Texas A&M University- Corpus Christi  
School of Nursing and Health Sciences  
HLSC4340 - Spring 2010  
Quality Management & Evaluation in Health Care

**Instructor:** Sherdeana Owens, DDS, MPA  
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**Class hours:** Thursday, 4:20-6:50 pm, as scheduled  
**Classroom:** Island Hall 162  
**Office Hours:** Monday, 10:00 - 12:00 noon, Thursday, 10:00 – 12:00 noon, and by Appointment

**Required Textbooks:**  
Additional readings as assigned.

**Course Description**  
Introduction to principles of quality assessment and outcome management, and application of Total Quality Management principles in healthcare organizations.

**Course Overview**  
Students are expected to read all chapters as assigned on the course calendar and study the Power Point summaries in Units (Blackboard).

Following the introduction to (1) basics of quality improvement, the course examines: (2) systems perspective of quality management; and (3) achieving quality results. Specific areas of study include: planning; implementation; measurement; design; and accreditation. The course specifically focuses on strategies to facilitate learning experiences within the complex health care environment.

In general, the pattern of student participation is weekly chapter readings and selected discussion assignments for each chapter, case studies and short quizzes will also be utilized. Summative tests are used to evaluate theoretical learning at the midpoint and conclusion of the course.

**Behavioral Objectives and Learning Outcomes:**

At the completion of the course students will be able to:

1. Define “quality of health care” from various system perspectives;  
2. Examine the historical development, theories, models and trend in quality management;  
3. Compare quality assessment and quality evaluation;  
4. Identify sources of data for quality assessment & quality improvement.
5. Examine the rationale, and designs of “Outcome Management”, and “Performance Measurement”;
6. Apply evaluation designs and instruments in planning outcome research.
7. Evaluate the effectiveness of a quality improvement action plan.

Grades are determined as follows:

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<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Weekly Participation</td>
<td>50%</td>
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<tr>
<td>Exam (1 &amp; 2 Average)</td>
<td>25%</td>
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<tr>
<td>Team Case Study Project</td>
<td>25%</td>
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Course Policies

1. Written assignments: Students are expected to follow instructions associated with the assignments for this course. Students should use the APA Publication Manual, 6th Edition as a reference for formatting and organizing written assignments. Points will be deducted for poorly written papers.

2. Written assignments must be submitted by the required date unless other arrangements have been made with the course instructor ahead of the due date. Two (2) points will be deducted from the final grade for the assignment for each day that the assignment is late. Students are expected to review the syllabus and course calendar throughout the semester to ensure that they complete class assignments correctly. Additional information may be found in the course Blackboard shell.

3. Students are expected to complete an anonymous course evaluation at the end of the course. The evaluation will be available through Blackboard. The practice of providing feedback to educational experiences is consistent with professional responsibilities.

NOTE:

Students with Disabilities
The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact the Disability Services Office at 361.825.5816 or visit the office in Driftwood 101.

Academic Honesty
University students are expected to conduct themselves in accordance with the highest standards of academic honesty. Academic misconduct for which a student is subject to a penalty includes all forms of cheating, such as illicit possession of examinations or examination materials, forgery, or plagiarism. (Plagiarism is the presentation of the work of another as one’s own work.) [http://falcon.tamucc.edu/~students/JAffairs/ja_code_of_conduct_article3.htm](http://falcon.tamucc.edu/~students/JAffairs/ja_code_of_conduct_article3.htm)
Plagiarism:
Plagiarism means to steal and pass off the work of another as one’s own work. It usually results from bad paraphrasing or improper referencing. The substitution of a few changes from those of the original author and forgetting to use quotation marks, and reference citation are technically considered plagiarism. The only safe way to paraphrase is to read the original over several times and then write your conception of what you have read without looking at the original. In other words, when paraphrasing, keep the source book closed! Wilson, p. 523)

Academic Advising: The College of Nursing and Health Sciences require that students consult with an Academic Advisor regarding their degree plan and/or changes to their degree plan. The Academic Advisor will set up a degree plan and indicate plan is active by signing the plan. Once the plan is completed it will be filed in the student's record. The College's Academic Advising Center is located on the third floor of Island Hall.

Grade Appeal Process
As stated in the College of Nursing and Health Sciences (CONHS) Handbook under section VII Policies and Procedures, a student that believes they have an academic grade appeal is encouraged to go through the CONHS academic review process prior to pursuing University Grade Appeal. See the handbook for the process.

As stated in University Rule 13.02.99.C2, Student Grade Appeals, a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, equitable evaluation procedures, or appropriate grading, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the process and the number of days allowed for completing the steps in the process, see University Rule13.02.99.C2, Student Grade Appeals, and University Procedure 13.02.99.C2.01, Student Grade Appeal Procedures. These documents are accessible through the University Rules Web site at http://www.tamucc.edu/provost/university_rules/index.html. For assistance and/or guidance in the grade appeal process, students may contact the Office of Student Affairs.