2019: 10

*Please check our website to ensure that there have been no revisions to the course dates listed

Location
University of Surrey

Cost £980.00

Module Leader
Karen Hughes
Tel: 01483 682939
Email: k.hughes@surrey.ac.uk

Post Registration Administration Team
Tel: 01483 683576
Email: postreg_admin@surrey.ac.uk

How to Apply
Application forms can be printed from our website