

## Quality Assessment and Performance Improvement (HITT 2343) Fully Online



**Prerequisite/Co-requisite:** HITT 1301, HITT 1345

**Credit:** 3 credit hours (3 hours lecture)

### Course Description:

Study of quality standards and methodologies in the health information management environment. Topics include licensing, accreditation, compilation and presentation of data in statistical format, quality management and performance improvement functions, utilization management, risk management, and medical staff data quality issues.

### Required Textbook and Materials:

1. Quality and Performance Improvement in Healthcare: A Tool for Programmed Learning by P. Shaw, C. Elliot, 5<sup>th</sup> edition. AHIMA Press  
a. ISBN: 978-1-58426-310-4
2. Internet access

### Course:

*Upon completion of the course, the student should be able to:*

1. Monitor compliance with governmental and organizational regulations and Accreditation standards
2. Implement tools and methods for quality assessment and improvement
3. Identify potential risk management issues
4. Coordinate utilization and resource management functions
5. Assist in medical staff quality improvement functions

### Course Outline:

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| <p>I. A performance improvement (PI) model</p> <p>A. Defining a performance improvement model</p> <ol style="list-style-type: none"><li>1) Performance improvement model activities</li><li>2) Organization wide performance improvement</li><li>3) Team based performance improvement</li></ol> <p>B. Identifying improvement opportunities based performance measurement</p> | <ol style="list-style-type: none"><li>1) Principal aspects of continuous improvement</li><li>2) Brainstorming</li><li>3) Affinity diagramming</li><li>4) Nominal group technique</li></ol> <p>C. Using teamwork in performance improvement</p> <ol style="list-style-type: none"><li>1) Uses of teams in performance improvement</li><li>2) Composition of PI teams</li><li>3) Team charters</li><li>4) Team roles</li><li>5) Ground rules</li></ol> |
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HITT 2343  
Course Syllabus

- 6) Mission, vision, and value statements
- 7) Effective listening and questioning techniques
- D. Aggregating and analyzing PI data
  - 1) Data types
  - 2) Data display techniques
  - 3) Aggregation and analysis methods
- E. Communicating PI activities and recommendation
  - 1) Communication tools: minutes, quarterly reports and storyboards
  - 2) Importance of organization wide communication
- II. Continuous monitoring and improvement function
  - A. Measuring customer satisfaction
    - 1) Identifying customers
    - 2) Internal customers
    - 3) External customers
    - 4) Interviews and survey tools
  - B. Refining the continuum of care
    - 1) Preadmission screening
    - 2) Progress of care
    - 3) Utilization of management
    - 4) Discharge planning
    - 5) Criteria sets
    - 6) Indicators
    - 7) Gantt charts
  - C. Improving the provision of care, treatment and services
    - 1) National Patient Safety Goals
    - 2) Pay for Performance
    - 3) "Never Events"
    - 4) Seclusion, Restraint, and protective device use
    - 5) The evaluation of laboratory services
    - 6) Use of blood products
    - 7) Patient care outcomes review
    - 8) Policy, procedure and documentation review
    - 9) Organizational standards of care
  - D. Preventing and controlling infectious disease
    - 1) Community-acquired infections
    - 2) Healthcare associated infections
    - 3) Multi-drug resistant organisms
    - 4) Flowcharting in PI process
  - E. Decreasing risk exposure
    - 1) Risk management
    - 2) Incident reports
    - 3) Sentinel event reporting
    - 4) Root-cause analysis
    - 5) Cause and effect diagramming
  - F. Building a safe medication management systems
    - 1) Health policy
    - 2) National initiative
    - 3) Private sector
    - 4) Professional advocacy
    - 5) Failure mode and effect analysis tool
    - 6) Monitoring and reporting medications errors
    - 7) Adverse drug events
    - 8) Patient safety issues
  - G. Managing the environment of care
    - 1) Safety management programs
    - 2) Security management programs
    - 3) Hazardous material and waste management programs
    - 4) Disaster and incident management programs
    - 5) Life safety management programs
    - 6) Medical equipment management programs
    - 7) Building utility management programs
  - H. Developing staff and human resources
    - 1) Recruitment
    - 2) Retention
    - 3) Orientation
    - 4) Training
    - 5) Performance appraisal
    - 6) Monitoring and managing physicians and paraprofessional staff
- III. Management of PI programs

HITT 2343  
Course Syllabus

- A. Managing the human side of change
- 1) Phases of change
  - 2) Change management
  - 3) Identifying the losses
  - 4) Acknowledging the losses
  - 5) Providing information and asking for feedback
  - 6) Marking the endings
  - 7) Managing the transition
  - 8) Clarifying reinforcing the beginning

- B. Navigating the accreditation, certification, or licensure process
- 1) Accreditation
  - 2) Certification
  - 3) Licensure review
  - 4) Compulsory reviews
  - 5) Voluntary reviews
  - 6) Compliance
  - 7) National Committee for Quality Assurance
  - 8) CMS Condition of Participation

<b>Grade Scale:</b>	
90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D
0 - 59	F

<b>Course Evaluation:</b>	
Final grades will be calculated according to the following criteria:	
Course assignments	25%
Participation	10%
Discussions	10%
Unit Exams	40%
Final Exam	15%

**Course Policies:**

1. Students must provide their own textbooks, writing instruments, and other necessary supplies for classes.
2. Students must log onto Blackboard and access this course a minimum of 4 – 5 times per week.
3. Students must respect one another and all faculty.
4. Internet Usage – Students are expected to use proper net etiquette while participating in course emails, assignment submissions, and online discussions.
5. No cheating of any kind will be tolerated. Students caught cheating or helping someone to cheat can and will be removed from the class for the semester. Cheating can result in expulsion from LIT.
6. All exams will be taken on the scheduled dates. If a test is missed due to an emergency situation, the student will have one week to make it up; otherwise a grade of “0” will be assigned. **The instructor MUST be contacted to receive prior approval to take the exam late.**
7. All assignments are due when stated. Assignments submitted more than a week late will be reduced 25%.
8. Additional course policies are outlined in “Classroom Policies” provided at the beginning of the semester.

9. Students are expected to follow the Lamar Institute of Technology Code of Conduct and Disciplinary Policy
10. Any violation of classroom/online policies may result in student being asked to leave class and result in an absence.
- 11. If you wish to drop a course, the student is responsible for initiating and dropping the course. If you stop logging-in to the course and do not complete the course drop process, then you will earn an “F” grade for the course.**
12. The instructor will respond to e-mail and voice mail communication within 24 hours Monday through Friday. Assignment grades will be published within 2 weeks of the assignment due date.

### **Technical Requirements:**

The latest technical requirements, including hardware, compatible browsers, operating systems, software, Java, etc. can be found online at:

<http://kb.blackboard.com/pages/viewpage.action?pageId=25368512>

A functional internet connection, such as DSL, cable, 3G, 4G, WiMAX, WiFi, satellite, or other broadband access is necessary to maximize the use of the online technology and resources.

### **Disabilities Statement:**

The Americans with Disabilities Act of 1992 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. Among other things, these statutes require that all students with documented disabilities be guaranteed a learning environment that provides for reasonable accommodations for their disabilities. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409) 880-1737 or visit the online resource:

<http://www.lit.edu/depts/stuserv/special/defaults.aspx>

### **Student Code of Conduct Statement:**

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the *LIT Catalog and Student Handbook*. The *LIT Catalog and Student Handbook* may be accessed at [www.lit.edu](http://www.lit.edu) or obtained in print upon request at the Student Services Office.