COURSE NUMBER
HSP 4381

COURSE TITLE
Quality Control Management in Healthcare

CREDITS
Three Semester Credit Hours (3-0-0)
Classroom class supplemented with online assignments using Blackboard for 16 weeks

PREREQUISITE COURSES
None

CO-REQUISITES
None

PRE-REQUISITE SKILLS
Accessing internet web sites, use of ASU Library resources, and proficiency with Microsoft Word and/or PowerPoint are expectations of the Health Science Professions Program. Computer access requirements are further delineated in the Undergraduate Handbook. Tutorials for ASU Library and for Blackboard are available through RamPort. The ASU Undergraduate/Graduate Student Handbook should be reviewed before taking this course.

COURSE DELIVERY
This is an online course offering. The course will be delivered via the Blackboard Learning Management System. The course site can be accessed at http://blackboard.angelo.edu

BROWSER COMPATIBILITY CHECK
It is the student’s responsibility to ensure that the browser used to access course material on his/her computer is compatible with ASU’s Blackboard Learning System. The faculty reserve the right to deny additional access to course assignments lost due to compatibility issues. Students are responsible for reviewing the guidelines posted in this course regarding accessing Blackboard assignments. Problems in this area need to be discussed with faculty at the time of occurrence, either via a phone call (preferred) during posted acceptable hours for calling, or via email notification during times outside those posted for calls.

Be sure to perform a browser test. Select the “Support” tab from the Blackboard homepage (http://www.blackboard.angelo.edu) Select “Test your Browser” option.

FACULTY
Linda C. Ross
Office: Health and Human Services Building
        Health Science Professions 222A
Phone: (325) 942-2754
Fax: (325) 942-2774
Email: linda.ross@angelo.edu
OFFICE HOURS
Tues-Thursday from 1-4 pm * or by appointment

COURSE DESCRIPTION
This course is an introduction of integrated delivery systems and their operations. It includes an examination of patient care management and the patient experience. A framework for understanding quality efforts is also an integral part of the course.

PROGRAM MISSION & GOALS
Mission Statement
The Bachelor of Science in Health Science Professions prepares students to enter health science professions either directly upon graduation or to enter advanced graduate study in healthcare. Students gain knowledge in ethics, policy, epidemiology, organization and leadership, research and evidence based practice, and communication skills that span multiple health science disciplines.

Goals
The Bachelor of Science in Health Science Professions strives to enhance multidisciplinary healthcare education and evidence-based principles to provide patient-centered care. Students will develop communication, decision-making, social, analytical thinking, and personal development skills necessary for professional practice as a healthcare professional.

STUDENT LEARNING OUTCOMES

<table>
<thead>
<tr>
<th>Student Learning Outcome</th>
<th>Assignment(s) or activity(ies) validating outcome achievement:</th>
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</thead>
<tbody>
<tr>
<td>By completing all course requirements, students will be able to:</td>
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<tr>
<td>1. Identify and explain the major theories of Continuous Quality Improvement</td>
<td>Class Presentations, Group Leadership, Quizzes, Exams, and Class Participation</td>
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<tr>
<td>2. Analyze and explain the basics of quality and safety measurement, team</td>
<td>Class Presentations, Group Leadership, Quizzes, Exams, and Class Participation</td>
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<td>performance and outcome models in improving patient care</td>
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<tr>
<td>3. Evaluate the transformation of performance improvement in health care</td>
<td>Class Presentations, Group Leadership, Quizzes, Exams, and Class Participation</td>
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<tr>
<td>organizations</td>
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<tr>
<td>4. Describe the impact of health care reform on quality improvement</td>
<td>Class Presentations, Group Leadership, Quizzes, Exams, and Class Participation</td>
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REQUIRED TEXTS AND MATERIALS

OTHER REQUIRED MATERIALS
- Computer with MAC or Windows Operating System
- High Speed Internet Access
• Ethernet Cable
• Webcam (Please note: a plug-in webcam allows the student to perform thorough environmental scans).
• Refer to Angelo State University’s Distance Education website for further technology requirements: http://www.angelo.edu/distance_education/

TECHNICAL ASSISTANCE
• Technical Assistance: If you have any technical problems associated with the test (i.e. webcam problems, lock down browser problems) you should contact the IT Department. The IT Service Department is open M-F from 8-5 and the number is (325) 942-2911. If you call any time after 5 or on the weekend, most likely you will not be able to get assistance until the following week day, so please plan accordingly.

TOPIC OUTLINE
Part I - Introduction
• The Global Evolution of Continuous Quality Improvement: From Japan Manufacturing to Global Health Services
• Factors Influencing the Application and Diffusion of CQI in Health Care

Part II – Basics of Quality & Safety
• Measurement Variation & CQI Tools
• Understanding & Improving Team Effectiveness in Quality Improvement
• The Outcome Model of Quality
• Measuring Consumer Satisfaction
• The Role of the Patient in Continuous Quality Improvement
• A Social Marketing Approach to Continuous Quality Improvement Initiatives
• Assessing Risk and Harm in the Clinical Microsystem

Part III – Implementation
• CQI, Transformation, and the “Learning” Organization
• Classification and Reduction of Medical Errors
• The Role of Health Information Technology in Quality Improvement: From Data to Decisions

Part IV – Applications
• Education Health Professionals to Improve Care Within the Clinical Microsystem
• Quality Improvement in Primary Care: The Role of Organization, Systems, and Collaboratives
• Quality Improvement Organizations and Continuous Quality Improvement in Medicare
• Continuous Quality Improvement in U.S. Public Health Organizations: Moving Beyond Quality Assurance
• Quality Improvement in Nursing
• Accreditation: A Global Regulatory Mechanism to Promote Quality and Safety
• Quality Improvement in Resource Poor Countries
• A call to Action for Transforming Health Care in the Future
GRADING SYSTEM
Course grades will be dependent upon completing course requirements and meeting the student learning outcomes.

The following grading scale is in use for this course:
   A = 90-100%
   B = 89-80%
   C = 79-70%
   D = 69-65%
   F = 64-0%
(Grades are not rounded up under ANY circumstances)

EVALUATION AND GRADES
Graded assignments, activities and percent of the overall course grade:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>PERCENT OF TOTAL GRADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Participation (when student led)</td>
<td>(10%)</td>
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<tr>
<td>Weekly Quizzes</td>
<td>(18 Quizzes) (20%)</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>(10%)</td>
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<tr>
<td>Final Exam</td>
<td>(20%)</td>
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<tr>
<td>Group Discussion Leader (x2 10% each)</td>
<td>(20%)</td>
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<tr>
<td>Class Presentation (x2 10% each)</td>
<td>(20%)</td>
</tr>
<tr>
<td>TOTAL COURSE GRADE</td>
<td>100%</td>
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LEARNER SETTINGS
- Classroom
- Online – Blackboard learning platform

TEACHING STRATEGIES
- This course will be taught in the classroom as well as utilizing an online methodology through the Internet with Blackboard™ as the learning platform. It will employ a variety of teaching-learning methods including lecture presentation/notes, workgroups, discussions forums, quizzes, self-directed activities, and weekly quizzes.
- Web-based technology will also be used to provide additional sources of information, prepare and submit student assignments, provide ongoing student-faculty and student-student interaction and dialogue, and facilitate peer support.
- Students are expected to be “active learners.” It is a basic assumption of the instructor that students will be involved (beyond the materials and lectures presented in the course) discovering, processing, and applying the course information using peer-review journal articles, researching additional information and examples on the Internet, and discussing course material and clinical experiences with their peers.
ASSIGNMENT/ACTIVITY DESCRIPTIONS
*Please note: Rubrics for all assignments and activities will be used for grading all assignments.

**Weekly Quizzes**: (20%) Students will have *nineteen-chapter* quizzes to assess course knowledge. Quizzes are timed and will consist of 2-4 short answer questions. Access to quizzes will be through Respondus™ Lockdown Browser [See Other Required Materials for a list of needed equipment]. Students may use written materials as well as their textbook; however use of another electronic device is prohibited.

There are two practice quizzes: a) one is a Webcam test and b) a short 10 question practice quiz over ASU trivia that is not graded. These tools will be available to the student to assure accessibility. Students are highly encouraged to go through these practice quizzes in advance of taking a graded quiz. This process will allow you to become familiar with the technology associated with testing and improve testing environment.

**Midterm and Final Exams**: (10% & 20%) The Midterm and Final Exams account for 10% and 20% respectively for 30% of the total course grade. The exams are designed to test understanding of textbook material and the application of the material covered in both the textbook and lectures. Both Exams will be short answer.

**Class Participation (10%)**: During the student led discussions students will be required to come to class prepared to participate in discussion. In preparation students will be required to read assigned textbook chapter(s) and research and bring one peer reviewed article to class to stimulate discussion. Students will be required to submit their articles one day prior to class on Blackboard under the Assignment link.

**Group Discussion Leader & Class Presentation**: (10% & 10% x2, total of 20% each) The objective of this written and oral assignment is to help students identify key quality issues and indicators and to develop skills to serve as a leader for Quality Improvement projects in the future. Such processes may include gathering and analyzing data, seeking out best practices, and engaging voices and perspectives of other students. The student will prepare to serve as the leader in discussion of designated course topics. The leader will present a 10-minute presentation followed by group discussion. The leader will come prepared with a minimum of two peer reviewed articles, questions to stimulate discussion, as well as textbook information and power point (optional). Students will be required to submit their presentation notes, questions to stimulate discussion and articles one day prior to their presentation and group leader assignment.

**GENERAL POLICIES RELATED TO THIS COURSE**
All students are required to follow the policies and procedures presented in the following documents:

- ASU Undergraduate Catalog located on the ASU website [https://www.angelo.edu/content/files/16795-201213-undergraduate-catalog](https://www.angelo.edu/content/files/16795-201213-undergraduate-catalog)

**STUDENT RESPONSIBILITY & ATTENDANCE**
Classroom: This class is a classroom-based class where grades will be given for class participation. There are readings which you will have to complete to be able to adequately participate in individual and group assignments. To complete this course successfully, you do have to participate in all course activities i.e. class discussion, course projects, reflective logs, etc. Students are expected to engage in course activities and submit work by due dates and times. The hope is that students will make
substantive contributions which reflect integration of assigned materials as well as any outside readings as appropriate. Scholarly contribution is an expectation. For planning purposes, this class will probably require a minimum of 6-9 study hours per week on average.

**COMMUNICATION**
Faculty will respond to email and/or telephone messages within 24 hours during working hours Monday through Friday. Weekend messages may not be returned until Monday.

*Written communication via Blackboard:* It is an expectation of this class that you use formal writing skills giving appropriate credit to the source for your ideas. Follow APA (2010) 6th edition (2nd Printing or higher only) guidelines for referencing.

*Written communication via email:* All private communication will be done exclusively through your ASU email address. Check frequently for announcements and policy changes.

*Virtual communication:* Office hours and/or advising may be done with the assistance of the telephone, Skype, Join.me, Google Hangouts, etc.

**Use Good "Netiquette":**
- Check the discussion frequently and respond appropriately and on subject.
- Focus on one subject per message and use pertinent subject titles.
- Capitalize words only to highlight a point or for titles. Otherwise, capitalizing is generally viewed as SHOUTING!
- Be professional and careful with your online interaction. Proper address for faculty is by formal title such as Dr. or Ms./Mr. Jones unless invited by faculty to use a less formal approach.
- Cite all quotes, references, and sources.
- When posting a long message, it is generally considered courteous to warn readers at the beginning of the message that it is a lengthy post.
- It is extremely rude to forward someone else’s messages without their permission.
- It is fine to use humor, but use it carefully. The absence of face-to-face cues can cause humor to be misinterpreted as criticism or flaming (angry, antagonistic criticism). Feel free to use emoticons such as J or :) to let others know you are being humorous.

(The "netiquette" guidelines were adapted from Arlene H. Rinald’s article, The Net User Guidelines and Netiquette, Florida Atlantic University, 1994, available from Netcom.)

**ASSIGNMENT SUBMISSION**
In this class, all assignments need to be submitted through the Assignments link in the Blackboard course site. This is for grading purposes. Issues with technology use arise from time to time. If a technology issue does occur regarding an assignment submission, email me at linda.ross@angelo.edu and attach a copy of what you are trying to submit. This lets your faculty know you completed the assignment on time and are just having problems with the online submission feature in Blackboard. Once the problem is resolved, submit your assignment through the appropriate link. This process will document the problem and establish a timeline. Be sure to keep a backup of all work.

**LATE WORK OR MISSED ASSIGNMENTS POLICY**
The course is set up on weekly modules. The week begins on Tuesday and ends on Monday. Assignment due dates are shown on the calendar/schedule or posted within Blackboard. **Late assignments are not accepted without prior approval of faculty.** Faculty reserve the right to deduct points for late
assignments that are accepted past the original due date.

**ACADEMIC HONESTY**

Academic honesty is expected on all work. Students are expected to maintain complete honesty and integrity in their online experiences. Any student found guilty of any form of dishonesty in academic work is subject to disciplinary action and possible expulsion from ASU.

The Department of Health Science Professions adheres to the academic honesty statement as set forth in the Angelo State University Student Handbook (2011-2012) [http://www.angelo.edu/student-handbook/code-of-student-conduct/misconduct.php](http://www.angelo.edu/student-handbook/code-of-student-conduct/misconduct.php). The University “faculty expects all students to engage in all academic pursuits in a manner that is above reproach and to maintain complete honesty and integrity in the academic experience both in and out of the classroom setting and may initiate disciplinary proceedings against a student accused of any form of academic dishonesty, including but not limited to, cheating on an examination or other academic work, plagiarism, collusion, and the abuse of resource materials.”

**PLAGIARISM**

Plagiarism at ASU is a serious topic. The Angelo State University’s Honor Code gives specific details on plagiarism and what it encompasses. Plagiarism is the action or practice of taking someone else's work, idea, etc., and passing it off as one's own. Plagiarism is literary theft.

In your discussions and/or your papers, it is unacceptable to copy word for word without quotation marks and the source of the quotation. We use the APA Style Manual of the American Psychological Association as a guide for all writing assignments. Quotes should be used sparingly. It is expected that you will summarize or paraphrase ideas giving appropriate credit to the source both in the body of your paper and the reference list. Papers are subject to be evaluated for originality via Bb Safe Assignment or Turnitin. Resources to help you understand this policy better are available at the ASU Writing Center [http://www.angelo.edu/dept/writing_center/academic_honesty.php](http://www.angelo.edu/dept/writing_center/academic_honesty.php).

**STUDENTS WITH DISABILITIES**

1. “Angelo State University is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the university, or be subjected to discrimination by the university, as provided by the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), and subsequent legislation.”

2. The Office of Student Affairs is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability, and it is the student’s responsibility to initiate such a request by contacting the Office of Student Affairs, University Center, Room 112 at (325) 942-2047 or (325) 942-2211 (TDD/FAX) or by e-mail at studentservices@angelo.edu to begin the process. The Office of Student Affairs will establish the particular documentation requirements necessary for the various types of disabilities.

Reasonable accommodations will be made for students determined to be disabled or who have documented disabilities.
INCOMPLETE GRADE POLICY (OP 10.11 Grading Procedures)
It is policy that incomplete grades be reserved for student illness or personal misfortune. Please contact faculty if you have serious illness or a personal misfortune that would keep you from completing course work. Documentation may be required.

STUDENT ABSENCE FOR OBSERVANCE OF RELIGIOUS HOLY DAYS
“A student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence.” Please see ASU Operating Policy 10.19.

COPYRIGHT POLICY
Students officially enrolled in this course should make only one printed copy of the given articles and/or chapters. You are expressly prohibited from distributing or reproducing any portion of course readings in printed or electronic form without written permission from the copyright holders or publishers.

SYLLABUS CHANGES
The faculty member reserves the option to make changes as necessary to this syllabus and the course content. If changes become necessary during this course, the faculty will notify students of such changes by email, course announcements and/or via a discussion board announcement. It is the student’s responsibility to look for such communications about the course on a daily basis.

COURSE EVALUATION
Students are provided the opportunity, and are strongly encouraged to participate in a course evaluation at the end of the semester. Areas on the IDEA evaluation include:

1. Gaining factual knowledge (terminology, classifications, methods, trends). Important
2. Learning fundamental principles, generalizations, or theories. Important
3. Learning to apply course material (to improve thinking, problem solving, and decisions). Essential
4. Developing specific skills, competencies, and points of view needed by professionals in the field most closely related to this course. Important
5. Learning to analyze and critically evaluate ideas, arguments, and points of view. Important