Faculty Lead: **Ashish Jha**
Course Code: **PH555x**
Course Site: **http://goo.gl/ztTvAE**
HSPH Department: **Health Policy & Management**

Course Launch: **September 16th, 2014**
HarvardX Producer: **Steven Allardi**
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PH555x, Course Description

This course will offer an introduction to the emerging field of global healthcare quality. Over the past two decades there has been an increasing realization that in order for healthcare to improve population health, it must be safe, effective, and reliably delivered. Despite this realization, the quality of care that the world's citizens receive is not as good as it can and should be. The human toll of poor quality healthcare is substantial. The most recent data suggest that poor quality healthcare is likely one of the top causes of morbidity and mortality in the world. While there are a number of initiatives to improve health care quality in the United States, broad evidence from other high-income countries and emerging evidence from low and middle-income countries suggest that a global focus is needed.

Learning Objectives

We all agree that quality is important – but what is it? How do we define it? How do we measure it? And most importantly, how might we make it better? In this course, you will learn:
- The importance of focusing on quality for improving population health
- A framework for understanding healthcare quality
- Approaches to quality measurement
- The role of information and communication technology in quality improvement
- Tools and contextual knowledge for quality improvement

Core Staff

Ashish K. Jha, MD, MPH is a Professor of Health Policy at the Harvard School of Public Health, a practicing Internal Medicine physician at the VA Boston Healthcare System and recently appointed Director of the Harvard Global Health Institute. His work has focused on four primary areas: public reporting, pay for performance, health information technology, and leadership, and the roles they play in effecting the delivery of high quality care. With a strong body of research on the US system, he also founded the Harvard Initiative on Global Health Quality (HIGHQ), played a key role in the World Health Organization's working group on patient safety research, is developing an international Health Information and Communication Technology benchmarking system with the OECD and partners with a handful of governments to strengthen inpatient quality of care in public hospitals.

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Outline

	Faculty	Content
0. Introduction		• Welcome • Pre-course Survey
I. Burden	David Bates *Harvard Medical School*	• Cause of Harm and Burden • Preventability and Strategies • Ambulatory Care • Medication Errors TRAILER: Jishnu Das
II. Measurement	Niek Klazinga *OECD* Jishnu Das *World Bank*	• Public vs Private Variation • Regional Variation • Resource Allocation • Overuse vs Underuse • Surveillance • Innovation and Opportunities • LMICs TRAILER: Julia Adler-Milstein
III. Standards	Allen Kachalia, *Harvard Law School*	• Licensing • Accreditation • Staffing Ratios • Compensation & Deterrence • Defensive Medicine • Transparency • Global Compensation • ACA TRAILER: Julio Frenk
IV. Improvement	Maureen Bisognano, *Institute for Healthcare Improvement (IHI)* Agnes Binagwaho *Ministry of Health, Rwanda*	• Systems Issue • Building Will • Plan Do Study Act (PDSA) • Dialysis • Leadership • Implementing Data • Tools • Advice for Leaders TRAILER: Ravi Kumar
VI. IT & Data	Julia Adler-Milstein *University of Michigan*	• Health Information Exchange (HIE) • Promise of Health IT • HIE and EHR • Evidence and Implementation • Global Perspective TRAILER: Felix Greaves
V. Management	Rafaella Sadun *Harvard Business School* Ravi Kumar *JIPMER Hospital, India*	• Role of Management • Management in Healthcare • Why Middle Managers? • Actionable Items • Other industries • Finding Good People TRAILER: Ronen Rozenblum
VII. Patients	Ronen Rozenblum *Harvard Medical School*	• Importance of Patient Centered Care • Measuring Patient Experience

	Felix Greaves *National Health Service, UK*	• Ambulatory Care • Key Determinants & Consequences • Process Improvement • Rating Hospitals & Doctors • Social Media • Assessing Effort TRAILER: Julio Frenk
VIII. Public Systems	Julio Frenk *Harvard School of Public Health* *Ministry of Health, Mexico* Ed Kelley *World Health Organization*	• Overview of Mexican Health Reform • Effective Coverage • Comprehensive Reform • Healthcare and Public Health • Bundles and Quality • Accreditation • Leadership • Cross-national Learning

Assignments & Activities

Readings:

There will be 2 – 3 core readings per week supplemented by a series of optional readings. These readings will be posted in your handouts tab. Additional (optional) readings can be accessed through Mendeley, which is a free open source citation manager.

Question Sets:

Each session will be interactive, with brief question sets. While meant to test knowledge, these questions will allow the course team to collect and respond to participants' experience with course materials. Course exercises will inform real-time instructional responses and the development of future course content.

Discussion Prompts:

Discussion prompts are designed to incite participant discussion and in depth understanding of course content. These questions will be monitored by course staff, but will not be visible on your progress tracker.

Final Assignment:

The course's final assignment will be a policy brief. Detailed directions to guide you through the process of writing this brief will be provided after week one. The top three briefs will be submitted to the journal BMJ Quality and Safety. You will have the additional option to have your brief considered for an e-publication.

Optional Activities:

Throughout the course there will be a series of optional activities – for example, you will be asked if you would like to upload a YouTube video describing where you are from and your interest in the course. These activities are not required and are meant to provide a forum for students to get to know one another and better contribute their own experiences.

Commitment & Live Response

Each weekly session is outlined within your courseware tab as well as within your session slides.
• Each Session (of which there are 8) will require no more than 3 hours of seat time
• Video will typically range from 3 – 10 minutes

Formal modules will be supplemented by on-going activities, experts guest sessions, twitter-based office hours and forum conversation. Content in supplementary sessions will be dynamic and informed by ongoing coursework. Professor Jha, accompanied by the course team, will actively respond to inquiries at regular intervals throughout the course.