Department of Management & Marketing

Title of Course: Advanced Healthcare Quality

I. Catalog Description and Credit Hours of Course:

This course focuses on the implementation of quality initiatives in healthcare organizations based on organizational structure, new and existing processes, and desired outcomes. (3 hours)

II. Prerequisite(s): HA520 with “C” or better or consent of department chair.

III. Purposes or Objectives of the Course.
A. Understand quality improvement methodology.
B. To discuss key aspects of QI in healthcare organizations.
C. Evaluate and critique current QI practices.
D. Understand how to implement individual- and team-based QI techniques and evaluate outcomes.

IV. Student Learning Outcomes:

Upon completion of this course the students will be able to:
A. define components of risk management plans in healthcare organizations.
B. explain statistical tools used in healthcare QI.
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. Teams in healthcare PI (3)
C. Process tools in PI (9)
D. Information Resources in PI (12)
E. Evaluation of QI practices (12)
F. TQM, Baldridge and Six Sigma in Healthcare (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>
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<tbody>
<tr>
<td>90 – 100% = A</td>
<td>90 – 100% = A</td>
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<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.