

Syllabus for HCA 750

Healthcare Quality and Performance Improvement

NOTE: This syllabus document contains the basic information of this course. The most current syllabus is available in the full course.

Course Description

This course provides an overview of quality models and risk management in healthcare. You will explore theories, concepts, skills, tools, and environmental factors, with a focus on measurement and analysis techniques and the real-world application of quality approaches to implement and sustain performance improvements.

Prerequisite(s)

HCA 715

Course Outcomes

Upon completing this course, you will be able to do the following:

- Understand qualitative and quantitative continuous improvement tools and their use.
- Understand the use of continuous improvement tools across a spectrum of healthcare applications
- Evaluate how metrics and measurement have been used to drive continuous improvement across a spectrum of healthcare applications
- Discuss the strategic planning, implementation, and sustainment of continuous improvement in the healthcare sector as a function of the use of continuous improvement tools.

Course Requirements/Components

Discussion Board Posts

There will be one discussion posted for each module in this course, except for Module 15 which will contain two discussions for you to participate in. I will begin each lesson by creating an initial post for you to consider on top of the discussion question for the week. I participate actively in each of the discussions, responding to your posts every day of the week.

For full points, you are expected to:

1. Contribute to the discussion three times per week. You can post on any three days you'd like, though you can expect to get the most out of the discussion if you participate in the discussion throughout the week rather

- than on three days in a row. Each day of participation will represent a third of your discussion board grade for that week.
2. Provide significant and meaningful posts on each of day you contribute to the discussion. Posts such as, "Great point. I can apply that at work," will not be considered significant or meaningful and will deduct points from your grade.

There is no minimum or limit to the number or length of posts you contribute, as long as your contribution meets the above two criteria.

Individual Papers

The individual papers will assist you with the group paper. You can use your individual papers to benchmark with other group members and, together, use the combined work to improve your group paper on the prevention of medical errors. The paper must be a minimum of 7 pages double-spaced, and use Times New Roman and 12 font. You may exceed the page limit. This page limit does **not** include the title page, if you choose to insert an executive summary or resources page—these pages do **not** count towards the seven-page requirements. Seven pages is seven pages, so 6 ½ pages is **not** seven-pages. If you submit a short-page (e.g., 3.5 pages), the highest grade possible will be 50%. I will then deduct for deficiencies in the quality of the work. Each section is graded separately. For example, if you write a seven-page paper and six pages cover the topic overview, you will do poorly on the individual paper.

Group Paper

This group paper will provide you the opportunity to work with your peers as a virtual healthcare continuous improvement team focused on the reduction of medical errors. I will assign you to your groups during Module 2.

Your individual papers (due at the end of Modules 5, 8, and 12) can be used as part of the group paper, as they are applicable.

The group paper project includes 4 separate assessments that you will complete throughout the semester:

1. Team Charter
2. Charter Update Reports (3)
3. Final Group Paper
4. Team Assessment

Your final grade for the group paper will be determined by your grade on each of the project components:

Grading

The following grading scale will be used to evaluate all course requirements and to determine your final grade:

Grade	Percentage Range
A	94% - 100%
A-	92% - 93.99%
B+	89%-91.99%
B	85%-88.99%
B-	83%-85.99%
C+	81%-82.99%
C	75%-80.99%
C-	70%-74.99%
D	65%-69.99%
F	Below 64.99%

Assignment	Points
Discussions	400
Individual Papers	300
Group Paper	300
Total	1000