

COURSE SYLLABUS

MHC690: Quality Management in Health Care

Course Description

This course provides the student with an understanding of the components of a quality management program: quality assessment, risk management, utilization management, and outcomes assessment. Students learn to apply principles, processes, and tools used in Continuous Quality Improvement. The roles of teams, groups, and organizations and their impacts on policies and processes for quality and safety assurance of patients are also presented.

General Course Information

Number of Units/Weeks/Sessions	5/5/10
#Hours Lecture/#Hours Laboratory/#Hours HWs*	50/0/100
Prerequisite(s)	None
Co-requisites (s)	None
Course Developer(s)	Carl Ewig, Ph.D.
Date Approved / Last Review	2011 / Aug. 2014

*Homework Projects

Learning Outcomes

- Examine the basic principles and practices currently employed in health care quality management.
- Analyze the relationship between cost and quality.
- Evaluate the identification and application of commonly used quality improvement tools.
- Create a simple health care quality improvement plan.

Instructional Methods Employed in this Course

- Reading from required and suggested sources in preparation for lecture and discussion.
- Lectures, some supported by PowerPoint media and handouts.
- Examples from current events to support instructor or text-based content.
- Whole class discussions generally correlated with lecture topics.
- Small group discussions, stimulated by instructor-provided case studies, scenarios and other materials.
- Student presentations, as members of small teams, to highlight the results of work completed on an assignment.
- Students' written assignments, to build in-depth understanding of the material and foster critical thinking and analysis, as well as relevant writing skills.
- Building on prior learning of students to enhance richness of class activities.

Information Resources for this Course

☐ **Textbook**

Spath, Patrice. Introduction to Healthcare Quality Management. Health Administration Press, Chicago, 2009. ISBN-13: 978-1567933239.

□ **Other Materials**

Supplementary Textbook: Kelly, Diane L. Applying Quality Management in Healthcare: A Systems Approach (2nd Edition). Health Administration Press, Chicago, 2007. ISBN-13: 978-1-56793-260-7.

□ **Web Site Readings**

U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality.
<http://www.ahrq.gov/>
(Retrieved June 18, 2012)

Foundation for Health Care Quality.
<http://qualityhealth.org/>
(Retrieved June 18, 2012)

National Association for Healthcare Quality.
<http://www.nahq.org/>
(Retrieved June 18, 2012)

California Healthcare Quality Report Card.
http://www.opa.ca.gov/report_card/ (Retrieved June 18, 2012)

Institute for Healthcare Improvement.
<http://www.ihl.org/>
(Retrieved June 18, 2012)

Table/Topics & Assignments

Types of Assignments:

Lecture -

Considered Lecture Hours

Classroom Discussion -

Considered Lecture Hours **In**

Class Critique - Considered

Lecture Hours

Delivering Oral Presentations -

Considered Lecture Hours **In**

Class (IC) Exercise -

Considered Lecture Hours

Reading -

Considered Homework (HW), work done outside of class

WebClass lesson (non-online courses) -

Considered HW, work done outside of class **Lab**

Work -

Considered Lab Hours **Quiz,**

Midterm or Final -

Considered Lecture Hours

Session 1						
Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
LEC 1A	Introduction to Healthcare Quality & Important Quality Characteristics	1	0	0	0	
LEC 1B	Relationship between Cost and Quality	1	0	0	0	
LEC 1C	The Varied Dimensions of Healthcare Quality	1	0	0	0	
IC EX 1A	Team Discussion Question 1	1	0	1	25	Session 2
IC EX 1B	Team Practice Exercise	1	0	2	140	Session 8
HW 1A	Spath, Chapter 1 Kelly Practice Exercises	0	0	2	0	
HW 1B	Weekly Thesis Assignment 1	0	0	10	50	Session 3
HW 1C	Curricular Practical Training Activities	0	0	10	80	Session 8
IC EX 1C	In-class Participation	0	0	0	20	Session 1
Total Session 1		5	0	25	315	
Session 2						
Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
LEC 2A	Quality Management Building Blocks	1	0	0	0	
LEC 2B	Primary Quality Management Activities & Lessons Learned from Other Industries	2	0	0	0	
LEC 2C	External Forces that Affect Quality Management	1	0	0	0	
IC EX 2A	Team Discussion Question 2	1	0	1	25	Session 3
HW 2A	Spath, Chapter 2	0	0	2	0	
IC EX 2B	In-class Participation	0	0	0	20	Session 2
Total Session 2		5	0	3	45	
Session 3						
Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
LEC 3A	Measuring Performance & Designing Data Collection Systems	1	0	0	0	

LEC 3B	Developing & Applying Differing Types of Performance Measures	2	0	0	0	
LEC 3C	Groups That Influence Health Care Quality Priorities	1	0	0	0	
IC EX 3A	Team Discussion	1	0	1	25	Session 4
HW 3A	Spath, Chapter 3	0	0	4	0	
HW 3B	Weekly Thesis Assignment 2	0	0	10	50	Session 5
IC EX 3B	In-class Participation	0	0	0	20	Session 5
Total Session 3		5	0	15	95	

Session 4

Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
LEC 4A	Evaluating Performance	1	0	0	0	
LEC 4B	Reporting and Interpreting Health Care Performance Measurements	2	0	0	0	
LEC 4C	Establishing Performance Expectations	1	0	0	0	
IC EX 4A	Team Discussion Question 4	1	0	1	25	Session 5
HW 4A	Spath, Chapter 4	0	0	4	0	
IC EX 4B	In-class Participation	0	0	0	20	Session 4
Total Session 4		5	0	5	45	

Session 5

Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
LEC 5A	Continuous Improvement	2	0	0	0	
LEC 5B	Performance Improvement Models	1	0	0	0	
IC EX 5A	Team Discussion Question 5	1	0	1	25	Session 6
HW 5A	Spath, Chapter 5	0	0	2	0	
HW 5B	Weekly Thesis Assignment 3	0	0	10	50	Session 7
EXAM 5A	Prepare for Mid-Term	1	0	0	0	
IC EX 5B	In-class Participation	0	0	0	20	Session 5
Total Session 5		5	0	13	95	

Session 6

Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
LEC 6A	Performance Improvement Tools	1	0	0	0	
LEC 6B	Identifying, Describing, and Applying Quality Improvement Tools	2	0	0	0	
IC EX 6A	Team Discussion Question 6	1	0	1	25	Session 7
HW 6A	Spath, Chapter 6	0	0	4	0	
EXAM 6A	Midterm Exam	1	0	0	100	
IC EX 6B	In-class Participation	0	0	0	20	Session 6
Total Session 6		5	0	5	145	
Session 7						
Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
LEC 7A	Quality Improvement Project Teams & Preventing Improvement Project Failures	1	0	0	0	
LEC 7B	Leadership & Team Behaviors & Roles of Participants & Charter	1	0	0	0	
LEC 7C	Improving Patient Safety & Measures of Patient Safety	1	0	0	0	
LEC 7D	Patients' Role in Reducing Adverse Events & Prospective Risk Analysis and Root Cause Analysis	1	0	0	0	
IC EX 7A	Team Discussion Question 7	1	0	1	25	Session 8
HW 7A	Spath, Chapters 7, 8	0	0	6	0	
HW 7B	Weekly Thesis Assignment 4	0	0	10	50	Session 9
HW 7C	Curricular Practical Training Activity	0	0	0	0	Session 8
IC EX 7B	In-class Participation	0	0	0	20	Session 7
Total Session 7		5	0	17	95	
Session 8						
Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due

LEC 8A	Managing the Use of Healthcare Resources & Utilization Management	1	0	0	0	
LEC 8B	Roles of Physicians and Nonphysicians & Sources of Comparative Health Care Utilization Data	1	0	0	0	
LEC 8C	Organizing for Quality	1	0	0	0	
LEC 8D	Organizational Culture & Groups and Participants	1	0	0	0	
IC EX 8A	Team Discussion Question 8	1	0	1	25	Session 9
HW 8A	Spath, Chapters 9, 10	0	0	6	0	
IC EX 8B	In-class Participation	0	0	0	20	Session 8
Total Session 8		5	0	7	45	
Session 9						
Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
EXAM 9A	Prepare for Final	5	0	0	0	
Total Session 9		5	0	0	0	
Session 10						
Type	Topic/Description	LEC Hours	LAB Hours	HW Hours	Point Value	Due
LEC 10A	Team Practice Exercise Presentations	4	0	0	20	
EXAM 10A	Final Exam	1	0	0	100	
Total Session 10		5	0	0	120	

Course Hours Summary

Session	Topic	LEC Hours	LAB Hours	HW Hours
1	Introduction to Healthcare Quality	5	0	25
2	Quality Management Building Blocks	5	0	3
3	Measuring Performance	5	0	15
4	Evaluating Performance	5	0	5
5	Continuous Improvement	5	0	13
6	Performance Improvement Tools	5	0	15
7	Quality Improvement Project Teams & Improving Patient Safety	5	0	17
8	Managing the Use of Health Care Resources & Organizing for Quality	5	0	7
9	Team Practice Exercise Written Reports and Presentations	5	0	0

10	Team Practice Exercise Written Reports and Presentations – Final Exam	5	0	0
Total		50	0	100

Table/Point Breakdown

Session	Assignment	Possible Points	Percent of Grade
1,3,5,7	Weekly Thesis Assignments 1-4	200	20%
1-8	Team Discussion Question 1-8	200	20%
1	Team Practice Exercise	140	14%
6	Mid-Term Exam	100	10%
9,10	Team Practice Exercise Presentations	20	2%
10	Final Exam	100	10%
1-8	In-class Participation	160	16%
8	Curricular Practical Training Activities	80	8%
Total		1000	100%

Weekly Thesis Assignments

The primary purpose of the Weekly Thesis Assignments is to prepare each graduate student at Coleman University for the final Master's Thesis.

Each week, students will submit additional progress toward his or her chosen thesis topic. Progress toward the thesis will include a minimum of three (3) pages of new content toward the thesis and cite no fewer than three (3) scholarly sources.

Each weekly submission should include a highlighted section indicating the new content from the previous week. New content could either be completely new material, or revision to existing material based on feedback provided by your Thesis Mentor or Teaching Assistant.

At the end of Week 3, each student will provide an in-progress review submission to his or her Thesis Mentor via WebClass in the Thesis In Progress section. The Thesis Mentor will provide feedback regarding the framework and approach each student is taking and provide general guidance regarding completion. This in addition to the Weekly Thesis Assignment submission is graded by the course Teaching Assistant.

Your Grades for this Course

Your final grade for this course will be based on an assessment by the Instructor of your performance on a number of course activities, which may include objective tests, classroom exercises, laboratory demonstrations, project papers, or other types of activities. The chart below indicates in what activities you will engage, how many possible points can be earned for each activity, and the percentage of your final grade that will be accounted for by each activity.

Students in this course should be graded following Coleman University assessment practices and policies. A point system is used in the University to indicate student performance on various required activities or projects. For this course, it is recommended that points be distributed as follows:

Coleman University Grade Assignment Policy:

Percent	Letter Grade	Grade Points
94-100	A	4
90-93	A-	3.67
87-89	B+	3.33
84-86	B	3
80-83	B-	2.67
77-79	C+	2.33
74-76	C	2
70-73	C-	1.67
67-69	D+	1.33
64-66	D	1
60-63	D-	0.67
N/A	INC	0
N/A	W	0
60 or above	CR	0
59 or below	NC	0
N/A	I	0
N/A	W	0
N/A	AU	0
N/A	TR	0
N/A	WV	0

Legend	
CR = Credit	NC = No Credit
I = Incomplete	W = Course Withdrawal
AU = Audit	TR = Transfer Credit
WV = Waiver	

Academic Accommodation / Adjustment Policy:

In accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), Coleman University offers accommodations to students with documented physical, psychological, and/or cognitive disabilities. Coleman University will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to offer equal educational opportunities to qualified disabled individuals.

To qualify for an academic accommodation under ADA, the student must provide adequate documentation of a disability. Students seeking academic accommodations should contact the campus ADA Coordinator at 858-966-3953 or via email at ada@coleman.edu. The ADA Coordinator will review the documentation provided and verify ADA coverage. Students covered under ADA must meet with the ADA Coordinator at the beginning of every term to determine the appropriate academic accommodations. Failing to meet with the ADA Coordinator at the beginning of every term may impact the availability of accommodations.

After the academic accommodations have been determined, the students' instructors will be notified by the ADA Coordinator. If any problems or concerns regarding the provision of accommodations occur, the student must inform the ADA Coordinator. If the student feels accommodation is not being made appropriately, the student may follow the published Student Grievance Procedures.