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| **PROFESSOR:** | **PHONE NUMBER:** |
| **OFFICE LOCATION:** | **E-MAIL:** |
| **OFFICE HOURS:** | **SEMESTER:** |

1. **COURSE NUMBER AND TITLE, CATALOG DESCRIPTION, CREDITS:**

**HIM 2510 QUALITY MANAGEMENT IN HEALTHCARE (3 CREDITS)**

This course is designed to provide the student with instruction in the foundations of quality improvement, risk management, patient safety, resource management, and evaluating individual competence in healthcare settings. Emphasis will be upon the measurement, assessment, and improvement processes and methods utilized in a continuous quality improvement program.

1. **PREREQUISITES FOR THIS COURSE:**

HIM 1000, CGS 1100, and (MGF 1106 or STA 2023), all with a grade of “C” or better

**CO-REQUISITES FOR THIS COURSE:**

None

1. **GENERAL COURSE INFORMATION:** Topic Outline.

* Introduction to health care quality management
* Measuring health care performance
* Assessing health care performance
* Improving health care performance
* Managing risk and patient safety
* Resource management
* Ensuring individual competence

1. **All courses at Florida SouthWestern State College contribute to the general education program by meeting one or more of the following general education competencies:**

**C**ommunicate clearly in a variety of modes and media.

**R**esearch and examine academic and non-academic information, resources, and evidence.

**E**valuate and utilize mathematical principles, technology, scientific and quantitative data.

**A**nalyze and create individual and collaborative works of art, literature, and performance.

**T**hink critically about questions to yield meaning and value.

**I**nvestigate and engage in the transdisciplinary applications of research, learning, and knowledge.

**V**isualize and engage the world from different historical, social, religious, and cultural approaches.

**E**ngage meanings of active citizenship in one’s community, nation, and the world.

**A.**  **General Education Competencies and Course Outcomes**

1. Listed here are the outcomes/objectives assessed in this course which play an integral part in the student’s general education along with the general education competency they support.

  General Education Competency: **Think**

Course Outcomes or Objectives Supporting the General Education Competency:

* Identify key components of a health care quality management initiative.

**B. Other Course Objectives/Standards**

* Recognize the role of internal and external customers in quality improvement initiatives.
* Recognize the importance of measuring and improving quality.
* Apply the concepts of quality management activities in a health information management department.
* Describe the purpose and objectives of quality management activities in a health information management department.
* Identify and recognize the members of a quality management team.
* Collect, organize and present data for quality management, utilization review, risk management and other patient care related studies.
* Abstract and report data for facility-wide quality management and performance improvement programs.
* Analyze clinical data to identify trends that demonstrate quality, safety and effectiveness of health care.
* Select clinical performance measures for a topic.
* Provide a framework for gaining skills in collecting and analyzing data.
* Design a data collection strategy.
* Use quality improvement tools and techniques to improve department processes.
* Develop quality improvement action plans.
* Describe the peer review process.
* Perform analysis of utilization data.
* Identify the purpose for case review activities.
* Describe review activities following a sentinel event.

1. **DISTRICT-WIDE POLICIES:**

**Programs for Students with Disabilities**

Florida SouthWestern State College, in accordance with the Americans with Disabilities Act and the College’s guiding principles, offers students with documented disabilities programs to equalize access to the educational process. Students needing to request an accommodation in this class due to a disability, or who suspect that their academic performance is affected by a disability should contact the Office of Adaptive Services at the nearest campus. The office locations and telephone numbers for the Office of Adaptive Services at each campus can be found at <http://www.fsw.edu/adaptiveservices>.

**REPORTING TITLE IX VIOLATIONS**

Florida SouthWestern State College, in accordance with Title IX and the Violence Against Women Act, has established a set of procedures for reporting and investigating Title IX violations including sexual misconduct.  Students who need to report an incident or need to receive support regarding an incident should contact the Equity Officer at [equity@fsw.edu](mailto:equity@fsw.edu).  Incoming students are encouraged to participate in the Sexual Violence Prevention training offered online.  Additional information and resources can be found on the College’s website at <http://www.fsw.edu/sexualassault>.

1. **REQUIREMENTS FOR THE STUDENTS:**

List specific course assessments such as class participation, tests, homework assignments, make-up procedures, etc.

1. **ATTENDANCE POLICY:**

The professor’s specific policy concerning absence. (The College policy on attendance is in the Catalog, and defers to the professor.)

1. **GRADING POLICY:**

Include numerical ranges for letter grades; the following is a range commonly used by many faculty:

90 - 100 = A

80 - 89 = B

70 - 79 = C

60 - 69 = D

Below 60 = F

(Note: The “incomplete” grade [“I”] should be given only when unusual circumstances warrant. An “incomplete” is not a substitute for a “D,” “F,” or “W.” Refer to the policy on “incomplete grades.)

1. **REQUIRED COURSE MATERIALS:**

(In correct bibliographic format.)

1. **RESERVED MATERIALS FOR THE COURSE:**

Other special learning resources.

1. **CLASS SCHEDULE:**

This section includes assignments for each class meeting or unit, along with scheduled Library activities and other scheduled support, including scheduled tests.

1. **ANY OTHER INFORMATION OR CLASS PROCEDURES OR POLICIES:**

(Which would be useful to the students in the class.)