

AUSTIN COMMUNITY COLLEGE
HITT 2343 – Quality Assessment and Performance Improvement
(Data Management)- 8 Weeks
Spring 2025

Course Day and Time	Online
Synonym and Section #	95613/001
Campus	EVC Online
Room #	Virtual
Professor	Cherise Jackson, RHIA
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Website	www.austincc.edu/health/hitt
Office Location and Hours	Online Tuesday & Thursdays 4:00-5:00 p.m. Wednesday 2:00-5:00 p.m. Conferences by appointment
Additional contact information:	Students with questions about the course should contact their instructor . For other questions regarding the Allied Health Science Department (ALHS), students may contact: Karoline Gebert, Health Sciences Assistant at 512.243.5865 or by email: gebert@austincc.edu at the Eastview Campus

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 formats, quality management and performance improvement functions, utilization management, risk management, and medical staff data quality issues. Approaches to assessing patient safety issues and implementation of quality management and reporting through electronic systems and approaches to assessing patient safety issues and implementation of quality management and reporting through electronic systems.

Course Prerequisites

HITT 1253 and HITT 1345.

Course Rationale

The purpose of this course is to promote the development of the student's skills in the fundamentals and use of quality and performance improvement models. Techniques using quality and performance improvement are also necessary for their participation in various healthcare quality and performance improvement projects.

2018 AHIMA Entry Level Competencies.

The curriculum of the Austin Community College Health Information Technology program is designed to meet or exceed the professional course content as published in the AHIMA Model Curriculum that includes the HIM Entry-Level Competencies and Knowledge Clusters. This course addresses the specific Domains, Subdomains, and Competencies identified below:

Domain II: Information Protection: Access, Use, Disclosure, Privacy, and Security

1. Identify compliance requirements throughout the health information life cycle.

Domain V: Health Law and Compliance

1. Identify the components of risk management related to health information management.

Upon completion of the course the student will be able to:

1. Explain the elements of a quality assessment (QA) program.
2. Outline the government regulations and accreditation standards related to clinical quality management.
3. Identify the components in the Utilization Review (UR) process.
4. Recognize the organization of a hospital Utilization Management (UM) program.
5. Monitor the utilization-related activities conducted by quality improvement organization.
6. Give examples of the elements of a risk management plan.
7. Design and generate reports for data tracking of specialized information.
8. Identify the components of performance measures, process measures, outcome measures and benchmarking.
9. Analyze tools and methods for quality assessment and improvement.
10. Outline how individuals or teams can use Performance Improvement models to successfully plan, implement and evaluate improvement initiatives.
11. Validate data gathered against evidence-based research, using library, MEDLINE, and other web-based resources.
12. Recognize the essential elements in a data recovery and risk management plan.
13. Apply utilization and resource management functions as they apply to the concepts of utilization review.

Discipline/Program Student Learning Outcomes

Upon completion of the Program, the student will be able to:

- A. Appropriately manage and use health data.
- B. Collect, report and interpret database information and compute related healthcare statistics.
- C. Apply and participate in the implementation of laws and policies and procedures within healthcare delivery systems as they relate to payment systems, healthcare provider information needs, patient privacy and disclosure and ethical standards of practice.
- D. Utilize technology, including specialized hardware and software applications to ensure accurate data collection, record tracking, analysis, reporting and will be able to apply and contribute to the application of electronic health records and to the maintenance and design of patient information retrieval systems, while maintaining confidentiality and security of information.
- E. Apply the fundamentals of team and financial resource management, including budgeting, teamwork, education, communication and interpersonal skills in order to contribute to work plans, policies and procedures, resource management and others in performance as a member of a team.

SCANS Competencies

In 2009, the U.S. Department of Labor established the Secretary's Commission on Achieving Necessary Skills (SCANS) to examine the demands of the workplace and whether our nation's students are capable of meeting those demands. The Commission determined that today's jobs generally require competencies in the following areas:

- Resources: Identifies, organizes, plans and allocates resources
- Interpersonal: Works with others
- Information: Acquires and uses information
- Systems: Understands complex interrelationships
- Technology: Works with a variety of technologies

The Texas Higher Education Coordinating Board requires that all degree plans in institutions of higher education incorporate these competencies and identify to the student how these competencies are achieved in course objectives.

COMPETENCE	EXAMPLE OF LEVEL
Resources	Identifies resources used in course and allocates time for studying.
Interpersonal	Shares experiences and knowledge with classmates, works as a member of a team for any assigned activities. Participates in discussion board.
Information	Identifies quality improvement functions and activities
Systems	Identifies systems to use such as Excel, Vizio or other quality assessment software.
Technology	Discusses electronic health record with classmates and instructor.
Basic Skills	Reads assigned pages.
Thinking Skills	Identifies and prepares for tests, quizzes and research activities.
Personal Qualities	Works as a team member for any assigned activities. Asserts self and networks with classmates and virtual lab to obtain information on current topics.

Required Texts/Materials/Software

Shaw, Patricia. **Quality Assessment and Performance Improvement.**

Chicago, IL. American Health Information Management Association, 2010.

Instructional Methodology

Online – Blackboard

Distance Education

Students will use the Blackboard learning management system for assignment instructions, submitting assignments, and collaboration.

Students are responsible for applying time management and study skills required to be a successful online student.

These may include more or different skills than are necessary in a face-to-face course. Students new to distance education should review the [ACC Distance Education General Information](https://online.austincc.edu/faq/) available at <https://online.austincc.edu/faq/>

Technology Support Services

In response to COVID-19-related campus closures, Austin Community College now provides free, secure drive-up Wi-Fi to students and employees in the parking lots of all campus locations. Wi-Fi can be accessed seven days a week, 7 am to 11 pm. Additional details are available at <https://www.austincc.edu/coronavirus/drive-up-wifi>.

Students who submit the **Student Technology Access Form** and indicate they need help accessing their online learning environment to successfully complete their courses are eligible to check out an ACC iPad for use during the semester. You must be registered for a credit course, Adult Education, or Continuing Education course.

Grading System

The Health Information Technology courses use the following scale for determination of final grades:

A = 90-100%

B = 80-89%

C = 70-79%

D = 60-69%

F = 59% and below

A grade of 70% or above is required for passing any subject area.

Method of Evaluation for this course

35% Exams 1-3

15% Final Exam

25% Case Studies

25% Chapter Review Questions & Key Terms

Course Policies

Missed Exam & Late Work Policy

Exams and Final will be taken Online

- No make-up exams given. There will be no exceptions. The final will be taken no later than the due date.
- Tests, Final, Projects and discussion board grades will be posted on Blackboard.

Late Assignment Policy

- Assignments must be turned in by the due date listed on the Course Schedule.
- Late assignments will be subject to a 10-point penalty if submitted after the posted due date and then a reduction of 10 points per day thereafter.
- Assignments will not be accepted if submitted 4 or more days after the posted due date.

Attendance/Participation

Regular and timely class participation in discussions and completion of work is expected of all students. If attendance or compliance with other course policies is unsatisfactory, the instructor may withdraw students from the class.

In situations where classes are cancelled because of weather, pandemic, or other emergencies the student is responsible for communicating with their professor during the closure and completing any assignments or other activities designated by their professor.

Withdrawal Policy

It is the responsibility of each student to ensure that his or her name is removed from the roll should he or she decide to withdraw from the class. The instructor does, however, reserve the right to drop a student should he or she feel it is necessary. If a student decides to withdraw, he or she should also verify that the withdrawal is submitted before the Final Withdrawal Date. **The last day to withdraw is May 18, 2025.** The student is also strongly encouraged to retain their copy of the withdrawal form for their records.

The student is required to turn in their program student ID and any equipment or items that belong to the department. Failure to do so may compromise their standing at ACC.

Students who enroll for the third or subsequent time in a course taken since Fall, 2002, may be charged a higher tuition rate, for that course.

State law permits students to withdraw from no more than six courses during their entire undergraduate career at Texas public colleges or universities. With certain exceptions, all course withdrawals automatically count towards this limit. Details regarding this policy can be found in the ACC college catalog.

Incompletes

An instructor may award a grade of “I” (Incomplete) if a student was unable to complete all of the objectives for the passing grade in a course. An incomplete grade cannot be carried beyond the established date in the following semester. The completion date is determined by the instructor but may not be later than the final deadline for withdrawal in the subsequent semester.

Requests for incompletes must be submitted by the following dates:

- Deadline for Fall Semester: Second Friday in November
- Deadline for Spring Semester: Friday following Spring Break
- Deadline for Summer Semester: Friday following the 4th of July

In all cases an “Incomplete” cannot be requested unless 1/2 of the required coursework has been completed. For HITT 2443, you must have completed the following: tests, assignments and projects assigned through chapter 8.

Austin Community College COVID-19 Return to Campus Health and Safety Protocols

Can be found at: <https://drive.google.com/file/d/1TDaboZe7CSzu7KyBvflHzR2Rv4VOZDj0/view>

College Policies and Student Support Services

For college policies and student support services, please visit

<https://docs.google.com/document/d/1fieLrHTt3zH12JFwsYghVP83RP6yTY80/edit>

Course Outline/Calendar

The course calendar/schedule for each individual course can be found in lighthouse or on Blackboard on or before the first day of class. Please note that schedule changes may occur during the semester. Any changes will be posted as a Blackboard Announcement.

WEEK/DATES	AGENDA / TOPIC	READING OTHER ASSIGNMENTS	ASSIGNMENT DUE DATE
1 03-24-25	INTRODUCTION and HISTORY OF PERFORMANCE IMPROVEMENT	Chapter 1 1. Read the chapter. 2. Define *Key terms used in this chapter. 3. Answer chapter review questions #2-5	03-31-25
03-24-25	DEFINING A PERFORMANCE IMPROVEMENT MODEL	Chapter 2 1. Read the chapter. 2. Define Key terms used in this chapter. 3. Answer chapter review questions #2-5.	03-31-25
2 03-31-25	IDENTIFYING IMPROVEMENT OPPORTUNITIES BASED ON PERFORMANCE MEASUREMENT	Chapter 3 1. Read the chapter. 2. Define Key terms used in this chapter. 3. Complete Case Study p. 49. 4. Answer Chapter Review questions #1-5.	04-07-25
03-31-25	AGGREGATING AND ANALYZING PERFORMANCE IMPROVEMENT DATA	Chapter 5 1. Read the chapter. 2. Define Key terms used in this chapter 3. Answer Chapter Review questions #1-5.	04-07-25
3 04-07-25 EXAM 1 CH 1-3, 5 DUE: 04/14/25	COMMUNICATING PERFORMANCE IMPROVEMENT ACTIVITIES & RECOMMENDATIONS	Chapter 6 1. Read the chapter. 2. Complete Case Study p. 103-104. (DB) 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1-5. See p. 58 for mission statement elements.	04-14-25
04-07-25	REFINING THE CONTINUUM of CARE	Chapter 8 1. Read the chapter. 2. Complete Case Study p. 148-49. (DB) 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1-5.	04-14-25
4 04-14-25	IMPROVING THE PROVISION OF CARE, TREATMENT, and SERVICES.	Chapter 9 1. Read the chapter. 2. Complete Case Study p. 172. ((DB) 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1-5.	04-21-25
04-14-25	PREVENTING and CONTROLLING INFECTIONS DISEASE	Chapter 10 1. Read the chapter 2. Complete Case Study p. 189-191. (DB) 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1-5.	04-21-25

WEEK/DATES	AGENDA / TOPIC	READING OTHER ASSIGNMENTS	ASSIGNMENT DUE DATE
5 04-14-25 Exam 2 Ch 6, 8-10 Due: 04/21/25	DECREASING RISK EXPOSURE	1. Chapter 11 2. Read the chapters. 3. Define Key terms used in these chapters. 4. Answer the chapter review questions. (all for Ch 11; 1, 4, 5 for Ch 13)	04-21-25
04-21-25	Building a Safe Medication Management System	Chapter 12 1. Read the chapter 2. Complete Case Study p. 249-240. 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1-5.	04-28-25
6 04-21-25	Managing the Environment of Care	Chapter 13 1. Read the chapter 2. Complete Case Study p. 269. (DB) 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1-5.	04-28-25
04-28-25	Developing Staff and Human Resources	Chapter 14 1. Read the chapter 2. Complete Case Study p. 283-298. 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1-5.	05-05-25
7 04-28-25 Exam 3 Ch 11 - 13 Due: 04/28/25	ORGANIZING and EVALUATING PERFORMANCE IMPROVEMENT	Chapter 15 1. Read the chapter. 2. TEAMS Complete Case Study p. 326-27 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1 4, 5.	05-05-25
05-05-25	NAVIGATING THE ACCREDITATION, CERTIFICATION, or LICENSURE PROCESS	Chapter 16 1. Read the chapter. 2. Define Key terms used in this chapter. 3. Answer the chapter review questions #1-5.	05-12-25
8 05-05-25	IMPLEMENTING EFFECTIVE PERFORMANCE IMPROVEMENT	Chapter 17 1. Read the chapter. 2. Complete Case Study p. 361-362 3. Define Key terms used in this chapter. 4. Answer the chapter review questions #1-5.	05-12-25
12-02-24 FINAL EXAM Ch 14-17 DUE: 05-12-25		Last Day of Semester 05-18-25	

* Chapter Key Terms – submit maximum of 10 per chapter (Choose the ones you are least familiar with.)
 Several chapters have less than 10.