

Statement of participation

Halyna Zavarika

has completed the free course including any mandatory tests for:

Understanding service improvement in healthcare

This 10-hour course looked at service and improvement in relation to
healthcare.

Issue date: 18 April 2024



www.open.edu/openlearn

This statement does not imply the award of credit points nor the conferment of a University Qualification.
This statement confirms that this free course and all mandatory tests were passed by the learner.

Please go to the course on OpenLearn for full details:

<https://www.open.edu/openlearn/health-sports-psychology/understanding-service-improvement-healthcare/content-section-0>

COURSE CODE: **K828_1**

Understanding service improvement in healthcare

<https://www.open.edu/openlearn/health-sports-psychology/understanding-service-improvement-healthcare/content-section-0>

Course summary

This free course, Understanding service improvement in healthcare, will help you to understand what people mean by the terms 'service' and 'improvement' in relation to healthcare. The course will help you to think about how those involved in healthcare, whether as practitioners or service users, can monitor the progress of any initiative to improve care, and how they can make sure that any change is sustained.

Learning outcomes

By completing this course, the learner should be able to:

- define 'service' in the context of healthcare
- understand what is meant by 'service improvement' in healthcare settings
- monitor when progress is being made towards service improvement
- understand what sustains service improvement.

Completed study

The learner has completed the following:

Section 1

Speculating about knowledge

Section 2

Understanding 'service'

Section 3

How do I determine improvement and identify progress?

Section 4

What sustains the practice improvement?