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**Project: 101092414—FTLV Qualité SANTE**

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**MINISTRY OF HEALTH OF THE REPUBLIC OF MOLDOVA**

**NICOLAE TESTEMITANU STATE UNIVERSITY OF MEDICINE AND PHARMACY**

**PROGRAM  
CONTINUING EDUCATION IN  
MEDICINE**

**Course name: ORGANIZATION AND ACTIVITY OF THE QUALITY  
MANAGEMENT SUBDIVISION WITHIN THE MEDICAL  
INSTITUTION**

**Course type: thematic improvement**

**Total number of hours: 50 hours**

**Chisinau 2025**

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**COORDINATED**  
**Minister Health**  
**of the Republic of Moldova**

\_\_\_\_\_ **Emil CEBAN**  
"\_\_\_\_\_ **2025**

**APPROVAL**  
**First Vice-Rector, Vice-Rector for**  
**Academic Activity Management,**  
**Nicolae Testemitanu University**  
**Dr. hab. MSc., Professor**

\_\_\_\_\_ **Olga CERNETCHI**  
"\_\_\_\_\_ **2025**

**The program was discussed and approved at:**

**Quality Management Council** meeting,  
Nicolae Testemitanu State University of Medicine and Pharmacy  
of December 17, 2025 minutes no. 04  
Vice President of the Quality Management Council,  
Head of Department of Continuing Medical Education,  
Dr. hab. pharm., associate professor, Stela Adauji

**Council of teachers** meeting,  
Raisa Pacalo Center of Excellence in Medicine and Pharmacy  
of December 12, 2025 minutes no. 03  
deputy director for educational,  
didactic and methodological activity, Svetlana Cobileanschi

**The program was developed by the team of authors:**

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## I. PRELIMINARIES

- **Course overview:**

The course is aimed at general nurses (higher education) and nurses (professional-technical studies), who work in quality management subdivisions within medical institutions. Its main objectives are to develop knowledge and practical skills in order to carry out activities related to quality management in various types of medical institutions. Teaching methods are active and participatory, and the course addresses the needs of those involved in the quality assurance process at the department/medical institution level. Participants will be encouraged to present case studies specific to the field of activity in order to connect the theoretical contents to real practice conditions. The course is scheduled for 50 hours, consists of 5 modules, each of the modules has its own learning objectives. At the end of the training, the trainees will have the skills to organize, implement and evaluate activities related to quality management in healthcare institutions of various levels, which will ensure a better quality of the medical services provided.

- **The mission (purpose) of the course in professional training:**

Developing knowledge and skills to operationalize, consolidate and develop the internal quality management system in various types of medical institutions.

- **Language of instruction:** Romanian.

- **Beneficiaries of the course:** general nurses (higher education) and nurses (professional-technical studies).

## II. TRAINING OBJECTIVES WITHIN THE COURSE

At the end of the course, the trainee will be able to:

- **at the level of knowledge**

- ✓ explain the concept of quality management;
- ✓ identify the advantages and disadvantages of various approaches to quality management;
- ✓ describe quality assessment methods;
- ✓ differentiate the techniques and purpose of various forms of feedback;

- **at application level:**

- ✓ apply quality assurance tools;
- ✓ prepare the necessary forms/sheets according to quality standards;
- ✓ select the evaluation methods and tools specific to a quality assessment mission;
- ✓ develop a checklist for evaluating a care process or activity;
- ✓ provide constructive feedback;

- **at the integration level:**

- ✓ perceive workplace evaluation as a performance assessment;
- ✓ plan a quality assessment mission/internal medical audit;
- ✓ carry out self-reflection exercises to improve one's own practices;
- ✓ develop a corrective and preventive action plan based on a medical audit report.

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### III. TOPICS AND INDICATIVE DISTRIBUTION OF HOURS

No. crt.	Subject	Lecture s	Number of hours				Total
			Practical work	Semi-nars	Individual work		
1.	Quality management of health services. Concept, dimensions and principles of organization of the quality management system.	2	2	2	3	9	
2.	Organization and role of the health services quality management subdivision in a hospital/medical facility	2	2	2	4	10	
3.	Standardization of health services. Quality assurance and improvement tools	2	2	2	4	10	
4.	Health services evaluation. Types, methods and applied tools.	2	2	2	3	9	
5.	Evaluation of the degree of satisfaction of beneficiaries/patients and employees.	2	2	2	3	9	
	colloquy		3			3	
<b>Total:</b>		<b>10</b>	<b>13</b>	<b>10</b>	<b>17</b>	<b>50</b>	

### IV. BENCHMARKS AND CONTENT UNITS

No. do	Theme name	Theme content
1.	Quality management of health services. Concept, dimensions and principles of organization of the quality management system.	Health services quality management. Definitions. Characteristics/dimensions. Principles. Functions. Structures and responsibilities according to the requirements of the regulatory framework.
2.	Organization and role of the health services quality management subdivision in a hospital/medical facility	Mission. Basic functions. Responsibilities. Rights and responsibilities of the Quality Management Subdivision.
3.	Standardization of health services. Quality assurance and improvement tools	Notions in the field of standardization. Purpose and benefits. Types of standards. Development and implementation at the institutional level.
4.	Health services evaluation	Types, methods and tools applied. Plan for improving the quality of services and patient safety. Correlation of the plan for improving the quality and safety with the strategic and operational objectives at the hospital/medical unit level
5.	Evaluation of the degree of satisfaction of beneficiaries/patients and employees	Evaluation of the degree of satisfaction of beneficiaries of medical services/patients. Tools, methods, analysis of collected data.

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<b>No. do</b>	<b>Theme name</b>	<b>Theme content</b>
6.	colloquy	Tests and evaluation of theoretical knowledge and practical skills.

## **V. METHODOLOGICAL SUGGESTIONS FOR TEACHING-LEARNING-ASSESSMENT**

### **✓ Teaching and learning methods used**

The course will use various modern methods of adult training and education: lecture, brainstorming, individual exercises, pair work, case study, "mosaic" method, plenary discussion, explanation, role play, simulation, self-evaluation, and energizing small group work.

### **✓ Assessment methods:**

- **current**

It will be carried out throughout the module through direct observation, testing, case study analysis, questions and answers, questionnaires, peer assessment, self-assessment and reflection.

- **final**

Written testing and practical skills assessment will be carried out. At the end of the course, the teachers will conduct a debriefing session and feedback with the participants and provide the standard EMC course evaluation form for completion.

## **VI. RECOMMENDED BIBLIOGRAPHY :**

### **A. Mandatory:**

1. National Health Strategy "Health 2030", approved by Government Decision No. 387 of 14.06.2023.
2. Health Protection Law No. 411 of 28.03.1995.
3. Law on National Standardization No. 20 of 04.03.2016.
4. Order of the Ministry of Health No. 915 of 11.11.2024 "On the approval of the Framework Regulation for the organization and functioning of the Medical Services Quality Management Subdivision".
5. Order of the Ministry of Health No. 1115 of 05.12.2025 "On the approval of the Action Plan on Patient Safety for the years 2026-2030".
6. Order of the Ministry of Health No. 1024 of 12.12.2024 "On the approval of the Methodology for the development and implementation of normative acts for the standardization of health services".
7. Order of the Ministry of Health No. 519 of 29.12.2008 "Regarding the internal medical audit system".
8. Order of the Ministry of Health No. 426 of 06.06.2017 "On the approval of the Framework Operational Procedure on the development of procedures".
9. Order of the Ministry of Health No. 569 of 11.07.2011 "On the approval of the List of quality indicators medical assistance".
10. Order of the Ministry of Health No. 660 of 05.08.2024 "On the approval of the Standards for evaluation and accreditation in healthcare".
11. Practical guide "Evaluation of the degree of satisfaction of beneficiaries of medical services/patients and employees in the health system" approved by Order of the Ministry of Health no. 380 of 16.04. 2024.

### **B. Additional:**

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1. Order of the Ministry of Finance No. 189 of 05.11.2015 "On the approval of the National Standards for Internal Control in the Public Sector (amended in 2020)".
2. Quality Management Systems. Requirements.
3. ISO 15224:2017 standard - Health care services.
4. Quality management system in healthcare institutions. Requirements.