COURSE INFORMATION FORM

DISCIPLINE: Health Information Management
COURSE TITLE: Quality Improvement in Healthcare

CR. HR. 3.0  LECT. HR. 3.0  LAB. HR.  CLIN/INTERN. HR.  CLOCK. HR.  

CATALOG DESCRIPTION
This course focuses on continuous performance improvement methods and effective use of teamwork for improving quality in healthcare settings. Compliance with guidelines of regulatory and accrediting agencies.

PREREQUISITES
CSIS 115, HIM 101, HIM 108, HIM 110, HIM 112

EXPECTED STUDENT OUTCOMES IN THE COURSE (ESO)
Upon completion of this course, the student will be able to:
1. Use aggregated and analyzed data to support performance improvement goals for different healthcare entities.
2. Analyze clinical data to identify trends related to quality, safety, and healthcare effectiveness.
3. Evaluate organization-wide health record documentation practices as they relate to accreditation guidelines licensing and regulatory standards.
4. Use core measures and the role played in management of care.
5. Identify data to support compliance reporting.
6. Prepare reports for presentation in accordance with performance improvement plan.
7. Describe the legal aspects of performance improvement activities.
8. Delineate the relationship of tort law to quality improvement activities.
9. Describe the utilization management function.
10. Identify the roles of the health information management in risk management.
11. Define the concepts of protection and privilege with respect to quality improvement.

GENERAL EDUCATION OUTCOMES (ESO)
Specify which general education outcomes, if any, are substantially addressed by the course. Numbers in parentheses identify the Expected Student Outcomes linked to the specific General Education Outcome.

Outcomes  ESO
CAREER AND TECHNICAL EDUCATION PROGRAM OUTCOMES
Specify which Career and Technical program outcomes, if any, are substantially addressed by the course by completing the “Career and Technical Education template” to show the relationship between course and program outcomes to assessment measures.

1. Utilize tool and techniques to monitor, report, and improve processes to identify cost-savings and efficient means of achieving work processes and goals.

2. Analyze policies and procedures to ensure organizational compliance with regulations and standards related to health information management.

CLASS-LEVEL ASSESSMENT MEASURES
Student accomplishment of expected student outcomes may be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

1. Assignments (1, 2, 3, 4, 5, 6, 8, 11)
2. Class discussion (7, 9, 10)
3. Examinations (2, 3, 4, 5, 7, 9, 11)
Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. History of Quality Improvement in Healthcare
   A. Early efforts to evaluate medical care
   B. Landmark decisions and influences on the evolution of quality practices
   C. Other influences

II. Utilization Management
   A. Definition and purpose of utilization review
   B. History
   C. Utilization review process
   D. Managed care
      1. National Committee on Quality Assurance (NCQA)
      2. Healthcare Effectiveness Data and Information Set (HEDIS)

III. Credentialing Accrediting and Regulating Agencies in the Healthcare
   A. Healthcare reform
   B. Measuring the quality of health plan performance

IV. Applied Quality Improvement
   A. Defining a process
   B. Quality improvement tools
   C. Quality improvement in the health information management department
   D. Hospital wide quality

V. Risk Management
   A. Root cause analysis
   B. Preventative measures