ZQUA C3101: Quality Management for Pharmacy

Module Title:	Quality Management for Pharmacy
Language of Instruction:	English

Credits:	5

NFQ Level:	7

Module Delivered In	1 programme(s)

Teaching & Learning Strategies:	This module will be delivered in two one hour lectures and two one hour computer practical classes per week. Lectures will provide a structured framework for the learning outcomes and to explain concepts. The practical computing sessions will allow students compute statistics, produce quality control charts and use quality management digital solutions for the pharmacy.

Module Aim:	The aim of this module is to give students a thorough understanding of quality management systems which promote best practice in the provision of pharmacy services.

Learning Outcomes	
On successful completion of this module the learner should be able to:	
LO1	Describe the process model of quality, different quality management systems, standardisation and continuous quality improvement methodologies.
LO2	Select and use problem solving techniques, statistical process control tools and quality management principles.
LO3	Use software applications for data analysis, statistical quality control and quality management solutions for the pharmacy.

Pre-requisite learning
Module Recommendations *This is prior learning (or a practical skill) that is recommended before enrolment in this module.*
No recommendations listed
Incompatible Modules *These are modules which have learning outcomes that are too similar to the learning outcomes of this module.*
No incompatible modules listed
Co-requisite Modules
No Co-requisite modules listed
Requirements *This is prior learning (or a practical skill) that is mandatory before enrolment in this module is allowed.*
No requirements listed

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Module Content & Assessment

Indicative Content
Fundamental Quality Concepts Definitions of Quality Control, Quality Assurance and Quality Management. Total Quality Management (TQM). Definition and classification of quality costs. Process model of quality and continuous quality improvement.
Quality Standards Definition of standards and standardization. Rationale, development and structure of standards. Standards supporting innovation. ISO 9000 family of standards, ISO 9000 - Quality Management Principles, ISO 9001 - Quality Management Systems Requirements. National and international bodies including PSI, HSE, HPRA, NSAI, INAB, ISO, HIQA and EIQA. National Standards for Safer Better Healthcare. Development of PSI Standards. EFQM Model. Quality Audits and the Pharmacy Assessment System.
Management Levels of management, roles and responsibilities. Pharmacy team, employee motivation, leadership and managing change. Safety, Health and Welfare at Work Act 2005. Operational Standards for Pharmacies. Employee training and certification schemes.
Quality Engineering Problem solving techniques for process improvement including Pareto analysis, Vendor rating schemes, Flowcharting and Cause and effect analysis. Introduction to Six Sigma and Lean. The DMAIC process. Lean Toolbox.
Statistical Process Control Data and measurement. Summary statistics and presentation of data. Acceptance Sampling. Principles of Statistical Process Control (SPC). Control Charts for Variables: average and range charts, pre-control chart, cumulative sum control chart (CUSUM) and multi-vari charts. Control charts for Attributes: np, p, u and c charts. Interpretation and design of charts. Process Capability Analysis.
Practicals Software applications for data analysis, statistical process control and digital solutions to pharmacy quality management.

Assessment Breakdown	%
Continuous Assessment	50.00%
Practical	50.00%

Special Regulation
Students must achieve a minimum grade (35%) in both the CA and practical components of the course.

Continuous Assessment				
Assessment Type	*Assessment Description*	*Outcome addressed*	*% of total*	*Assessment Date*
Other	Assignments and quizzes.	1,2	50.00	n/a

No Project

Practical				
Assessment Type	*Assessment Description*	*Outcome addressed*	*% of total*	*Assessment Date*
Practical/Skills Evaluation	Practical assignments in Data Analysis and Statistical Process Control. Production of a Quality Management portfolio.	1,2,3	50.00	n/a

No End of Module Formal Examination

Continuous Assessment				
Assessment Type	*Assessment Description*	*Outcome addressed*	*% of total*	*Assessment Date*
Other	Assignments and quizzes.	1,2	50.00	n/a

No Project

Practical				
Assessment Type	*Assessment Description*	*Outcome addressed*	*% of total*	*Assessment Date*
Practical/Skills Evaluation	Practical assignments in Data Analysis and Statistical Process Control. Production of a Quality Management portfolio.	1,2,3	50.00	n/a

No End of Module Formal Examination

SETU Carlow Campus reserves the right to alter the nature and timings of assessment

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Module Workload

Workload: Full Time		
Workload Type	*Frequency*	*Average Weekly Learner Workload*
Lecture	12 Weeks per Stage	2.00
Practicals	12 Weeks per Stage	2.00
Independent Learning Time	15 Weeks per Stage	5.13
	Total Hours	125.00

Workload: Part Time		
Workload Type	*Frequency*	*Average Weekly Learner Workload*
Lecture	12 Weeks per Stage	2.00
Practicals	12 Weeks per Stage	2.00
Independent Learning Time	15 Weeks per Stage	5.13
	Total Hours	125.00

Module Delivered In

Programme Code	Programme	Semester	Delivery
CW_SAPHF_D	Bachelor of Science in Pharmacy Technician Studies	2	Mandatory