

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: HSA 2381

COURSE TITLE: Quality Management in Health Care

PREREQUISITE(S): AA/AS Degree

COREQUISITE(S): None

CREDIT HOURS: 3

CONTACT HOURS/WEEK: 3

CONTACT HOUR BREAKDOWN:

Lecture/Discussion/Activities:	Distance Learning (Total - 45 Hours)
Laboratory:	
Other _____:	

FACULTY WORKLOAD POINTS: 3

STANDARDIZED CLASS SIZE ALLOCATION: 20

CATALOG COURSE DESCRIPTION:

This course provides students with basic knowledge in the implementation of quality improvement activities and the tools necessary to evaluate and improve their efforts toward quality of care. Content areas include principles of quality, quality improvement and quality management. Methods for evaluating quality management models and practice are explored, including outcomes measurement. Techniques such as group processes, process orientation, statistical process control, statistical techniques are examined.

SUGGESTED TEXT(S): Brown, J. The Healthcare Quality Handbook: A Professional Resource & Study Guide

OPTIONAL: Lighter. Quality Management in Health Care: Principles and Methods, Second Edition. ISBN: 0763732184 Jones & Bartlett Publishers.

IMPLEMENTATION DATE: Fall Term, 2006 (20071)

REVIEW OR MODIFICATION DATE:

COURSE TOPICS	CONTACT HOURS <u>PER TOPIC</u>
I. Healthcare Quality Concepts	3
A. Key definitions, aspects and dimensions of quality management	
B. Quality management	
C. Integrating QI into the health care system	
D. Structure, process, and outcome	
II. Strategic Leadership	3
A. Leadership and commitment to quality	
B. The role of the healthcare quality professional	
C. Organizational infrastructure, ethics and functions	
D. Strategic planning and quality planning	
III. Quality Systems Management	8
A. Principles of management	
B. Planning the quality strategy and process	
C. Implementation of the quality/performance improvement strategy	
D. Utilization/resource management	
E. Care coordination	
F. Risk management	
G. Corporate compliance	
H. Financial planning and management	
I. Quality management elements in contracts	
IV. Performance Improvement Process	10
A. Quality management and Performance Improvement	
B. US. Federal quality improvement programs	
C. The organization's approach to process improvement	
D. Performance measurement	
E. Outcome measurement	
F. Clinical process improvement	
G. Patient safety and risk reduction	
H. Benchmarking	
I. Communication and reporting	
J. Evaluation of the quality management/performance improvement function	

COURSE TOPICS	CONTACT HOURS <u>PER TOPIC</u>
V. Information Management	8
A. Why data and information management?	
B. Information resources	
C. Management of legal aspects	
D. Management of documentation	
E. Data collection methods	
F. Basic statistics	
G. Statistical process controls/displays	
H. Using quality improvement tools	
I. Reporting techniques	
J. Computerization	
VI. People Management	4
A. Participative management	
B. Empowerment, decision making and problem solving	
C. Team coordination	
VII. Standards and Surveys	3
A. Accreditation concepts and accrediting agencies	
B. Healthcare licensure in the U.S.	
VIII. Federal Legislation - Impacts on Quality	6
A. Federal program participation and Quality Improvement Organizations	
B. Budget Reconciliation Act	
C. Balanced Budget Act of 1997	
D. Medicare Modernization Act	
E. Healthcare Quality Improvement Act of 1986	
F. Patient Self-determination Act of 1990	
G. False Claims Act of 1863	
H. Health Insurance Portability and Accountability Act of 1996	
Total:	45

STUDENT
COMPETENCIES/OBJECTIVES

Upon completion of this course, the student will:

1. Define key terms, concepts and principles of quality management.
2. Identify concepts and processes in systems thinking.
3. Distinguish between various statistical process controls.
4. Recognize the importance of strategic leadership.
5. Identify roles and responsibilities of the healthcare quality professional.
6. Plan and design a quality improvement plan.
7. Recognize the importance of integrating quality management with utilization and resource management, risk management, and care coordination.
8. Describe characteristics of performance measures/indicators.
9. Distinguish between process and outcome measures.
10. Describe the role quality management plays in patient safety and risk reduction.
11. Define information management.
12. Recognize types of information resources available.
13. Select appropriate data collection techniques.
14. Describe the data analysis and interpretation process.
15. Define uses of quality improvement tools.
16. Define key terms and concepts in managing people involvement in the quality management process.
17. Recognize accreditation and licensing standards and agencies.
18. Describe the impact Federal regulations have on quality management.



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

Section 1 COURSE PREFIX AND NUMBER: <u>HSA 2381</u>		SEMESTER CREDIT HOURS: <u>3</u>												
COURSE TITLE: <u>Quality Management in Health Care</u>														
Section 2 TYPE OF COURSE: (Click on the box to check all that apply) <table style="width: 100%; margin-top: 10px;"> <tr> <td><input type="checkbox"/> AA Elective</td> <td><input type="checkbox"/> AS Required Professional Course</td> <td><input type="checkbox"/> College Prep</td> </tr> <tr> <td><input type="checkbox"/> AS Professional Elective</td> <td><input type="checkbox"/> AAS Required Professional Course</td> <td><input checked="" type="checkbox"/> Technical Certificate</td> </tr> <tr> <td colspan="3"><input type="checkbox"/> Other _____</td> </tr> <tr> <td colspan="3"><input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)</td> </tr> </table>			<input type="checkbox"/> AA Elective	<input type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep	<input type="checkbox"/> AS Professional Elective	<input type="checkbox"/> AAS Required Professional Course	<input checked="" type="checkbox"/> Technical Certificate	<input type="checkbox"/> Other _____			<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)		
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Section 3 (If applicable) INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES: <table style="width: 100%; margin-top: 10px;"> <tr> <td><input type="checkbox"/> Communication</td> <td><input type="checkbox"/> Social & Behavioral Sciences</td> <td><input type="checkbox"/> Mathematics</td> </tr> <tr> <td><input type="checkbox"/> Natural Sciences</td> <td><input type="checkbox"/> Humanities</td> <td></td> </tr> </table>			<input type="checkbox"/> Communication	<input type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics	<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities							
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Section 4 INTELLECTUAL COMPETENCIES: <table style="width: 100%; margin-top: 10px;"> <tr> <td><input checked="" type="checkbox"/> Reading</td> <td><input type="checkbox"/> Speaking</td> <td><input checked="" type="checkbox"/> Critical Analysis</td> <td><input checked="" type="checkbox"/> Quantitative Skills</td> <td><input checked="" type="checkbox"/> Scientific Method of Inquiry</td> </tr> <tr> <td><input checked="" type="checkbox"/> Writing</td> <td><input type="checkbox"/> Listening</td> <td><input type="checkbox"/> Information Literacy</td> <td><input type="checkbox"/> Ethical Judgment</td> <td><input checked="" type="checkbox"/> Working Collaboratively</td> </tr> </table>			<input checked="" type="checkbox"/> Reading	<input type="checkbox"/> Speaking	<input checked="" type="checkbox"/> Critical Analysis	<input checked="" type="checkbox"/> Quantitative Skills	<input checked="" type="checkbox"/> Scientific Method of Inquiry	<input checked="" type="checkbox"/> Writing	<input type="checkbox"/> Listening	<input type="checkbox"/> Information Literacy	<input type="checkbox"/> Ethical Judgment	<input checked="" type="checkbox"/> Working Collaboratively		
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Section 5	LEARNING OUTCOMES	METHOD OF ASSESSMENT												
• 1	Students demonstrate understanding the concepts and principles of quality management	Course Assignments/Projects posted on Blackboard/WebCT; Discussion Forums; Testing (On-line Quizzes and Exams using critical thinking questions to demonstrate competency)												
• 2	Students discuss and apply the quality management process	Course Assignments/Projects posted on Blackboard/WebCT; Discussion Forums; Case Discussion - based on assigned case studies that have been prepared by students; Testing (On-line Quizzes and Exams using critical thinking questions to demonstrate competency)												
• 3	Students develop mechanisms for feeding back improvement opportunities into the system, and for continuous process improvement	Course Assignments/Projects posted on Blackboard/WebCT; Discussion Forums; Case Discussion - based on assigned case studies that have been prepared by students; Testing (On-line Quizzes and Exams using critical thinking questions to demonstrate competency)												
• 4	Students work collaboratively as a member of a quality improvement team to develop a quality improvement plan for an identified improvement opportunity	Learning Team Project												

• 5	Students will demonstrate competency in appropriate statistical process control selection	Course Assignments/Projects posted on Blackboard/WebCT; Discussion Forums; Case Discussion - based on assigned case studies that have been prepared by students; Testing (On-line Quizzes and Exams using critical thinking questions to demonstrate competency)
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Section 6 Name of Person Completing This Form: Neal Henning 06-01-06