Quality Management and Evaluation in Healthcare

**COURSE DESCRIPTION**: 3 sem. hrs. (3:0) Introduces the principles of quality assessment and outcome management in healthcare organizations. This course is an introduction of integrated delivery systems and their operations. It includes an examination of patient care management and the patient experience. A framework for understanding healthcare quality efforts is also an integral part of the course. Prerequisite: Completion of 3000 level courses.

**COURSE OBJECTIVES**:

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. Create and evaluate the effectiveness of a quality improvement action plan.

**REQUIRED TEXTS AND RESOURCES**:

Johnson, J. & Sollecito, W. Continuous Quality Improvement in Health Care (5th Ed). Jones and Bartlett Learning. 9781284126594

Additional readings as assigned.

**Course Overview**

Students are expected to read all chapters as assigned on the course calendar and study the PowerPoint 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.

Grades are determined as follows:

Discussions
Final Exam
In-Class Scenarios
Patient Safety Exercise
Team Quality Agency Presentation
Team Case Study Project
Quizzes

Grading Scale

A – 90-100
B – 83-89
C – 75-82
D – 65-74
F – below 65

Instructor 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.

**POLICIES:**

**Evaluation Input From Students**

The faculty of the College of Nursing and Health Sciences places great value on evaluative input from students. Evaluation of courses, instructors and clinical facilities provides the College with important data which is used to strengthen the program. Data is analyzed as to trends and themes and is important to curriculum and sequencing decisions. All evaluations for courses posted are online. The online mechanism allows us the opportunity to tabulate and store information in order to analyze trends within the curriculum. Please be assured that this information is secured and not released until after grades are submitted. No names are available to faculty. In order to garner some reliability and validity, the College must have representative data from the student population. That representation, based on the literature, has been set at 70%. The College is anticipating that students will thoughtfully participate in the evaluation process which will assist the faculty with the growth of the program. A link to evaluations will be available on Blackboard toward the end of the semester. Thank you in advance for your assistance with the evaluation process.

**Academic Integrity and Honesty**

It is expected that University students will demonstrate a high level of maturity, self-direction, and ability to manage their own affairs. Students are viewed as individuals who possess the qualities of worth, dignity, and the capacity for self-direction in personal behavior. 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 intentionally, knowingly, or carelessly presenting the work of another as one’s own). Please see the following sites for additional information:

- University Student Handbook and Code of Conduct: [http://www.tamucc.edu/~students](http://www.tamucc.edu/~students)
- University catalog related to academic integrity and honesty: [http://catalog.tamucc.edu/](http://catalog.tamucc.edu/)
- University Rules and Procedures: [University Procedure 13.02.99.C3.01 Academic Misconduct Cases](http://www.tamucc.edu/~students)

**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 CCH 116. If you are a returning veteran and are experiencing cognitive and/or physical access issues in the classroom or on campus, please contact the Disabilities Services office for assistance at (361) 825-5816.

Civil Rights Reporting

Texas A&M University-Corpus Christi is committed to fostering a culture of caring and respect that is free from discrimination, relationship violence and sexual misconduct, and ensuring that all affected students have access to services. For information on reporting Civil Rights complaints, options and support resources (including pregnancy support accommodations) or university policies and procedures, please contact the University Title IX Coordinator, Sam Ramirez at Samuel.ramirez@tamucc.edu or Deputy Title IX Coordinator, Rosie Ruiz at Rosie.Ruiz@tamucc.edu ext. 5826, or visit website at Title IX/Sexual Assault/Pregnancy.

Limits to confidentiality. Essays, journals, and other materials submitted for this class are generally considered confidential pursuant to the University's student record policies. However, students should be aware that University employees, including instructors, are not able to maintain confidentiality when it conflicts with their responsibility to report alleged or suspected civil rights discrimination that is observed by or made known to an employee in the course and scope of their employment. As the instructor, I must report allegations of civil rights discrimination, including sexual assault, relationship violence, stalking, or sexual harassment to the Title IX Coordinator if you share it with me.

These reports will trigger contact with you from the Civil Rights/Title IX Compliance office who will inform you of your options and resources regarding the incident that you have shared. If you would like to talk about these incidents in a confidential setting, you are encouraged to make an appointment with counselors in the University Counseling Center.

Title IX

As part of the Texas A & M Corpus Christi University policy, pregnant students are urged to contact the Title IX office for facilitation of academic issues impacted by pregnancy, delivery and subsequent complications. Contact information: Mr. Samuel Ramirez, Title IX Coordinator or Ms. Rosie Ruiz, Deputy Title IX Coordinator (825-5826).

Active Military Duty

Active duty military personnel, military spouses, and veterans with special circumstances (eg: deployment, drill requirements, disabilities) are welcome and encouraged to communicate these, in advance if possible, to the course and clinical instructor.
Grade Appeals Process

The College of Nursing and Health Sciences (CONHS) adheres to the University’s student grade appeal procedures described in Section 13.02.99.C2.01 (revised May, 2013) and follows those guidelines. See http://academicaffairs.tamucc.edu/Rules_Procedures/ for the University procedure and see http://conhs.tamucc.edu/shb/ for the CONHS process identified in the Student Handbook.

Support Services

Students are encouraged to seek faculty assistance in accessing University Services, including tutoring, health services, personal counseling, degree counseling, financial aid, learning resources, job/work placement, career guidance, and computer/technical support/instruction. If a student is interested in other support services provided by the University, the student is encouraged by the College of Nursing and Health Sciences and the University to seek these services.

Dropping a Class

I hope that you never find it necessary to drop this or any other class. However, events can sometimes occur that make dropping a course necessary or wise. Please consult with your academic advisor, the Financial Aid Office, and me, before you decide to drop this course. Should dropping the course be the best course of action, you must initiate the process to drop the course by going to the Student Services Center and filling out a course drop form. Just
stopping attendance and participation WILL NOT automatically result in your being dropped from the class. See TAMUCC Academic Calendar for the last day to drop a class with an automatic grade of “W” this term.

Course Calendar

<table>
<thead>
<tr>
<th>Unit</th>
<th>Assignment</th>
<th>remarks</th>
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<tbody>
<tr>
<td>1</td>
<td>Orientation</td>
<td>Introductions Discussion; Orientation Quiz; Bb orientation; Ice breaker activity; meet groups</td>
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<tr>
<td>2</td>
<td>Intro to Quality CH 1; Group Project Instructions</td>
<td>Quality Agency Group Project instructions Select group leader and post name in group discussion area; Quiz Ch1</td>
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<tr>
<td>3</td>
<td>Chap 2; Chasing Zero</td>
<td>Chasing Zero video and discussion</td>
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<tr>
<td>4</td>
<td>Chap 3;</td>
<td>Quiz CH 2 and 3, in-class activity</td>
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<td>5</td>
<td>Chap 4 Patient Safety Exercise Instructions</td>
<td>Quiz Chap 4; Quality Agency Group Project due Sunday midnight</td>
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<td>6</td>
<td>Chap 5, Team Building Exercise; Patient Safety Exercise examples</td>
<td>Quiz CH 5; team building exercise in class. Quality Agency discussion due Sunday midnight</td>
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<tr>
<td>7</td>
<td>Chap 6 Healthcare by Design videos</td>
<td>Quiz CH 6; Healthcare by Design quiz</td>
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<tr>
<td>8</td>
<td>Chap 7; case study instructions In Class Scenario Quality Steps Videos</td>
<td>Quality Steps Discussion 1 In Class Scenario assignment (Cust sat) Quiz CH 7 Patient Safety Exercise due Sunday midnight</td>
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<tr>
<td>9</td>
<td>Chap 8; Case Study Instructions</td>
<td>Quality Steps Discussion 2; CS Assignment planning</td>
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<td>10</td>
<td>Chap 9</td>
<td>Quiz ch 9</td>
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<tr>
<td>11</td>
<td>CH 10; Case Study; meet w groups and work in class</td>
<td>Ch 10 quiz; Case Study paper and presentation due Sunday midnight</td>
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<tr>
<td>12</td>
<td>Ch 11; Presentation of case studies in class</td>
<td>Ch 11 quiz</td>
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<tr>
<td>Day</td>
<td>Chapter(s)</td>
<td>Activities</td>
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<tr>
<td>13</td>
<td>Ch 12; Presentation of case studies in class</td>
<td>Ch 12 quiz; Case Study Discussion; Peer Review due Sunday midnight</td>
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<tr>
<td>14</td>
<td>Ch 13 and 14</td>
<td>Ch 13 and 14 quiz</td>
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<tr>
<td>15</td>
<td>NO CLASS</td>
<td>Final Exam- cumulative</td>
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