I. Catalog Description and Credit Hours of Course:

This course provides a foundation of the quality improvement issues, including the history and drivers of quality, facing individuals in the healthcare setting. (3 hours)

II. Prerequisite(s):

Prerequisite(s): HA300 with a minimum of “C” or MG301 with minimum of “C” or consent of department chair.

III. Purposes or Objectives of the Course.

A. To understand performance improvement and identify improvement opportunities.
B. To understand components of a risk management program and its role in organizational quality improvement.
C. To understand how systems impact quality of care.

IV. Student Learning Outcomes:

Upon completion of this course the students will be able to:
A. define performance improvement and identify improvement opportunities.
B. summarize how different health care systems impact quality health care delivery.
C. define the purpose of quality improvement committees in healthcare organizations.

V. Expectations of Students:

A. Regular Class Attendance.
B. Active Class Participation.
C. Challenging, inquisitive, and cooperative learning attitude.
D. Assigned work completed on schedule.
E. Complete a significant research project/paper if enrolled for graduate credit.

VI. Course Content or Outline (Estimated Hours Per Section)

A. Introduction (3)
B. Performance improvement history and theory (6)
C. Collecting and analyzing PI data (12)
D. The role of risk management in QI (9)
E. Regulatory issues in QI (9)
F. Management of staff and the environment (6)

VII. Textbook(s) and/or Other Required Material or Equipment:


VIII. Basis for Student Evaluation

A. Performance on scheduled exams
B. Performance on group project
C. Performance on case assignments
D. Performance on final paper
E. Performance in class discussions
IX. Grading Scale

<table>
<thead>
<tr>
<th>Undergraduate</th>
<th>Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 – 100% = A</td>
<td>90 – 100% = A</td>
</tr>
<tr>
<td>80 – 89.99% = B</td>
<td>80 – 89.99% = B</td>
</tr>
<tr>
<td>70 – 79.99% = C</td>
<td>70 – 79.99% = C</td>
</tr>
<tr>
<td>60 – 69.99% = D</td>
<td>&lt; 70% = F</td>
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<tr>
<td>&lt; 60% = F</td>
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The weight of the evaluation criteria may vary according to each instructor and will be communicated at the beginning of the semester.

X. Academic Policy Statement:

Students will be expected to abide by the University Policy for Academic Honesty regarding plagiarism and academic honesty. Refer to:

http://www6.semo.edu/judaffairs/code.html

XI. Student with Disabilities Statement:

If a student has a special need addressed by the Americans with Disabilities Act (ADA) and requires materials in an alternative format, please notify the instructor at the beginning of the course. Reasonable efforts will be made to accommodate special needs.