

**SYLLABUS: HLTH 5371 (Fall 2017)****Course Information**

*Course:* HLTH 5371 – Health Care Quality and Safety  
*Term:* Fall 2017  
*Meeting time:* Online, expect new weekly content every Wednesday after 5 PM  
*Instructor:* Dr. Miguel A. Zuniga  
*Teaching assistant:* N/A  
*Telephone number:* 956-294-1110  
*Email address:* [zuniga@shsu.edu](mailto:zuniga@shsu.edu)  
*Office hours:* By appointment only  
*Office location:* CHSS 344

**Course Description**

This is a survey course designed to introduce the students to the domain of health care quality and safety. The course covers the entire body of knowledge in the health care quality and safety domain and is designed to be taken during a student's first year in the program. Prerequisites: Graduate standing. Credit 3 hours.

**RATIONALE:** This course will examine a variety of techniques to identify, measure, and improve quality and productivity in health service organizations. A range of practical issues related to quality management will also be considered, including teamwork, leadership, and the role of information technology in the support of quality initiatives. Topics include historic and contemporary view of quality (including 6-sigma, lean, and quality-based purchasing), statistical quality improvement tools and methods, and process flow and design. The intent is to provide students with insights into how quality and utilization programs are administered in fact as well as theory.

You will gain the necessary cognitive information through readings, media, discussion, lecture, and activities. Throughout the course, students will have opportunity to analyze their own attitudes and behaviors. Additionally, the course will allow you opportunity to analyze and discuss prominent societal and policy issues. Much of our course time will be spent practicing skills and discussing topics beyond your required textbook reading. For these reasons, it is important that you access the online modules in a timely manner. Once the course begins, we will have weekly sessions, assignments, and quizzes; therefore, to get the most from the course, you must keep up with your readings and assignments.

**Prerequisites**

Admission to SHSU Graduate School.

**Textbook and/or Resource Material**

## Course Objectives

<b>Course Objectives</b> <i>By the end of the course, you should be able to:</i>	
1.	Apply quality models using different theoretical frameworks and concepts,
2.	Describe the conceptual differences between quality assurance, quality management, continuous quality improvement, and breakthrough quality improvement,
3.	Analyze health organization performance using different quality and safety measures and tools,
4.	Organize and employ performance tools to change organizational processes to improve quality and safety outcomes,
5.	Explain the importance of process in the management of quality systems in health organizations.
6.	Identify key external health organization quality evaluation systems, and
7.	Assess appropriate performance and safety measures for health organizations.

## PROFESSIONAL DEVELOPMENT:

Upon completion of this course, students are strongly encouraged to test their understanding of the course material by taking Quality Improvement Associate Certification examination offered by the American Society for Quality ([www.asq.org](http://www.asq.org)). Detail on this examination is available through our course Blackboard shell. Additionally, the Certified Professional in Healthcare Quality (CPHQ) is a credential that signifies professional and academic achievement by individuals in the field of healthcare quality management (<http://www.nahq.org/certify/content/index.html>).

For students, the Quality Improvement Associate Certification and the Certified Professional in Healthcare Quality examination have two benefits: 1) it provides an independent assessment of their understanding of the course material and 2) it provides an additional and important credential (i.e., Certified Quality Improvement Associate or CPHQ).

## Course Topics, Readings, Assignments and Dates

Week	Topic	Other Content & Assignments
Aug 23	Course Introduction – TA 101: Introduction to the Triple Aim for Populations*	Class introduction, course resources, and discussion # 1 (Due Aug 30)
Week 1 – Aug 30	Chapter 1 Introduction to Quality QI 101: Introduction to Health Care Improvement*	Quiz Chapter 1, TA 101 and QI 101 Certificate Due Sep 5, 2017
Week 2 – Sep 6	Chapter 2 Foundations of Quality Management QI 102: How to Improve with the Model for Improvement*	Quiz Chapter 2 and QI 102 Certificate 9/12/17
Week 3 – Sep 13	Chapter 3 Customer Focus PFC 101: Introduction to Patient-Centered Care* PS 101: Introduction to Patient Safety*	Quiz Chapter 3, PS 101, and PFC 101 Certificate Due 9/19/17

Week 4 – Sep 20	Chapter 4 Workforce Focus PS 103: Human Factors and Safety* PS 104: Teamwork and Communication in a Culture of Safety*	Quiz Chapter 4 PS 103, and PS 104 Certificate Due 9/26/17
Week 5 – Sep 27	Chapter 5 Process Focus PS 102: From Error to Harm*	Quiz Chapter 5, and PS 102 Certificate Due 10/4/17
Week 6 – Oct 5	Chapter 6 Statistical Methods in Quality Management QI 103: Testing and Measuring Changes with PDSA Cycles* QI 104: Interpreting Data: Run Charts, Control Charts, and Other Measurement Tools*	Quiz Chapter 6, QI 103, and QI 104 Certificate Due 10/11/17
Week 7 – Oct 11	Chapter 7 Design for Quality and Product Excellence	Quiz Chapter 7 Due 10/17/17
Week 8 – Oct 18	Chapter 8 Measuring and Controlling Quality PS 105: Responding to Adverse Events*	Quiz Chapter 8 and PS 105 Due 10/24/17
Week 9 – Oct 25	Chapter 9 Process Improvement and Six Sigma	Quiz Chapter 9 and Due 10/31/17
Week 10 – Nov 1	Chapter 10 The Baldrige Framework for Performance Excellence	Quiz Chapter 10 and Db #2 Due 11/7/17
Week 11 – Nov 8	Chapter 11 Strategy and Performance Excellence	Quiz Chapter 11 Due 11/14/17
Week 12 – Nov 15	Chapter 12 Measurement and Knowledge Management for Performance Excellence	Quiz Chapter 12 and Db #3 Due 11/28/17
Week 13 – Nov 29	Chapter 13 Leadership for Performance Excellence QI 105: Leading Quality Improvement*	Quiz Chapter 13 and QI 105 Due 11/28/17
Week 14 – Dec 1	Chapter 14 Building and Sustaining Quality and Performance Excellence	Quiz Chapter 14 Due 12/4/17
Week 15 Finals Week		

## Grading

14 READING QUIZZES (10 pts./quiz)	140 PTS	<i>A = 90-100%</i>
13 IHI Open School Certificates (10 pts each)	130 PTS	<i>B = 80-89%</i>
		<i>C = 70-79%</i>
		<i>D = 60-69%</i>
		<i>F = &lt;60%</i>
PARTICIPATION		
CLASS DISCUSSION (approx. 3 @ 10 pts. each)	30 PTS	
CLASS ATTENDANCE/PARTICIPATION*	30 PTS	
<b>TOTAL POINTS AVAILABLE</b>	<b>330 PTS</b>	
<u>PARTICIPATION*</u> = Webinars, other external events, timely completion of tasks.		

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## EXAMS

No midterm and final exams are scheduled for HLTH 5371

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## READING QUIZZES

Quizzes content will be drawn from Textbook readings.

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## Blackboard Discussions

Reflections on supplemental health care quality and safety . One meaningful original posting, two responses to other student postings will be used to grade your contributions.

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## PARTICIPATION

Credit for participation will include your commitment to access course materials in a weekly basis and in participation in Webinars, National Public Health Week, and other external events whether on campus or online, etc.

## COURSE ASSIGNMENT CRITERIA –

- ❑ If an assignment seems unclear, it is *YOUR* responsibility to talk to the instructor early.
- ❑ If you desire academic accommodation for a documented disability, contact the instructor ASAP.
- ❑ *Plagiarism* is a big word that simply means using someone else's work or writing without giving credit. If you copy a paragraph, sentence or even phrase from someone else's work, you must place quotes around what you have copied and cite the author. If you borrow an idea from someone else, but don't quote them exactly, you don't need to add the quotes, but you still must cite the author. When citing an author, use either the APA style (**Brown, 2014**) or the AMA style (superscript number<sup>1</sup>) immediately after the statement. Then, in the Endnotes give the entire reference: **1. Brown, S (2014). Best article. Journal of Cool Stuff; 4(2), p.3-7.** This is your warning; if you borrow without giving credit you will get zero points for the parts borrowed. If you are working on an assignment that requires all your own work (or an exam), you should not be citing other authors anyway.

## Sam Houston State University Policies

### Attendance and Make-up Policies

The University views class attendance as the responsibility of an individual student. Attendance is essential to complete the course successfully. University rules related to excused and unexcused absences are located on-line at [SHSU Attendance Policy](#)

You will be graded during each one of the course sessions. For these reason, it is imperative you be in class every day we meet.

## STUDENT ABSENCES ON RELIGIOUS HOLY DAYS POLICY

Section 51.911(b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.

University policy 861001 provides the procedures to be followed by the student and instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). This request must be made in the first fifteen days of the semester or the first seven days of a summer session in which the absence(s) will occur. The instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed.

## Other Pertinent Course Information

Every effort will be made to ensure that power point lecture files, notes, articles and assignments are available online in a timely manner. Written assignments will be delivered thru the Blackboard course website. Handouts, changes in assignments or the schedule of class modules will be announced on the Bb course webpage. E-mail contact will be initiated with all students the first week of class. If you do not have access to your assigned SHSU e-mail account, it is your responsibility to make the instructor aware of that fact so that other arrangements may be made. You are expected to use SHSU e-mail address for all official correspondence.

## Blackboard (Bb Statement)

Blackboard (Bb): This course will be supported via Blackboard, your online learning community, where you will interact with your classmates and with me. Within the course Blackboard site you will access the learning materials, tutorials, and syllabus; discuss issues; submit assignments; take quizzes; email other students and the instructor; participate in online activities; and display your projects.

In order to access the course material you will need to go to <https://shsu.blackboard.com> or look for Campus Tools on the top of the University's homepage. **Please do not contact your instructor with technical problems.** If you are having a technical problem with the course, review the support resources at <http://distance.shsu.edu/tech-support/>. You will need to possess the required computing technology to be successful in an online course. **Important!!!** Save your work as you go along. Nothing is more discouraging than to lose an assignment due to a computer hang ups! You may want to also make hard copies of your work to have "proof" and save yourself time and trouble!

## Plagiarism Virtual Course

Plagiarism is the leading form of academic dishonesty that the Department of Population Health has to address. As a POPULATION HEALTH student, you are responsible for knowing what plagiarism is and how to avoid it.

## End of Course Evaluation

Constructive feedback from students on course evaluations is taken very seriously at the College of Health Sciences. I am asking for your assistance in helping the Department in its assessment of courses and faculty through your participation in the evaluation of your courses. As health professionals you will one day have the responsibility to evaluate colleagues and health initiatives. The College views providing feedback on the Department's courses as part of your professional responsibility.

## Department of Population Health Mission

The mission of the Department of Population Health is to foster student-centered learning for early and advanced health professionals; to conduct applied, evidence-based research in population health; and to improve health and wellbeing through community engagement at the local and global levels.

### **Americans with Disabilities Act (ADA)**

SHSU adheres to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations for students with disabilities. Students with disabilities that may affect adversely their work in this class should register with the SHSU Counseling Center and talk with their University supervisor and classroom mentor teachers about how they can help. All disclosures of disabilities will be kept strictly confidential. NOTE: no accommodation can be made until registration with the Counseling Center is complete.

### **STUDENTS WITH DISABILITIES POLICY**

It is the policy of Sam Houston State University that no otherwise qualified individual with disabilities shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Students with disabilities may request help with academically related problems stemming from individual disabilities from their instructors, school/department chair, or by contacting the Chair of the Committee for Continuing Assistance for Disabled Students and Director of the Counseling Center, Lee Drain Annex, or by calling (936) 294-1720.

### **Academic Integrity**

According to the administration's guidelines: "All students are expected to engage in all academic pursuits in a manner that is above reproach. Students are expected to maintain complete honesty and integrity in the academic experiences both in and out of the classroom. Any student found guilty of dishonesty in any phase of academic work will be subject to disciplinary action. The University and its official representatives may initiate disciplinary proceedings against a student accused of any form academic dishonesty including, but not limited to, cheating on an examination or other academic work which is to be submitted, plagiarism, collusion and the abuse of resource materials."

"Students will refrain from behavior in the classroom that intentionally or unintentionally disrupts the learning process and, thus, impedes the mission of the university. Cellular telephones and pagers must be turned off before class begins. Students are prohibited from eating in class, [chewing gum], using tobacco products, making offensive remarks, reading newspapers, or engaging in any other form of distraction. Inappropriate behavior in the classroom shall result in a directive to leave class. Students who are especially disruptive also may be referred to the Dean of Students for disciplinary action in accordance with the university policy."

The full policy for "Code of Student Conduct and Discipline" is found at the following link:  
<https://www.shsu.edu/students/guide/dean/codeofconduct.html>

### **FERPA**

The Federal Education Rights & Privacy Act requires that we advise students that by registering for this course, their SHSU assigned e-mail address will be revealed to classmates and the instructor. By continuing your enrollment in the course you acknowledge your understanding of this policy. By enrolling in this course you agree to the following statement: "I understand that as a result of registering for this course, my SHSU/Blackboard assigned e-mail address will be revealed to classmates and the instructor."

### **Equal Opportunity Statement**

## DISCLAIMER

This syllabus is representative of materials that will be covered in this class; it is not a contract between the student and the institution. It is subject to change. These changes will be communicated via email or posted as announcements. If you have any problems related to this course, please feel free to discuss them with the instructor.

## Title IX

"No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance."

Title IX of the Education Amendments of 1972 is a federal law that prohibits sex discrimination in education.

### NOTICE OF NON-DISCRIMINATION

Sam Houston State University complies with Title IX of the Higher Education Amendments of 1972 (Title IX), which prohibits discrimination on the basis of sex in educational programs or activities; Title VII of the Civil Rights Act of 1964 (Title VII), which prohibits sex discrimination in employment; and the Campus Sexual Violence Elimination Act. Sexual misconduct, as defined in the University's Sexual Misconduct Policy, constitutes a form of sex discrimination prohibited by Title IX and Title VII.

### TITLE IX CONTACTS

Sex discrimination includes sexual harassment and sexual assault. While it is often thought of as a law that applies to athletics programs, Title IX is much broader than Athletics and applies to many programs at Sam Houston State University. While compliance with the law is everyone's responsibility at SHSU, below is a list of staff members that have primary responsibility for Title IX Compliance.

Title IX Coordinator--Jeanine Bias  
Associate Dean of Students --Lowman Student Center, Suite 215  
936-294-3026 or [jbias@shsu.edu](mailto:jbias@shsu.edu)

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