

COURSE OUTLINE

**Health Information Technology 186
Health Care Quality Management**

I. Catalog Statement

Health Information Technology 186 provides the student with an understanding of healthcare quality management and performance improvement principles within a hospital setting, focusing on historical, theoretical, and practical applications and methodologies. Instruction includes data collection and analysis; regulatory, accreditation, and patient safety compliance; credentialing and utilization; and case and risk management.

This course is aligned with accreditation standards for the Commission on Accreditation for Health Informatics and Information Management (CAHIIM), an independent accrediting organization whose mission is to serve the public interest by establishing and enforcing quality standards for Health Informatics and Health Information Management (HIM) educational programs.

Total Lecture Units: 3.0

Total Course Units: 3.0

Total Lecture Hours: 48.0

Total Faculty Contact Hours: 48.0

Prerequisite: Medical Office Administration 180.

Recommended Preparation: Medical Office Administration 185 and eligibility for English 120, ESL 151, Business Administration 106, or equivalent.

II. Course Entry Expectations

Skills Level Ranges: Reading 5; Writing 5; Listening/Speaking 5; Math 3.

Prior to enrolling in the course, the student should be able to:

1. explain health data and clinical documentation principles, standards, and guidelines to ensure quality of the health record in a medical clinic or an acute-care hospital setting;
2. describe regulatory, accreditation, licensure and certification standards related to health information to medical records in the acute-care hospital setting;
3. understand national and state regulatory and accreditation requirements for confidentiality, privacy, and security of health information to protect the patient and the acute-care hospital;
4. use current technology and systems to ensure the quality of the medical record and to ensure the optimum collection, analysis, storage, release, retrieval, and reporting of health information to appropriate users and requestors;
5. describe a Health Information Management (HIM) department in an acute-care hospital, medical clinic, or any other health care establishment.

III. Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:

1. identify and describe commonly used methods for assessing, measuring, and improving the quality of care and services provided in health care facilities;
2. list leading government and private organizations involved in clinical quality improvement;
3. discuss principle clinical quality and patient safety issues;
4. describe the role of risk management in the quality initiatives of a health care facility;
5. explain quality assessment, risk analysis and performance improvement.

IV. Course Content

Total Contact Hours = 48 hours

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| A. Quality Assessment and Performance Improvement | 8 hours |
| 1. Terminology and standards common to performance improvement | |
| 2. Quality Performance Improvement Masters and Philosophies | |
| 3. The Language of Quality Performance Improvement | |
| B. Improvement Opportunities Based on Performance Measurements | 8 hours |
| 1. Principal aspects of healthcare that are targeted for performance | |
| 2. Performance management and quality | |
| 3. Assessing Quality Performance Improvement | |
| C. Team Work in Performance Improvement | 8 hours |
| 1. Effective team performance improvement | |
| 2. Team charters, roles, and ground rules | |
| 3. Roles of team member and leader in performance improvement | |
| D. Performance Improvement Data | 8 hours |
| 1. Internal and external benchmark comparison | |
| 2. Common healthcare data collection tools | |
| 3. Data aggregation in support of data analysis | |
| E. Customer Satisfaction and Outcome Measurement | 8 hours |
| 1. Internal and external customers | |
| 2. Surveys and interviews | |
| 3. Critique surveys and interview formats | |
| F. Utilization management, risk management, and case management | 8 hours |
| 1. Data collection | |
| 2. Standardized reporting formats | |
| 3. External benchmarking | |

V. Methods of Instruction

The following methods of instruction may be used in the course:

1. lecture;

2. discussions;
3. hands-on activities, assignments, and case management;
4. online.

VI. Out of Class Assignments

The following out of class assignments may be used in this course:

1. identify and analyze a quality improvement project. (e.g.reduce medication errors. (1) access the steps; (2) determine the structure and process that should be examined; (3) propose a solution to improve the outcome);

VII. Methods of Evaluation

The following methods of evaluation may be used in this course:

1. quizzes;
2. midterm examination;
3. presentations;
4. final examination.

VIII. Textbook

Shaw, Patricia, Elliot, Chris, Isaacson, Polly and Murphy, Elizabeth. *Quality and Performance Improvement in Healthcare*. Spring City: Great Valley Publishing Company/American Health Information Management Association, 2102. Print.
12th Grade Textbook Reading Level - ISBN-13: 978-1584263104

IX. Student Learning Outcomes

Upon successful completion of the required coursework the student will be able to:

1. abstract and report data for facility-wide quality management and performance improvement programs;
2. demonstrate ability to identify trends in quality, safety, and effectiveness of healthcare;
3. identify leading government and private organizations involved in clinical quality improvement;
4. describe the role of risk management in the quality initiatives of a health care facility;
5. demonstrate knowledge of quality assessment, risk analysis, and performance improvement.

Justification for Need

This course is a required course for the completion of the Associate of Science Degree program in Health Information Technology (HIT), which is currently being developed.