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

MASTER SYLLABUS

COURSE NUMBER – COURSE NAME
HSMB 310 – Healthcare Quality & Patient Safety

Created by: Jennie Flanagan

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School of Business and Liberal Arts

Department: Business

Semester/Year: Fall 2019

A.   <u>TITLE</u>: Healthcare Quality & Patient Safety

B.   <u>COURSE NUMBER</u>: HSMB-310

C.   <u>CREDIT HOURS</u>: (Hours of Lecture, Laboratory, Recitation, Tutorial, Activity)

     # Credit Hours: 3
     # Lecture Hours: 3 per week
     # Lab Hours: 0 per week
      Other: 0 per week

     Course Length: 15 Weeks

D.   <u>WRITING INTENSIVE COURSE</u>: Yes ☐   No ☒

E.   <u>GER CATEGORY</u>: **None:** ☒   **Yes:** GER
     If course satisfies more than one: GER

F.   <u>SEMESTER(S) OFFERED</u>: **Fall** ☒   **Spring** ☐   **Fall & Spring** ☐

G.   <u>COURSE DESCRIPTION</u>:

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 setting 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.

H.   <u>PRE-REQUISITES</u>: **None** ☐   **Yes** ☒   **If yes, list below:**

HSMB 101- Introduction to Healthcare Management or permission of instructor

     <u>CO-REQUISITES</u>: **None** ☒   **Yes** ☐   **If yes, list below:**

I. STUDENT LEARNING OUTCOMES: (*see key below*)

By the end of this course, the student will be able to:

Course Student Learning Outcome [SLO]	*Program Student Learning Outcome [PSLO]*	*GER [If Applicable]*	*ISLO & SUBSETS*	
1. Identify and define healthcare quality from a variety of stakeholder perspectives in a variety of healthcare settings.	Demonstrate an understanding of healthcare quality and outcome measures		2-Crit Think ISLO ISLO	IA Subsets Subsets Subsets
2. Summarize the history evolution of quality thinking, from quality assurance to continuous quality improvement to systems improvement.	Demonstrate how to apply state and federal healthcare policies.		2-Crit Think ISLO ISLO	PS Subsets Subsets Subsets
3. Discuss the importance of quality to a healthcare system.	Demonstrate oral and written communication skills.		1-Comm Skills ISLO ISLO	W Subsets Subsets Subsets
4. Describe the leading models of quality improvement and apply key quality concepts in case study evaluation, along with the measurement and reporting components.	Demonstrate an understanding of healthcare quality and outcome measures		2-Crit Think ISLO ISLO	CA Subsets Subsets Subsets
5. Recognize the extent of problems in patient safety in medical care along with the ethical, legal and regulatory implications related to this care.	Compare and contrast theories and practices of ethics and professionalism in the healthcare setting.		4-Soc Respons ISLO ISLO	GL T Subsets Subsets
6. Describe the role of various systems and factors in creating patient safety, in causing errors and adverse events.	Demonstrate effective oral and written communications skills.		1-Comm Skills ISLO ISLO	W Subsets Subsets Subsets
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KEY	**Institutional Student Learning Outcomes [ISLO 1 – 5]**
ISLO #	**ISLO & Subsets**
1	**Communication Skills** Oral [O], Written [W]
2	**Critical Thinking** *Critical Analysis [CA] , Inquiry & Analysis [IA] , Problem Solving [PS]*
3	**Foundational Skills** *Information Management [IM], Quantitative Lit./Reasoning [QTR]*
4	**Social Responsibility** *Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]*
5	**Industry, Professional, Discipline Specific Knowledge and Skills**

*Include program objectives if applicable. Please consult with Program Coordinator

J. **APPLIED LEARNING COMPONENT:** Yes ☐ No ☒

If YES, select one or more of the following categories:

☐ Classroom/Lab   ☐ Civic Engagement
☐ Internship   ☐ Creative Works/Senior Project
☐ Clinical Placement ☐ Research
☐ Practicum   ☐ Entrepreneurship
☐ Service Learning   (program, class, project)
☐ Community Service

K. **TEXTS:**

Quality and Performance Excellence, 7th Ed. Cengage Learning, Evans, James,
ISBN# 978-1133955931

Textbooks are mandatory for this class.

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 ☒ Needed:**

N. **GRADING METHOD:** A-F

O. **SUGGESTED MEASUREMENT CRITERIA/METHODS:**

Assignments, discussions, and quizzes will be used to partially evaluate the attainment of objectives.

P. **DETAILED COURSE OUTLINE:**

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: None ☒ Yes ☐**