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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: PLANNING, IMPLEMENTATION, EVALUATION AND QUALITY
CONTROL 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 (vocational-technical studies), who work in the quality management subdivisions of medical services within medical institutions. The module "The Planning, Implementation, Evaluation and Quality Control Process in Medical Institutions" presents a systematic approach that ensures that all processes in the medical institution/unit are well structured and follow specific standards. Through planning, nurses can identify specific objectives, necessary resources and steps needed to improve the quality of medical services and patient safety. This not only improves operational efficiency, but also contributes to creating a more organized and less stressful work environment. The implementation of strictly controlled processes allows nurses to constantly monitor the quality of the services provided. This aspect is crucial in quickly identifying problems or deficiencies in patient care. Periodic quality assessment helps to adapt intervention strategies according to patients' needs, thus leading to improved patient experience and treatment compliance.

Thus, a module that includes these components is fundamental not only for the continuous improvement of the quality of medical services, but also for the professional development of general medical nurses. A medical unit that adopts a rigorous process of planning, implementation, evaluation and quality control optimizes not only resources but also patient health outcomes, thus increasing their confidence and satisfaction.

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


Developing planning, implementation, evaluation and quality control skills 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**
 - ✓ describe the fundamental concept of quality management based on the PDCA/PEVA cycle
 - ✓ differentiate the quality standards applicable in the healthcare system
 - ✓ explain the process of evaluating the quality of health services
- **at application level:**
 - ✓ develop detailed plans for improving the quality of services, identifying priorities and allocating the necessary resources
 - ✓ use effective tools and methods for implementing strategies and interventions
 - ✓ apply quality control methods to ensure compliance with standards and implement changes when necessary.

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- **at the integration level:**


- ✓ interpret performance indicators and quality assessment tools to monitor and analyze the results obtained
- ✓ propose quality improvement measures that improve patient care processes centered on needs

III. TOPICS AND INDICATIVE DISTRIBUTION OF HOURS

No. crt.	Subject	Number of hours				
		Lectures	Practical work	Seminars	Individual work	Total
1.	The fundamental concept of quality management based on the PDCA/PEVA cycle	2	2	2	3	9
2.	Process management based on procedures at the medical unit level	2	2	2	4	10
3.	Evaluation of the quality management system at the level of the medical institution/unit	2	2	2	4	10
4.	Data analysis and quality management system performance monitoring	2	2	2	3	9
5.	Non-conformity management. Continuous improvement of service quality.	2	2	2	3	9
	colloquy		3			3
Total:		10	13	10	17	50

IV. BENCHMARKS AND CONTENT UNITS

No. do	Theme name	Theme content
1.	The fundamental concept of quality management based on the PDCA/PEVA cycle	PDCA/PEVA service quality improvement cycle. Concept. Principles.
2.	Process management based on procedures at the medical unit level	Types of processes at the medical unit level. Specific internal circuits. Identification of critical control points. Development of documented procedures/standard operating procedures. The regulatory framework in force. Methodologies, instructions and work techniques. Internal regulations of the organization. Administrative acts - Decisions
3.	Health services evaluation	Internal and external evaluation. Types, methods and tools used in the evaluation process (compliance analysis - checklists, simulation sheets)
4.	Data analysis and quality management system performance monitoring	Data analysis and monitoring of the performance of the quality management system. Use of different types of data, analysis adapted to each type of data, analysis of critical data, recognition of potential problems, statistical control of the process, identification and monitoring of trends.

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No. do	Theme name	Theme content
5.	Non-conformity management Continuous improvement of service quality.	Types and causes of non-conformities. Methods for identifying and eliminating non-conformities. Development of corrective and preventive measures. Plan for continuous improvement of service quality
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-assessment, 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 evaluation, 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 CME course assessment 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 for nursing ".

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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:

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.