

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



MASTER SYLLABUS

COURSE NUMBER-COURSE NAME
HSMB 310 – Healthcare Quality & Patient Safety
CIP Code: 51.07

Created by: Jennie Flanagan, RN MHA
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SCHOOL OF BUSINESS AND LIBERAL ARTS
DEPARTMENT: Healthcare Management
SEMESTER YEAR: FALL 2023

A. TITLE: Healthcare Quality & Patient Safety

B. COURSE NUMBER: HSMB 310

C. CREDIT HOURS (Hours of Lecture, Laboratory, Recitation, Tutorial, Activity):

Credit Hours: 3

Lecture Hours 3 per Week

Lab Hours 0 Week

Other 0 per Week

Course Length (# of Weeks): 15 Weeks

D. WRITING INTENSIVE COURSE: No

E. GER CATEGORY: None

F. SEMESTER(S) OFFERED: *Fall and Spring*

G. COURSE 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 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. PRE-REQUISITES: Yes

HSMB 101- Introduction to Healthcare Management or permission of instructor

CO-REQUISITES: None

I. STUDENT LEARNING OUTCOMES:

<u>Course Student Learning Outcome [SLO]</u>	<u>PSLO</u>	<u>GER</u>	<u>ISLO</u>
1. Identify and define the importance of healthcare quality from a variety of stakeholder perspectives in a variety of healthcare settings.	Analyze alternative management solutions in healthcare related problems and challenges.	N/A	2-Critical Thinking PS
2. Describe the leading models of quality improvement and apply key quality concept tools in case study evaluation, along with the measurement and reporting components.	Demonstrate knowledge of strategic planning and decision making in the healthcare organization.	N/A	5- Industry, Professional, Discipline Specific Knowledge and Skills

3. Recognize the extent of problems in patient safety in medical care along with the ethical, legal and regulatory implications related to this care.	Analyze alternative management solutions in healthcare related problems and challenges.	N/A	2-Critical Thinking PS
4. Describe the role of various systems and factors in creating patient safety, in causing errors and adverse events.	Analyze alternative management solutions in healthcare related problems and challenges.	N/A	2-Critical Thinking PS

KEY	<u>Institutional Student Learning Outcomes</u> <u>[ISLO 1 – 5]</u>
ISLO #	ISLO & Subsets
1	Communication Skills Oral [O], Written [W]
2	Critical Thinking <i>Critical Analysis [CA], Inquiry & Analysis [IA], Problem Solving [PS]</i>
3	Foundational Skills <i>Information Management [IM], Quantitative Lit./Reasoning [QTR]</i>
4	Social Responsibility <i>Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]</i>
5	Industry, Professional, Discipline Specific Knowledge and Skills

J. APPLIED LEARNING COMPONENT: Yes _____ No **X**_____

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

Classroom/Lab____
 Internship____
 Clinical Practicum____
 Practicum____
 Service Learning____
 Community Service____

Civic Engagement____
 Creative Works/Senior Project____
 Research____
 Entrepreneurship____
 (program, class, project)

K. TEXTS:

Quality and Performance Excellence, 8th Ed. Cengage Learning, Evans, James, ISBN# 9781305662223

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: N/A

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: N/A