

STUDENT WARNING: This course syllabus is from a previous semester archive and serves only as a preparatory reference. Please use this syllabus as a reference only until the professor opens the classroom and you have access to the updated course syllabus. Please do NOT purchase any books or start any work based on this syllabus; this syllabus may NOT be the one that your individual instructor uses for a course that has not yet started. If you need to verify course textbooks, please refer to the online course description through your student portal. This syllabus is proprietary material of APUS.

HCAD302

Course Summary

Course : HCAD302 **Title :** Healthcare Quality and Safety

Length of Course : 8 **Faculty :**

Prerequisites : N/A **Credit Hours :** 3

Description

Course Description:

Regulatory aspects of healthcare, such as licensing, accreditation, credentialing, and governance, impact the quality of healthcare programs. This course will analyze components which contribute to healthcare quality and promote a systems thinking approach to improving healthcare processes. Students will apply process improvement tools to identify healthcare challenges and create solutions to improve quality, safety, and value in healthcare organizations. Patient safety indicators are analyzed to ensure quality healthcare services implementation.

Course Scope:

The aim of this course is to provide an overview of the issues and regulations impacting decision-making to evaluate and improve healthcare quality and patient safety. In short, this course introduces one to the field of Quality Management and patient safety and its role in today's healthcare.

Objectives

After successfully completing this course, students will be able to:

1. Summarize quality management objectives in healthcare organizations.
 2. Apply systems thinking strategies to healthcare quality processes.
 3. Explain the medical decision-making process.
 4. Assess the role and effects of licensure, accreditation, and credentialing in healthcare organizations.
 5. Implement process improvement tools to identify problems and create solutions within healthcare organizations.
 6. Develop strategies to improve the quality, safety, and value of healthcare services.
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Outline

Week 1: Overview of Quality Management and Patient Safety

Learning Outcomes

1. Define healthcare quality and value.
2. Differentiate between structure, process and outcomes measures.
3. Identify the common QI frameworks in healthcare.
4. Explain how patient safety relates to quality improvement processes.

Course Objectives: L01

Required Readings

The Learning Material section contains the weekly lesson along with readings, videos, and other material that conveys this week's topic.

Assignments

- Introduction Discussion
- Week 1 Discussion: Measures to Address Patient Safety

Recommended Optional Reading

Recommended Media

Week 2: Systems Thinking Strategies

Learning Outcomes

1. Define patient safety terminology.
2. Describe the systems thinking process and how it relates to patient safety.

Course Learning Objectives: L02

Required Readings

The Learning Material section contains the weekly lesson along with readings, videos, and other material that conveys this week's topic.

Assignments

- Assignment 1: Quality Management Objectives & Systems Thinking Strategies

Recommended Optional Reading

Recommended Media

Week 3: Understanding the Medical Decision-Making Process

Learning Outcomes

1. Differentiate between the different resources that support medical decision-making.
2. Describe how patient empowerment improves medical decision-making.

Course Learning Objectives: L03

Required Readings

The Learning Material section contains the weekly lesson along with readings, videos, and other material that conveys this week's topic.

Assignments

- Week 3 Discussion: Medical Errors and Decision Making

Recommended Optional Reading

Recommended Media

Week 4: Quality Measures in Healthcare Organizations

Learning Outcomes

1. Identify quality measures reported by healthcare facilities.
2. Describe how quality measures support medical decision-making.

Course Learning Objectives: L01, L03

Required Readings

The Learning Material section contains the weekly lesson along with readings, videos, and other material that conveys this week's topic.

Assignments

- Assignment 2: The Medical Decision-Making Process (Presentation)

Recommended Optional Reading

Recommended Media

Week 5: Licensure and Credentialing in Healthcare Organizations

Learning Outcomes

1. Identify state facility licensing requirements.
2. Identify state healthcare provider licensing requirements.
3. Explain the medical staff credentialing and privileging process.

Learning Course Objectives: L04

Required Readings

The Learning Material section contains the weekly lesson along with readings, videos, and other material that conveys this week's topic.

Assignments

- Week 5 Discussion: State Licensing Requirements

Recommended Optional Reading

Recommended Media

Week 6: Managing the Accreditation Process in Healthcare Organizations

Learning Outcomes

1. Identify the various accreditation agencies and their roles.
2. Describe the accreditation process.

Course Learning Objectives: L04

Required Readings

The Learning Material section contains the weekly lesson along with readings, videos, and other material that conveys this week's topic.

Assignments

- Assignment 3: Analysis of Licensure, Accreditation, and Credentialing

Recommended Optional Reading

Recommended Media

Week 7: Process Improvement Tools and Techniques

Learning Outcomes

1. Differentiate between various performance improvement tools and their use.
2. Describe performance improvement techniques.

Course Learning Objectives: L05

Required Readings

The Learning Material section contains the weekly lesson along with readings, videos, and other material that conveys this week's topic.

Assignments

- Week 7 Discussion: Process Improvement Tools and Techniques

Recommended Optional Reading

Recommended Media

Week 8: Evaluating the Quality, Safety, and Value of Healthcare Services

Learning Outcomes

1. Describe how performance improvement activities can impact value-based reimbursement.
2. Develop strategies to improve the quality, safety and value of healthcare services.

Course Learning Objectives: L06

Required Readings

The Learning Material section contains the weekly lesson along with readings, videos, and other material that conveys this week's topic.

Assignments

- Final Assignment: Data Strategy and Process Map to Improve Healthcare Services

Recommended Optional Reading

Recommended Media

Evaluation

Grading:

Name	Grade %
Discussions	25.00 %
Introductions	5.00 %
Week 1: Measures to Address Patient Safety	5.00 %
Week 3: Medical Errors and Decision-Making	5.00 %
Week 5: State Licensing Requirements	5.00 %
Week 7: Process Improvement Tools and Techniques	5.00 %
Assignments	45.00 %
Assignment 1: Quality Management Objectives and Systems Thinking Strategies	15.00 %
Assignment 2: The Medical Decision-Making Process (Presentation)	15.00 %
Assignment 3: Analysis of Licensure, Accreditation, and Credentialing	15.00 %
Final Project	30.00 %
Final Project: Data Strategy and Process Map to Improve Healthcare Services	30.00 %

Materials

Book Title: Various resources from the APUS Library and the Open Web are used.

Please visit <http://apus.libguides.com/er.php> to locate the course eReserve.

Author:

Publication Info:

ISBN: ERESERVE NOTE

Course Guidelines

Discussions

Students are required to participate in the discussions each week. The Discussions are for student interaction and input should be submitted before the week ends in order to fully participate in the discussions. Students should demonstrate their own knowledge in the discussions and avoid copying and pasting from websites.

Guidelines:

Post the initial response to each discussion by 11:59pm, ET, Wednesday.

Initial responses are to be original in content and demonstrate a thorough analysis of the topic.

Reply to more than (2) of your classmates in each discussion by 11:59pm, ET, Sunday.

Responses to classmates are significant to advance the discussion.

An initial post must precede the response posts to peers. An initial post received after Wednesday 11:59 pm will receive a 10% deduction for each day, for 3 days, prior to discussion being graded. This means the highest grade possible for a late submission of 3 days, is 70%.

Assignment and Coursework Grading Policy

Students are expected to submit classroom assignments by the designated due date and to complete the course according to the published class schedule. Failure to submit coursework by the designated due date will result in a 10 percent (10%) penalty per day until three (3) days after the coursework is due. Therefore, after three (3) days the maximum grade the student can achieve with a late submission will be a grade of 70% ("C-"). If a student is ill, has a family crisis, or will miss scheduled coursework deadlines for any reason, the student shall notify the instructor in advance if at all possible.

University Policies

Student Handbook

- [Drop/Withdrawal policy](#)
- [Extension Requests](#)
- [Academic Probation](#)
- [Appeals](#)
- [Disability Accommodations](#)

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