

**NEOSHO COUNTY COMMUNITY COLLEGE
MASTER COURSE SYLLABUS**

COURSE IDENTIFICATION

Course Code/Number: ALHT 215

Course Title: Quality Improvement

Division: Applied Science (AS) Liberal Arts (LA) Workforce Development (WD)
 Health Care (HC) Lifetime Learning(LL) Nursing

Credit Hour(s): Three (3)

Effective Date: Spring 2017

Assessment Goal Per Outcome: 80%

COURSE DESCRIPTION

This course provides a study of the history and development of quality improvement efforts in health care; quality assessment techniques, critical pathways, medical staff organization, credentialing, and peer review, utilization review, and risk management; roles and responsibilities of individuals involved in quality improvement; software tools for quality improvement, databases, and spreadsheets. This course also has an emphasis on Data Analytics, learning to making data intelligible, and Information Governance.

MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES

None

TEXTS

The official list of textbooks and materials for this course is found on [myNeosho](http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx).

<http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx>

GENERAL EDUCATION OUTCOMES

1. Practice Responsible Citizenship through:
 - identifying rights and responsibilities of citizenship,

- identifying how human values and perceptions affect and are affected by social diversity,
 - identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
 - listing factors associated with a healthy lifestyle and lifetime fitness,
 - identifying the importance of lifetime learning,
 - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
 3. Communicate effectively through:
 - developing effective written communication skills,
 - developing effective oral communication and listening skills.
 4. Think analytically through:
 - utilizing quantitative information in problem solving,
 - utilizing the principles of systematic inquiry,
 - utilizing various information resources including technology for research and data collection.

COURSE OUTCOMES/COMPETENCIES (as Required)

1. Design and apply graphical tools for healthcare data quality improvement presentations.
2. Utilize health information quality improvement data to support enterprise wide healthcare decision support of strategic planning.
3. Explain healthcare analytics and decision support for quality improvement Initiatives.
4. Apply report generation technologies to facilitate quality improvement healthcare decision-making.
5. Utilize basic descriptive, institutional, and healthcare statistics for departmental quality improvement initiatives.
6. Analyze data to identify healthcare and/or healthcare institutional trends in quality improvement.
7. Utilize assembled data, graphs, and statistical patient data for healthcare facility-wide outcomes reporting for quality management and performance improvement.

AHIMA DOMAINS

Domain I. Data Content Structure and Standards

Subdomain I.D. Data Management

1. I.D. 2. Apply graphical tools for data presentations (3) application

Domain III. Informatics, Analytics and Data Use

Subdomain III.B. Information Management Strategic Planning

1. III.B. 2. Utilize health information to support enterprise wide decision support for strategic planning (3) application

Subdomain III.C. Analytics and Decision Support

1. III.C. 1. Explain analytics and decision support (2)comprehension
2. III.C. 2. Apply report generation technologies to facilitate decision-making (3)application

Subdomain III.D. Health Care Statistics

1. III.D. 1. Utilize basic descriptive, institutional, and healthcare statistics (3) application
2. III.D. 2. Analyze data to identify trends (4) Analysis

Domain VI. Leadership

Subdomain VI.C. Work Design and Process Improvement

1. VI.C. 3. Utilize data for facility-wide outcomes reporting for quality management and performance improvement (3) application

MINIMUM COURSE CONTENT

The following topics must be included in this course. Additional topics may also be included.

1. Introductions & Defining Performance Improvement Model
2. Identifying Improvement Opportunities
3. Using Teamwork in Performance Improvement
4. Aggregating & Analyzing Performance Improvement Data
5. Communicating Performance Improvement Activities & Recommendations
6. Measuring Customer Satisfaction
7. Refining the Continuum of Care
8. Preventing and Controlling Infectious Disease
9. Decreasing Risk Exposure
10. Improving the Provision of Care, Treatment, & Services
11. Medical Staff & Organizing for Performance Improvement
12. Explain healthcare analytics and decision support
13. Making data intelligible
14. Information Governance

STUDENT REQUIREMENTS AND METHOD OF EVALUATION

A cumulative point system is used. Your class assignments will include reading, review questions, written reports, case studies, Website research, projects, practice exercises, discussion questions, chapter quizzes and examinations. The chapter examinations will be a part of each learning unit and are completed after the unit assignments, and prior to starting the next unit. Possible points for written reports, case studies, projects, and exams will vary and tracking of your total points for each assignment or exam will be available on the course Website. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Class participation and completion of assignments by the due date are essential elements to your success in this course. Total points accumulated during the semester will be calculated into a percent and graded on the scale below.

STUDENT REQUIREMENTS

Students must participate in all activities, as well as accurately complete assignments and examinations within the internet platform in a timely manner.

Therefore it is imperative that students have a reliable internet provider, computer hardware, and email address to succeed in this course

GRADING SCALE

A = 90-100%

B = 80-89%

C = 70-79%

D = 60-69%

F = 59% and below

ASSESSMENT OF STUDENT GAIN

Student gain will be determined by student improvement in each of the competencies.

Attendance Policy

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.
2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's notification. If the student is reinstated into the class, the instructor and the registrar will be notified. Please refer to the Student Handbook/Academic Policies for more information
3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

ACADEMIC INTEGRITY

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

ELECTRONIC DEVICE POLICY

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

NOTE

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

ACCOMMODATIONS

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanute Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can assist you in arranging any necessary accommodations.

NON-DISCRIMINATION POLICY

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

<http://www.neosho.edu/Departments/NonDiscrimination.aspx>

SEXUAL MISCONDUCT POLICY (TITLE IX)

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate

personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

<http://www.neosho.edu/TitleIX.aspx>

COURSE NOTES

See supplemental syllabus inside course

This syllabus is not a broad outline of subject matter to be covered, nor does it limit the content of the class to the material described. For the completion of the HIT Program a C or better is required in this course to continue in the program.