

**Eastern Oregon University  
Course Syllabus**

**Number of Course:** HCA 506

**Name of Course:** Quality Improvement in Health Systems

**Catalog Description:**

Focus is on planning, managing, and implementing effective healthcare quality improvement programs. Topics include quality measurement, quality reform, and the impact of patient/customer impact of effectiveness. Applying that understanding, the emphasis will be on selecting and defining indicators and metrics for data collection, analysis and reporting in various reporting platforms that track progress toward continuous system and patient care improvements.

**Credit Hours:** 3

**Instructor:** TBD

**Time and place of the course:** Online

**Required Texts or Suggested Materials:** TBD

**Prerequisites:** None

**Learning Outcomes:**

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

1. Compare the major principles of total quality management systems.
2. Apply statistical analysis to process quality management systems.
3. Evaluate the connection between quality and patient safety goals within quality management systems.
4. Analyze the complexities when achieving quality results across systems.
5. Devise quality control plans with various quality tools available, including but not limited to Six-Sigma, Lean methodology, and the Deming Wheel (PDCA).
6. Assess indicators and metrics for data collection consistent with improvement goals.

**Course Requirements and Means of Assessment:**

Learning Outcome	Assessment instrument	Percent of Total Grade	Timeline
1, 2, 3, 4, 5,6	Written assignments	30%	Bi-weekly
1, 2, 3, 4, 5,6	Reflection assignments	20%	Bi-Weekly
1, 2, 3, 4, 5,6	Weekly discussion forums	30%	Weekly
1, 2, 3, 4, 5,6	Final Project	20%	Finals Week

**Grading Policies:**

A+: 98-100	A: 97-100	B+: 86-89	B-: 80-82	C: 73-75	D: 60-69
	A-: 90-92	B: 83-85	C+:76-79	C-: 70-72	F: <60

**Brief Outline of Course:**

*Describe the nature of the course (lecture and lab, workshop format, etc.), any specific course content not detailed in the catalog description, and brief schedule.*

Primarily a combination of lecture, discussions of past and current developments in healthcare administration and project based learning. Weekly timeline is included in the table above.

**Topics to be Covered include:**

*Week 1: Fundamentals of measurement, patient-centered care, and the fundamentals of healthcare quality.*

*Week 2: Why measuring is critical, types of studies, research for efficacy, efficiency, effectiveness, and the performance measurement.*

*Week 3: Defining key quality characteristics and who is the customer. Creating a service excellence culture, and leadership’s role in quality improvement.*

*Week 4: Developing a measurement philosophy, developing operational definitions, developing data collection plans, developing probability and nonprobability plans.*

*Week 5: Organizational indicators into developing a strategic and comprehensive dashboard.*

*Week 6: Tapping the knowledge that hides in data, data versus information, static versus dynamic approaches to data analysis.*

*Week 7: Understanding variation conceptually, distinguishing common from special causes of variation.*

*Week 8: What is a run chart, understanding variation with run charts, analyzing a run chart.*

*Week 9: Run charts versus shewhart charts, what is a shewhart chart, deciding which Shewhart is most appropriate.*

*Week 10: Applying quality measurement principles and the future of quality improvements in health systems.*

**Course Conduct:** Students are expected to conduct themselves in the course (e.g., on discussion boards, email postings, in-class, group work) in compliance with the university's regulations regarding civility. Students will be expected to treat all others with the same respect as they would want afforded themselves. Disrespectful behavior to others (such as harassing behavior, personal insults, and inappropriate language) or disruptive behaviors in the course is unacceptable and can result in sanctions as defined by Oregon Administrative Rules Division 015 Student Conduct Regulations.

**Please also observe professional style communications in all of your emails and Discussion board posts.**

**Observation of "Netiquette":** All of your online communications need to be composed with fairness, honesty and tact. Spelling and grammar are very important in an online courses. What you put into an online course reflects on your level of professionalism. Your grade can be affected if you do not observe these common courtesies and communicate in plain text English (that is, no abbreviations or "texting" language).

**General Education Category and Outcomes:** NA

**University Writing Requirement Outcomes:** NA

Writing Center Statements:

***For on-campus courses***

The Writing Center provides a place — physical or virtual — where every EOU writer can find an interested, responsive reader. Writing tutorials are free of charge for EOU's undergraduate and graduate students who are writing for any course at any level, or who are writing resumes, job letters, graduate applications, and more. Go to [eou.mywconline.com](http://eou.mywconline.com) to schedule an appointment in the Writing Center (Loso Hall 234).

***For online or on-site courses***

The Writing Center provides a place — physical or virtual — where every EOU writer can find an interested, responsive reader. Writing tutorials are free of charge for EOU students writing for any undergraduate course. Go to [EOU's eTutoring page](#) to submit a paper to a writing tutor.

***For graduate courses***

The Writing Center provides a place — physical or virtual — where every EOU writer can find an interested, responsive reader. Writing tutorials are free of charge for EOU students writing for any graduate course. Go to [EOU's eTutoring page](#) to submit a paper to a writing tutor. Click on [Graduate Students How To](#) for information about tagging your submission.

**Classroom Decorum:**

- **Expectations:** Students are expected to conduct themselves in the course (e.g., on discussion boards, email postings, in-class, group work) in compliance with the university's regulations regarding civility. Students will be expected to treat all others with the same respect as they would want afforded themselves. Disrespectful behavior to others (such as harassing behavior, personal insults, and inappropriate language) or disruptive behaviors in the course is unacceptable and can result in sanctions as defined by Oregon Administrative Rules Division 015 Student Conduct Regulations.
  - Must observe professional style communications in all of your emails and Discussion board posts.
- **Observation of "Netiquette":** All of your online communications need to be composed with fairness, honesty and tact. Spelling and grammar are very important in an online course. What you put into an online course reflects on your level of professionalism.

Your grade can be affected if you do not observe these common courtesies and communicate in plain text English (that is, no abbreviations or “texting” language).

**Academic Misconduct Policy:**

Eastern Oregon University places a high value upon the integrity of its student scholars. Any student found responsible for an act of academic misconduct (including but not limited to cheating, unauthorized collaboration, fabrication, facilitation, plagiarism or tampering) may be subject to having his or her grade reduced in the course in question, being placed on probation or suspended from the University, or a combination of these.

**Accommodations/Students with Disabilities policy:**

Any student who feels he or she may need an accommodation for any type of disability, must contact the Disability Services Office in Loso Hall, Room 234. Phone: 541-962-3081.

**Syllabus Prepared By:** Dr. Jorge Melendez

**Date:** 7/7/2021