

## **QUALITY ASSURANCE IN THE EDUCATION OF HEALTHCARE PROFESSIONALS**

Tom Aretz

### **Goals**

This workshop will explore the principles of quality assurance (QA) in general, and its application to education. It will attempt to describe the development of QA strategies and its application to education, using mainly curriculum management as an example.

### **Topics to be addressed**

QA principles have been widely applied in virtually all industries and the essentials of the quality cycle as it applies to education will be reviewed. Using case studies, especially from clinical education, the workshop will address the following topics:

- Outcomes driven processes based on values and mission
- Creation of culture of quality
- Systems based approaches
- Organizational structures that support autonomy, accountability and communication
- Creation of appropriate decision rights and collaboration
- Personal and personnel development
- Utilization of facts and data

The workshop will concentrate mostly on definition of outcomes as they relate to principles and values, the creation of appropriate organizational structures and decision rights, especially in dispersed educational environments, and the selection of metrics that are meaningful and measurable. Participants will be asked to develop these various aspects and elements of an integrated quality system and apply them to case studies, problems and their own institutional environment.