

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: HIM 2500

COURSE TITLE: Quality Management

PREREQUISITE(S): HIM 1300 and HIM 1110

COREQUISITE(S): None

CREDIT HOURS: 2

CONTACT HOURS/WEEK: 2

CONTACT HOUR BREAKDOWN:

Lecture/Discussion: 2

Laboratory:

Other _____:

FACULTY WORKLOAD POINTS: 2

STANDARDIZED CLASS SIZE ALLOCATION: 24

CATALOG COURSE DESCRIPTION: This course investigates the components of quality management programs in health care including clinical quality improvement, utilization management, and risk management, as well as the medical staff and credentialing. Quality management in health information management departments is explored through case studies.

SUGGESTED TEXT(S)/Resources:

Abdelhak, et al. Health Information: Management of a Strategic Resources, text and workbook. Philadelphia, PA: W.B. Saunders, current edition.

Cofer, Jennifer and Hugh Greeley. Continuous Quality Improvement for Health Information Management. Marblehead, MA: Opus Communications, current edition.

Goal QPC. Memory Jogger. Salem, NH: current edition. or JCAHO. A Pocket Guide to Using Performance Improvement Tools. Chicago, IL: JCAHO, current edition.

IMPLEMENTATION DATE: Fall Term, 2002

REVIEW OR MODIFICATION DATE: Fall Term, 2002 (20031)
Fall Term, 2008 (20091) - Outline Review Process 2007

COURSE TOPICS	CONTACT HOURS <u>PER TOPIC</u>
I. Overview of Quality Improvement	4
<ul style="list-style-type: none"> A. Brief Introduction and Overview of Course B. Purpose and Philosophy of Quality Management In Health Care <ul style="list-style-type: none"> 1. Historical Development 2. Medical Education Reform 3. Role of JCAHO: Joint Commission on Accreditation of Health Care Organizations 4. NCQA: National Committee on Quality Assurance 5. Provider Accountability and Outcomes Reporting <ul style="list-style-type: none"> a. JCAHO: ORXY b. NCQA: HEDIS 6. Federal Legislation 7. Quality Awards C. Overview of Components of Quality Management <ul style="list-style-type: none"> 1. Clinical Quality Improvement 2. Quality Improvement 3. Utilization Management 4. Risk Management 5. Credentialing 6. Medical/Professional Staff Organization D. Role of the HIM Professional 	
II. Clinical Quality Improvement	4
<ul style="list-style-type: none"> A. Historical Development B. Objectives C. External Requirements <ul style="list-style-type: none"> 1. Medicare Conditions of Participation 2. JCAHO D. Internal Incentives E. Clinical Reviews <ul style="list-style-type: none"> 1. Operative, Invasive, and Noninvasive Procedure Review 2. Medication Usage Review 3. Medical Record Review 4. Blood Usage Review F. Other Reviews <ul style="list-style-type: none"> 1. Dimensions of Performance 2. Sentinel Events 3. Infection Surveillance, Prevention, and Control 4. Safety and Emergency Preparedness 5. Ancillary Department Reviews G. Methodology and Models <ul style="list-style-type: none"> 1. Donabedian's Model: Structure, Process, Outcome 	

COURSE TOPICS

- 2. QM Timeframes: Prospective, Concurrent, Retrospective
- 3. JCAHO Monitoring and Evaluation Model
- 4. Quality Indicators
- 5. Clinical Practice Guidelines, Clinical Pathways, and Evidence-Based Medicine
- 6. Patient-Centered Care
- H. Role of the HIM Professional

III. Quality Improvement Tools 4

- A. Theoretical and Conceptual Foundations
- B. Quality Management Gurus
 - 1. W. Edward Deming
 - 2. Joseph M. Juran
 - 3. Philip B Crosby
 - 4. Kaoru Ishikawa
- C. Quality Improvement Methods and Models
 - 1. PDCA Model: Plan, Do, Check, Act
 - 2. Seven-Step Model
 - 3. Six-Step Method
 - 4. Benchmarking
- D. Quality Improvement Tools
 - 1. Idea-Generating Tools
 - a. Brainstorming
 - b. NGT: Nominal Group Technique
 - c. Affinity Diagram
 - 2. Data Organization
 - a. Flowcharts
 - b. Matrix
 - c. Cause-and-effect (Fishbone) Diagram
 - d. Force Field Analysis
 - 3. Data Analysis and Presentation
 - a. Histograms
 - b. Bar Chart
 - c. Run Charts and Line Graphs
 - d. Pareto Charts
 - e. Control Charts
 - f. Correlation Analysis
- E. Clinical and Administrative Use of QI Information
- F. Role of the HIM Professional

IV. Utilization Management 4

- A. Historical Development
- B. Objectives
- C. External Requirements
 - 1. Medicare Conditions of Participation

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
<ul style="list-style-type: none"> 2. JCAHO 3. Third-Party Payers D. Internal Incentives E. Program Components <ul style="list-style-type: none"> 1. Utilization Review <ul style="list-style-type: none"> a. Prospective Review b. IS/SI: Intensity of Service/ Severity of Illness c. Concurrent Reviews d. Retrospective Review of Program Performance 2. Case Management and Discharge Planning F. Methodology <ul style="list-style-type: none"> 1. Criteria Sources 2. Review Procedures G. Clinical and Administrative Use of UM Information H. Role of the HIM Professional 	4
<ul style="list-style-type: none"> V. Risk Management <ul style="list-style-type: none"> A. Historical Development <ul style="list-style-type: none"> 1. Court Decisions - Darling and others 2. Malpractice Crisis - 1970s B. Objectives <ul style="list-style-type: none"> 1. Risk Identification 2. Risk Control 3. Risk Financing C. External Requirements D. Internal Incentives E. Program Components <ul style="list-style-type: none"> 1. Loss Prevention and Reduction 2. Claims Management <ul style="list-style-type: none"> a) Coordination with legal counsel 3. Safety and Security 4. Employee Programs 5. Patient Relations F. Methodology <ul style="list-style-type: none"> 1. Generic Occurrence Screening 2. APOs: Adverse Patient Occurrences 3. PCEs: Potentially compressible events G. Clinical and Administrative Use of Risk Management Information H. Role of the HIM Professional 	4
<ul style="list-style-type: none"> VI. Credentialing <ul style="list-style-type: none"> A. Historical Development B. Objectives 	4

CONTACT HOURS
PER TOPIC

COURSE TOPICS

<ul style="list-style-type: none"> C. External Requirements <ul style="list-style-type: none"> 1. Accrediting Agencies 2. Licensure 3. HCQIA: Health Care Quality Improvement Act and NPDB: National Practitioner Data Bank D. Internal Incentives E. Program Components <ul style="list-style-type: none"> 1. Appointment or Reappointment 2. Credentials Verification 3. Privilege Delineation 4. Practitioner Profiles 5. Licensed Independent Practitioners F. Methodology <ul style="list-style-type: none"> 1. Medical Staff Services Professional 2. Credentials Committee G. Clinical and Administrative Use of Credentialing Information H. Role of the HIM Professional 	3
<p>VII. Medical/Professional Staff Organization</p> <ul style="list-style-type: none"> A. Bylaws, Rules and Regulations B. MSO: Medical Staff Organization Structure C. Executive Committee D. Committee Reporting Structure E. Clinical and Administrative Use of Committee Information F. Role of the HIM Professional 	3
<p>VIII. Quality Improvement in HIM</p> <ul style="list-style-type: none"> A. The Need for QI in the HIM Department B. Applying Deming's 14 Points to HIM C. Keys to Implementing QI in HIM D. QI and JCAHO Accreditation E. Case Studies in HIM Performance Improvement F. Role of the HIM Professional 	3

PROGRAM TITLE: Health Information Management

COURSE TITLE: Quality Management

AS HIM CIP NUMBER: 0317.050600

LIST PERFORMANCE STANDARD ADDRESSED:

19.0 PARTICIPATE IN THE REVIEW OF HEALTH CARE SERVICES—The student will be able to:

- 19.01 Describe health care organizational and management structure.
- 19.02 List the functions of medical staff committees.
- 19.03 Describe quality assurance, risk management and utilization review systems.
- 19.04 Assist in the development and analysis of peer review tools.
- 19.05 Define the role and functions of the professional review organization (PRO).



NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.

<i>Section 1</i>	
COURSE PREFIX AND NUMBER: HIM 2500	SEMESTER CREDIT HOURS: 2
COURSE TITLE: Quality Management	

Section 2
TYPE OF COURSE: (Click on the box to check all that apply)

<input type="checkbox"/> AA Elective	x	<input checked="" type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep
<input type="checkbox"/> AS Professional Elective	x	<input type="checkbox"/> AAS Required Professional Course	<input type="checkbox"/> Technical Certificate
<input type="checkbox"/> Other _____	<input type="checkbox"/>	<input type="checkbox"/> PSAV	<input type="checkbox"/> Apprenticeship
<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)			

Section 3 (If applicable)
INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:

<input type="checkbox"/> Communications	<input type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics
<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities	

Section 4
INTELLECTUAL COMPETENCIES:

x Reading	x Speaking	x Critical Analysis	<input type="checkbox"/> Quantitative Skills	x Scientific Method of Inquiry
x Writing	x Listening	x Information Literacy	x Ethical Judgment	x Working Collaboratively

<i>Section 5</i>	
LEARNING OUTCOMES	METHOD OF ASSESSMENT
• Apply current laws, accreditation, licensure and certification standards related to health information initiatives from the national, state, local and facility levels.	Group discussions, oral presentations, written tests, reports, and/or demonstrate competency in the field
• Participate in the implementation of legal and regulatory requirements related to the health information infrastructure.	Group discussions, oral presentations, written tests, reports, and/or demonstrate competency in the field
• Collect, organize and present data for quality management, utilization management, risk management, and other related studies.	Group discussions, oral presentations, written tests, reports, and/or demonstrate competency in the field
• Abstract and report data for facility wide quality management and performance improvement programs.	Group discussions, oral presentations, written tests, reports, and/or demonstrate competency in the field
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Section 6

Name of Person Completing This Form: Eudelia S. Thomas Date: 11/15/2007