

**STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK**



COURSE OUTLINE

HSMB 310-Healthcare Quality & Patient Safety

PREPARED BY: Jennie Flanagan, RN MHA

SCHOOL OF BUSINESS AND LIBERAL ARTS

APRIL 2014

A. TITLE: Healthcare Quality & Patient Safety

B. COURSE NUMBER: HSMB 310

C. CREDIT HOURS: 3

D. WRITING INTENSIVE COURSE (OPTIONAL): yes

E. COURSE LENGTH: 15 weeks

F. SEMESTER(S) OFFERED: Fall

G. HOURS OF LECTURE: 3 hours per week

H. CATALOG DESCRIPTION:

This course discusses the state of current healthcare and the role of patient safety as a professional responsibility. Students will achieve a familiarity with the definition and measurement of quality of healthcare in a variety of healthcare settings along with the drivers of quality improvement, the history of healthcare quality, the principles of quality improvement, and the integrated patient safety risk management programs that promote the national patient safety goals.

I. PRE-REQUISITES COURSES: HSMB 101 or permission of instructor

J. GOALS (STUDENT LEARNING OBJECTIVES):

At the end of the course the student will be able to:

Course Objective	Institutional SLO
1. Identify and define healthcare quality from a variety of stakeholder perspectives in a variety of healthcare settings.	2. Critical Thinking 3. Professional Competence
2. Summarize the history evolution of quality thinking, from quality assurance to continuous quality improvement to systems improvement.	3. Professional Competence
3. Discuss the importance of quality to a healthcare system.	1. Communication 3. Professional Competence
4. Describe the leading models of quality improvement and apply key quality concepts in case study evaluation, along with the measurement and reporting components.	1. Communication 2. Critical Thinking 3. Professional Competence
5. Recognize the extent of problems in patient safety in medical care along with the ethical, legal and regulatory implications related to this care.	1. Communication 2. Critical Thinking 3. Professional Competence
6. Describe the role of various systems and factors in creating patient safety, in causing errors and adverse events.	1. Communication 3. Professional Competence

K. TEXTS:

Quality and Performance Excellence, 7th Ed. Cengage Learning, Evans, James,
ISBN# 978-1-285-19096-9

L. REFERENCES:

Crossing the Quality Chasm: A New Health System for the 21st Century. (2001).
Retrieved from <http://www.iom.edu>

Donaldson, MS. An Overview of To Err is Human: Re-emphasizing the Message of Patient Safety. Patient Safety and Quality: An Evidence-Based Handbook for Nurses. Rockville (MD): Agency for Healthcare Research and Quality (US); 2008 Apr. Chapter 3. Retrieved from <http://www.ncbi.nlm.nih.gov/books/NBK2673>

The Healthcare Quality Book, 2nd Ed. Health Administration Press, Ransom, Elizabeth,
ISBN# 978-1567933017

When Things Go Wrong: Responding to Adverse Events. (2006).
Retrieved from <http://www.ihi.org>

M. EQUIPMENT: None

N. GRADING METHOD: A-F

O. MEASUREMENT CRITERIA/METHODS:

Discussion forum assignments, quizzes and exams will be used to evaluate student learning.

P. DETAILED TOPICAL OUTLINE: (3 weeks per module)

Module 1- Foundations of Quality and Performance Excellence

- a) Overview of core principles
- b) Historical perspective of the evolution of quality and patient safety
- c) Quality principles and the direct correlation with management theories
- d) Methods for measuring performance and clinical outcomes

Module 2- Performance Excellence, Strategy and Organization Theory

- a) Strategic perspective
- b) Customer –supplier relationships
- c) Competitive advantage
- d) Comparisons with organizational design theory
- e) Benchmarking and differentiating organizational philosophies

Module 3- Themes of Teamwork and Empowerment

- a) Impact of teamwork on quality of care
- b) Quality –based team concepts to organizational behavior theories
- c) Scope and benefits of employee engagement
- d) Organizational theories of motivation

Module 4- Leadership and Organizational Change

- a) Roles of a quality leader
- b) Implementation of a patient-centered quality healthcare
- c) Sustaining performance excellence

Module 5- Patient Safety

- a) Key principles, core concepts and underlying theories
- b) Identification and mitigation of patient safety risk
- c) System and individual accountability in a safety culture
- d) Strategies for engaging executive and clinical leaders
- e) The national landscape: policy, regulation and the environment

Q. LABORATORY OUTLINE: N/A