Faculty is required to have the outline submitted to the Academic Affairs Office. The course outline is the form used for approval of new courses by the Academic Affairs and Standards Council.

DEPT. HIMC COURSE NUMBER: 2120

NUMBER OF CREDITS: 2

COURSE TITLE: Quality and Performance Improvement in Healthcare

CATALOG DESCRIPTION: Explore the theory, practice and management of quality performance and improvement through examination of peer review processes, applying quality tools, data analysis and reporting systems.

AUDIENCE: Health Information Technology students as well as students who satisfy the prerequisite requirements and are interested in gaining more knowledge in this area.

FULFILLS MN TRANSFER CURRICULUM AREA(S) N/A

PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE: N/A

LENGTH OF COURSE: one semester

THIS COURSE IS USUALLY OFFERED:
Every other year □ fall ☑ spring ☑ summer □ undetermined □

Four goals are emphasized in course at Minnesota West Community & Technical College:

1) ACADEMIC CONTENT: The academic objectives of this course are:
   a. To have a thorough understanding of data management as it relates to quality
   b. To utilize the functional tools for finding solutions to complex issues, decision-making, prioritization of tasks, and implementation of quality theories

2) THINKING SKILLS: This course will help students improve the effectiveness of their thinking skills through:
   a. Understanding healthcare quality and improvement models
   b. The use of analytical thinking to interpret case studies and analyze data.
   c. Efficient test taking skills

3) COMMUNICATIONS SKILLS: This course will help students improve their oral and written communication skills through:
a. Participation in online discussions.
b. Cooperative attitude with other students and instructor.
c. Ability to communicate via D2L, through email, discussion groups, and classroom materials.

4) HUMAN DIVERSITY: This course will help students recognize, understand, and appreciate human diversity through:
   a. Understanding the need to communicate with a diverse population.
   b. Gaining a self-awareness regarding the feelings toward people regardless of culture, values, or socioeconomic status.

TOPICS TO BE COVERED:
   1) Performance and quality improvement models
   2) Managing performance and quality improvements enterprises
   3) Monitoring improvement functions

COURSE LEARNING OUTCOMES (GENERAL):

1) Verify the documentation in the health record is timely, complete, and accurate
2) Identify a complete health record according to organizational policies, external regulations, and standards
3) Apply policies and procedures to ensure the accuracy and integrity of health data
4) Collect and maintain health data
5) Apply graphical tools for data presentations
6) Explain the process used in the selection and implementation of health information management systems
7) Explain analytics and decision support
8) Apply report generation technologies to facilitate decision-making
9) Analyze data to identify trends
10) Explain common research methodologies and why they are used in healthcare
11) Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system
12) Analyze policies and procedures to ensure organizational compliance with regulations and standards
13) Collaborate with staff in preparing the organization for accreditation, licensure, and/or certification
14) Identify potential abuse or fraudulent trends through data analysis
15) Identify discrepancies between supporting documentation and coded data
16) Apply the fundamentals of team leadership
17) Organize and facilitate meetings
18) Recognize the impact of change management on processes, people and systems
19) Utilize tools and techniques to monitor, report, and improve processes
20) Identify cost-saving and efficient means of achieving work processes and goals
21) Utilize data for facility-wide outcomes reporting for quality management and performance improvement
22) Adhere to work plans, policies, procedures, and resource requisitions in relation to job functions
23) Explain the methodology of training and development
24) Summarize a collection methodology for data to guide strategic and organizational management
25) Understand the importance of healthcare policy-making as it relates to the healthcare delivery system
26) Describe the differing types of organization, services, and personnel and their interrelationships across the health care delivery system
27) Apply information and data strategies in support of information and data strategies in support of information governance initiatives
28) Utilize enterprise-wide information assets in support of organizational strategies and objectives Summarize project management methodologies

STUDENT LEARNING OUTCOMES (SPECIFIC):
1) Students will define a performance improvement model
2) Students will define opportunities for improvement based on performance measurements
3) Students will delineate the best ways to organize performance improvement data for effective review by a board of directors
4) Students will identify approaches that lead to success in the survey process
5) Students will list specific knowledge and skills required for team leadership
6) Students will describe the legal aspects of performance improvement activities conducted in healthcare organizations
7) Students will outline the organization-wide performance improvement cycle
8) Students will differentiate between internal and external benchmark comparisons.
9) Student will identify common healthcare data collection tools
10) Students will identify the differences between internal and external customers
11) Students will define the concept of a sentinel event
12) Students will describe a risk assessment and a hazard vulnerability analysis

LEARNING/TEACHING TECHNIQUES used in the course are:
- Collaborative Learning
- Problem Solving
- Student Presentations
- Interactive Lectures
- Creative Projects
- Individual Coaching
- Lecture
- Films/Videos/Slides
- Demonstrations
- Other (describe below)
- Lab

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:
- Reading
- Tests
- Oral Presentations
- Individual Projects
- Textbook Problems
- Collaborative Projects
- Group Problems
- Portfolio
- Other (describe below)
- Term Paper

Veteran Services: Minnesota West is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with scheduled course requirements. Instructors
will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Minnesota West Veterans Service Office.

The information in this course outline is subject to revision

To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.

This document is available in alternative formats to individuals with disabilities by contacting the Student Services Advisor or by calling 800-658-2330 or via your preferred Telecommunications Relay Service.

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Revised 10/1/16