



COURSE OUTLINE: HCL102 - PATIENT SAFETY

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Approved: Bob Chapman - Dean

Course Code: Title	HCL102: PATIENT SAFETY
Program Number: Name	2187: HEALTH CARE LEADER 5985: HEALTH CARE LEADER.
Department:	BUSINESS/ACCOUNTING PROGRAMS
Academic Year:	2025-2026
Course Description:	In this course, students will examine the principles and practices of quality improvement, patient safety, and risk management within Canadian healthcare systems. Using a systems thinking lens, learners will evaluate frameworks that foster a culture of safety, support evidence-informed decision-making, and advance organizational reliability. Emphasis is placed on the role of corporate culture, accreditation, and professional regulation in promoting safety. Through case studies and applied tools, students will analyze safety incidents, interpret quality indicators, and design improvement initiatives that address human factors, system vulnerabilities, and organizational learning.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course:	2187 - HEALTH CARE LEADER
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Communicate effectively and appropriately with patients, families, and members of both the health care and administrative teams to maintain a wholly interactive environment.
	VLO 2 Practice and support evidence informed decision making, using critical thinking skills and best leadership practices to lead sustainable health care operations.
	VLO 3 Practice within the legal, ethical and professional scope of practice of a leader in Ontario's health care system to maintain the integrity of the health care organization.
	VLO 4 Address the needs of a diverse patient population using best practices to ensure progressive and positive processes within a health care facility.
	VLO 7 Utilize health care technology and informatics for the benefit of the patients and support of the institution.
	VLO 8 Outline strategies to manage risks in the business activities of a health care organization to obtain a sustainable organization.
	VLO 10 Apply patient and family quality care theories and core concepts of patient safety into current practices to achieve enhanced patient outcomes and positive experiences in the health care setting.
	VLO 11 Apply principles of operational planning, project management, and quality management to support health care operations.



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Essential Employability Skills (EES) addressed in this course:

- EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
- EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
- EES 4 Apply a systematic approach to solve problems.
- EES 5 Use a variety of thinking skills to anticipate and solve problems.
- EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
- EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
- EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Explain key concepts, historical milestones, and guiding frameworks in patient safety and quality	1.1 Define core terms including patient safety, quality, culture of safety, systems thinking, risk management, and high-reliability organization. 1.2 Summarize the evolution of patient safety and quality



	improvement.	improvement in Canada, referencing landmark studies and cases. 1.3 Describe the dimensions of quality and characteristics of high-reliability healthcare organizations. 1.4 Analyze the role and contributions of national and provincial organizations (e.g., Health Quality Ontario, Canadian Patient Safety Institute, Health Canada, and Canadian Institute for Health Information) in advancing safety and quality.
	Course Outcome 2	Learning Objectives for Course Outcome 2
	Explain institutional structures that shape patient safety, quality, and risk management in Ontario.	2.1 Describe the oversight roles of Accreditation Canada, the Coroner’s Office, and professional regulatory bodies. 2.2 Identify clinical and operational risks within healthcare settings and evaluate how they are monitored and managed. 2.3 Summarize reporting obligations and mechanisms (e.g., QIPs, adverse event reporting, medication error surveillance). 2.4 Identify best practices for disclosure, critical incident review, and post-event investigation.
	Course Outcome 3	Learning Objectives for Course Outcome 3
	Apply methods and tools to assess, monitor, and improve healthcare quality and safety.	3.1 Trace the development of quality improvement science and its relevance to healthcare delivery. 3.2 Analyze patient safety and risk data sources (e.g., complaints, surveys, incident reports, legal claims) to identify trends and areas for improvement. 3.3 Conduct root cause analyses and evaluate how human factors contribute to safety events. 3.4 Compare quality improvement methodologies (Lean, Six Sigma, Model for Improvement) and identify appropriate applications. 3.5 Select and justify the use of specific tools or strategies in the design of quality improvement initiatives.
	Course Outcome 4	Learning Objectives for Course Outcome 4
	Evaluate the role of environmental factors in sustaining safe, high-quality care.	4.1 Evaluate the impact of organizational culture on quality and safety outcomes. 4.2 Analyze how external factors (e.g., infection prevention, emergency preparedness, system capacity) influence quality and safety outcomes. 4.3 Appraise the effectiveness of process improvement frameworks in diverse healthcare settings.

Evaluation Process and Grading System:	Evaluation Type	Evaluation Weight
	Assignments (includes written assignments and presentations)	60%
	Professional Skills Development	20%
	Tests	20%

Date: August 19, 2025

Addendum: Please refer to the course outline addendum on the Learning Management System for further

[REDACTED] information.

