Southern New Hampshire University

Graduate Course Syllabus

IHP 605: Error Science, Risk Assessment, and Disclosures

Center: Online

Credits: 3

Course Prerequisites

None

Course Description

This course focuses on error theory and systems thinking as well as methods for risk assessment and safety improvement, including high-risk contexts for error occurrence. Students will be introduced to what is currently known about effective methods for error disclosure. Students will develop proficiency with patient safety risk assessment and improvement methods, principles of safe system design, apology and related patient safety priorities. The course includes a discussion of the legal issues prevalent in the current health care environment.

AACN Essentials

This course meets the following AACN Essentials of Master's Education for Professional Nursing Practice:

Essential I: Background for Practice from Sciences and Humanities

Essential II: Organizational and Systems Leadership

Essential VII: Interprofessional Collaboration for Improving Patient and Population Health Outcomes

Essential IX: Master's-Level Nursing Practice

Course Outcomes

- Differentiate between the different theories of human error
- Analyze the incidence and prevalence of medical errors and examine improvement methods.
- Analyze the situations, circumstances and actions that contribute to medical errors.
- Conduct a root-cause analysis
- Examine the role of hospital design and technology equipment on patient safety
- Create a framework for full disclosure with respect for patient safety

Required Materials

Using your learning resources is critical to your success in this course. Please purchase directly through SNHU's online bookstore, MBS Direct, rather than any other vendor. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the Help Desk, your advisor, and the instructor can provide you with support if you have problems.

American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: Author. ISBN: 978-1-4338-0561-5

Instructor Availability and Response Time

Your class interaction with the instructor and your classmates will take place in Blackboard on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions forum in Blackboard so that your questions and the instructor's answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. Your instructor will generally provide a response within 24 hours.

Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Discussion	7	4	28
Reflection Journal	3	2	6
Short Paper (topics given)	1	10	10
Root Cause Analysis	1	20	20
Quiz	8	2	16
Final Paper	1	20	20
		Total Course Points:	100

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

University Grading System: Graduate

	Total Points.	100		
Grade	**Numerical Equivalent**	**Points**	**Points Equivalent**	
			Lower	*Upper*
A	93-100	4.00	93	100
A-	90-92	3.67	90	92
B+	87-89	3.33	87	89
B	83-86	3.00	83	86
B-	80-82	2.67	80	82
C+	77-79	2.33	77	79
C	73-76	2.00	73	76
F	0-72	0.00	0	72
I	Incomplete			
IF	Incomplete/Failure			
W	Withdrawn			

*Please refer to the policy page for information on the incomplete grade process.

Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Course Information area in the Assignment Guidelines and Rubrics folder.

Weekly Assignment Schedule

The Learning Modules area in Blackboard contains one module folder for each week of the course. All reading and assignment information can be found in the folders. Assignments and discussion board posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student's local time zone.

In addition to the textbook readings that are listed, there may be additional required resources within each module in Blackboard.

Module	Topics and Assignments
1	Overview of the Course
	1-1 Reflection Journal: Identify Your Assumptions
	1-2 Discussion: Incident Reporting Systems
	1-3 Quiz: Module One
2	Overview of Human Error
	2-1 Discussion: Educating Patients and Staff
	2-2 Quiz: Module Two

3	The Science of Medical Errors
	3-1 Discussion: Human Factors
	3-2 Quiz: Module Three
4	What Contributes to Medical Errors?
	4-1 Discussion: Just Culture and Trust
	4-2 Discussion: Professional Accountability
	4-3 Final Paper: Topic Selection
	4-4 Quiz: Module Four
5	Real Life Medical Errors
	5-1 Reflection Journal: Practical Knowledge
	5-2 Short Paper: Analyzing Medical Errors
	5-3 Quiz: Module Five
6	Root Cause Analysis (RCA) Part I
	6-1 Discussion: Improving Root Cause Analysis
	6-2 Paper: Root Cause Analysis
	6-3 Quiz: Module Six
7	Root Cause Analysis (RCA) Part II
	7-1 Paper: Root Cause Analysis
	7-2 Quiz: Module Seven
8	Hospital and Health System Leadership
	8-1 Quiz: Module Eight
9	Technology/Systems Processes
	9-1 Final Paper: Submission
10	Disclosure, Apology, and Offer/Malpractice and Legal Issues
	10-1 Discussion: Balancing Human Error and Negligence
	10-2 Reflection Journal: Final Reflection

Attendance Policy
Online students are required to submit a graded assignment/discussion to Blackboard during the first week of class. If a student does not submit a posting to the graded assignment/discussion during the first week of class, the student is automatically withdrawn from the course for non-participation. Review the full attendance policy.

Late Assignments Policy
Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Review the full late assignment policy.

SNHU College of Online and Continuing Education Student Handbook
Review the student handbook.

ADA/504 Compliance Statement

Southern New Hampshire University is dedicated to providing equal access to individuals with disabilities, including intellectual disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008. The university prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities.

As soon as you become aware of a disability, we encourage you to contact the Online Accessibility Center (OAC) to discuss accommodations for which you may be qualified. Reasonable accommodations are established through an interactive process between the student and the OAC. Note that accommodations are not retroactive and that disability accommodations are not provided until an accommodation letter has been processed.

Contact Information:
Online Accessibility Center
Phone: 866-305-9430
Email: oac@snhu.edu

For questions concerning support services, documentation guidelines, or general disability issues, visit the Online Accessibility Center website.

If you feel you have been denied appropriate disability-related accommodations, including appropriate auxiliary aids and services, you may file a grievance as described in the ADA/504 Grievance Policy found on the Disability Services webpage.

Academic Honesty Policy

Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Review the full academic honesty policy.

Copyright Policy

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the full copyright policy.

SNHU College of Online and Continuing Education Withdrawal Policy

Review the full withdrawal policy.

Southern New Hampshire University Policies

More information about SNHU policies can be found on the policy page.

Assessment Calibration and Student Work Samples

For the purpose of continuous improvement of our educational training, Southern New Hampshire University's College of Online and Continuing Education may, on occasion, utilize anonymous student work samples for internal professional development and staff training. If you have any questions or concerns, contact your advisor. If you would like to withdraw permission for use of your work, please contact the assessment calibration administrator at assessmentcalibration@snhu.edu. See this document for more information.